

## Health Plan Serving Medicare and MMP Members Streamlines CMS Program Audit Preparation Processes

**80%** reduction in CMS Program Audit data submission effort

**85%** reduction in external auditor cost

**60%** mock audit time reductions

**75%** less effort to obtain clean universes from FDRs

“ When we initially started scrubbing, we had 10,000–15,000 error counts. Now we significantly cut down the error count and drastically improved our ability to submit CMS-compliant universes quickly. ”

**Associate Vice President**

Nationwide California-based Health Plan

### About the Health Plan

A Fortune 500 health plan serving Medicare and Medicare-Medicaid (MMP) members was looking for a management solution to:

- › Create, review and submit compliant CMS universes
- › Reduce CMS Program Audit preparation time
- › Cut mock audit costs
- › Demonstrate to the CMS an ability to continuously monitor their universe tables, as well as those of their FDRs

### The Problem

**Manual compliance and audit management processes for CMS Program Audits cost the health plan millions of dollars and increased risk**

The health plan’s existing universe management processes took vast amounts of time and placed an inordinate drain on their resources. They also introduced an inherent amount of compliance risk.

The compliance and audit management teams followed manual CMS universe preparation processes, spending many hours compiling work papers and regulatory reports, along with associated documentation. The excessive workload created significant challenges, such as audit inefficiencies, errors, unreliable reporting, redundant efforts, inflated costs and data inaccuracies.

The health plan needed to automate elements of their CMS Program Audit preparation process to ensure accurate and timely CMS universe submissions.

### The Requirements

**A centralized universe management system that can automate the entire universe-audit life cycle**

The health plan concluded that they required a centralized universe management framework where compliance and audit teams could efficiently collaborate. And they wanted an automated solution to help manage the entire universe-audit life cycle: creating and reviewing universes, developing standard audit plans, collecting field data, compiling and reviewing audit reports, and implementing CMS-audit recommendations.

#### Universe management tool requirements

The audit management team hoped to procure a solution that offered continuous CMS universe monitoring for early issue identification and mitigation. And the universe management tool had to:

- › Resolve compliance issues
- › Support continuous monitoring
- › Improve universe management and processes
- › Reduce external CMS audit and monitoring costs

The health plan evaluated several external vendors to assess the robustness of their solutions, the quality of their applications and their ability to lower total cost of ownership. After a rigorous vetting process, Inovaare Corporation emerged as the preferred choice.



“ Our compliance team members frequently complained about spending too much time auditing, reviewing and creating CMS-compliant universes. We were looking for a company-wide approach that could unify all the universe audit efforts across the plan, including our FDRs. ”

**Project Manager**

Nationwide California-based Health Plan

### Improved CMS Program Audit timeliness and accuracy

The average time to sustain CMS-compliant universes has gone down substantially. The automated workflows help the health plan to create and submit consistently clean universes. A paperless audit process across the enterprise, along with standardized data collection, has eliminated schema-level errors and inconsistencies.

### Enhanced visibility

The health plan now achieves complete visibility regarding crucial errors. The Universe Management Suite compiles all analysis in one place by identifying outliers and indicating potential threats through trend analysis. This leads to better universe management and improved compliance. The transparency has made universe management a predictable process, while improving universe findings and lowering risk levels.

### Integrated continuous-compliance tool

The centerpiece of Inovaare’s Universe Management Suite is Universe Scrubber, which provides the health plan with comprehensive universe-table analysis. With Universe Scrubber, the health plan can now scrub their CMS universes on demand, as often as desired. As a result, the health plan is empowered to validate and create error-free, CMS-ready universes for compliant regulatory reporting without depending on their IT team’s support, improving universe findings and lowering risk levels.

## The Solutions

### How Inovaare transformed the health plan’s CMS Program Audit preparation process

Inovaare’s Universe Management Suite is an end-to-end solution for efficient, accurate and proper formatting of CMS universes. Comprised of two standalone modules — Universe Scrubber and Universe Generator. Universe Management Suite can be seamlessly integrated to ensure health plans submit CMS-compliant reports with the touch of a button.

Reduce time preparing universe submissions

Generate universes with little dependency on IT resources

Now you can review 100% of your universe data. Information is beneficial to identify and remediate risk before a regulatory audit.

A report is generated to address any data validation issues, as well as provide insights into your Compliance Program Effectiveness.

## The Results

### Greater accuracy and faster turnaround times for improved timeliness and continuous compliance

The solution allows the health plan to logically organize mock audits and continuously ensure preparedness for the CMS Program Audits, even at a moment's notice.

The Universe Management Suite improved the audit team's productivity by empowering them to unify and analyze cross-departmental audit data quickly and efficiently. The team can now:

- > Access data directly from a centralized data repository
- > Assign multiple auditors working simultaneously
- > Utilize automated audit tests

Universe Scrubber allows the health plan to upload and validate their universe tables on the first try for a CMS Program Audit to:

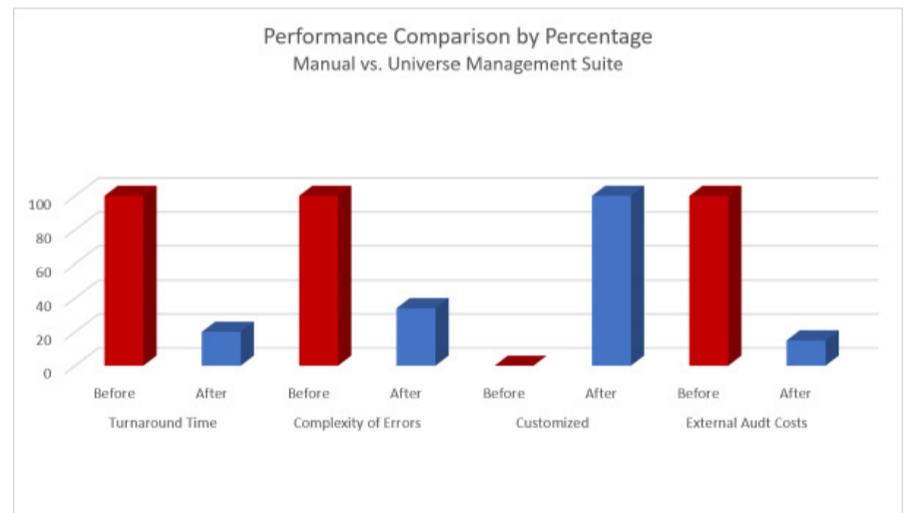
- > Ensure correct CMS formatting
- > Scrub all CMS universes (ODAG, CDAG, SARAG, CPE, FA, SNP-MOC, CCQIPE)
- > Detect all errors in universe schematics, data and business logic

Universe Generator empowers the health plan to create properly formatted, error-free CMS universes with the touch of a button. Today, the compliance and audit teams can:

- > Fulfill their own data or query requests
- > Sustain audit readiness at all times through automated monitoring
- > Reduce risk of penalties and low star ratings with faster turnaround times

“ Inovaare’s Universe Management solution has exceeded our expectations in every way. We are particularly impressed with the accuracy and reliability of the universe errors findings. ”

**Associate Vice President**



[Contact Inovaare](#) and explore how to streamline your CMS Program Audit preparation processes today.