



October 2014

## Healthcare Integrated General Ledger Accounting System Highlights

Brought to you by the Financial Management Systems Group (FMSG) under the Office of Financial Management (OFM)

### HIGLAS Statistics

As of October 2<sup>nd</sup>, HIGLAS has recouped over \$400 million of Federal Tax and Non-Tax debts from Medicare Provider Payments under the Treasury Federal Payment Levy Program (FPLP).

As of August 2014, HIGLAS processed approximately \$9.67 billion of federal grants to the Children's Health Insurance Program and \$327.5 billion of federal grants to States for Medicaid.

### Awards Spotlight

A total of 31 FMSG staff members were recognized at the OFM Appreciation Awards and CMS Honor Awards this September. Congratulations to all the award recipients and thank you for your efforts towards maintaining and improving HIGLAS!

### Upcoming Event

FMSG will share information about the HIGLAS upgrade to the latest version of Oracle Federal Financials, Release 12, with MAC executive leadership at the upcoming Medicare Fee-for-Service Contractor Executive Meeting on November 19<sup>th</sup> and 20<sup>th</sup>.

## Continuing to Support ACA

As the new open enrollment begins, HIGLAS is implementing several enhancements to support initiatives related to the Affordable Care Act (ACA).

The July 2014 HIGLAS Quarterly Release (QR) included the successful implementation of aggregate fee-for-service adjustments as part of the

Bundled Payments for Care Improvement (BPCI) initiative. Additionally, the January 2015 QR will enable payment adjustments to the Medicare physician fee schedule rate (MPFS) for Part B providers and contractors for three initiatives:

- Electronic Health Record (EHR);
- Physician Quality

Reporting System (PQRS); and

- Value-Based Modifier (VBM).

Each initiative aims to incentivize providers and increase the quality of care delivered to recipients, yielding lower costs.

For more information contact Scott Beam at [Scott.Beam@cms.hhs.gov](mailto:Scott.Beam@cms.hhs.gov).

## Feedback Counts

Twice a year FMSG conducts a HIGLAS customer satisfaction survey (CSS) as a means of measuring select contractor's performance and their associated customer satisfaction levels. Among the contractors evaluated are the Hosting and Operations Contractor (HOC) and the Application and Integration Support (AIS) contractor for HIGLAS.

Each cycle, questions are developed to target specific focus areas. With the participation of survey recipients, including Medicare Administrative Contractors (MACs), government staff, and HIGLAS stakeholders, feedback is then used to understand strengths and identify opportunities for streamlining processes to support improvement.

The most recent survey was conducted in August 2014, and planning is underway for the upcoming survey this fall.

For more information about the survey, contact the HIGLAS Mailbox at [HIGLAS@cms.hhs.gov](mailto:HIGLAS@cms.hhs.gov).

## Technology News

FMSG hosts a monthly HIGLAS User Group (HUG) meeting to share important information and encourage open communication between CMS and its business partners. With the implementation of WebCenter as the HIGLAS document repository, all

HUG meeting [agendas](#), [presentations](#), and [minutes](#) are accessible on the [FMSG Portal](#).

If you do not have access WebCenter or require assistance, please contact the HIGLAS Help Desk at 1-888-839-9230.



**"Innovation distinguishes between a leader and a follower"**  
~Steve Jobs

As we continue to share HIGLAS news and information, we want to know more about what you want to hear. If you have ideas or questions for a future issue, please contact us at [HIGLAS@cms.hhs.gov](mailto:HIGLAS@cms.hhs.gov). Thank you!