

Sponsors' Insights Related to Compliance Program Effectiveness Audits

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Debbie Aznar

HealthSun Health Plans

Peg Fry

BlueCross BlueShield of Tennessee

Pamela Wood

Express Scripts



HealthSun Health Plans (MAPD Plan)



- Debbie Aznar-Director of Auditing and Monitoring
 - Direct report to Milagros Yzquierdo-Chief Compliance Officer
- Headquarters in Miami, Florida, with approximately 297 employees
- Medicare Advantage Plan – with approximately 40,000 members
- Serving Miami-Dade and Broward Counties since 2005
- 5 Star Rated Plan



HealthSun Health Plans (MAPD Plan) (continued)



- Audit Timeline:
 - 2012 CMS Program Audit
 - 2013 CMS Validation Audit – Audit Closed Out in 2014
 - 2017 CMS Program Audit
 - Independent Validation Audit-Projected Completion August 2018



Peg Fry, CHC – Medicare Compliance Officer BlueCross BlueShield of Tennessee



- Headquarters – Chattanooga, TN with 6,000 employees
- Not-for-Profit – Providing health insurance in TN for over 70 years
 - Medicare Advantage plans - 115,000 members
 - Dual Special Needs plan - 16,000 members
 - Medicare Supplement plans - 50,000 members



Peg Fry, CHC – Medicare Compliance Officer BlueCross BlueShield of Tennessee (continued)



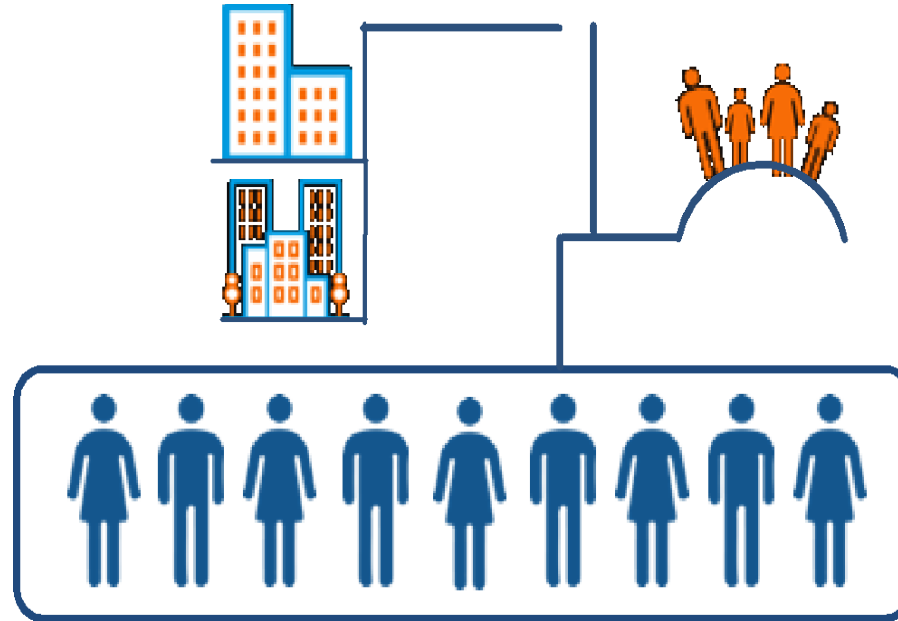
- Audit Status
 - Engagement letter received March 20, 2017
 - Completed onsite audit May 18, 2017
 - CMS accepted CAPS August 31, 2017
 - Validation Audit completed December 6, 2017
 - CMS closeout December 14, 2017

Express Scripts Medicare™ (PDP)

Pamela Wood, Sr. Director and Medicare Compliance Officer

Headquarters – St. Louis, MO with 24,000 PBM Employees

Support provided to over **164** employers and retiree groups totaling over **1.7M** EGWP lives enrolled



Approximately 150 employees dedicated to Express Scripts PDP Operations

Offering the Express Scripts Medicare™ (PDP) nationwide with over **700K** lives enrolled

2013 Program Audit

2017 Program Audit

- Validation Nov. '17
- Close Out Letter Received January 4, 2018



Polling Question



Have you undergone a CMS program audit using the previous CPE protocol?

- A. Yes
- B. No



Polling Question



Have you undergone a CMS program audit under the current CPE protocol?

- A. Yes
- B. No

Polling Question

Which activity is (or would be) the most challenging for your organization?

- A. Submitting accurate universe submissions to CMS
- B. Working with your FDRs to obtain data or information for audit
- C. Preparing and presenting CPE tracer sample cases
- D. Keeping staff engaged and motivated throughout the CMS audit process



Questions?



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