

Managed Care

MA-PD and Medicaid Managed Care Services

Service Highlights

Compliance and Audit Services

- Mock CMS program compliance audits
- CMS CAP remediation and validation
- STAR rating measurements
- Internal auditing and support
- CMS financial activity audit support
- Data validation audits
- Mock RADV audits

Process Improvement

- End-to-end process improvement based assessments of all health plan functions
- Benefit configurations testing
- Workflow, SOP and desk reference material development
- Large-scale system implementation project management

Data Analytics

- Regulatory and operational risk and financial impact assessments
- Litigation and investigation support
- Due diligence and strategic partner evaluations
- MA-PD Risk Adjustment data remediation, submission, and analysis
- Project Management Office (PMO) services for integrations and large scale IT improvement projects
- Evaluation of payer and provider contracts and modeling

PBM Services

- Formulary Administration Audits, review of drug utilization management, claims review, and rebate audits
- Contract negotiation and renegotiation

FTI Consulting managed care and government program experts help health plans implement their strategic visions in today's shifting regulatory and payment environment. With 20 years of experience in government programs, we offer Medicare and Medicaid health plans, their related entities, pharmacy benefit managers, and their counsel a comprehensive set of services designed to identify and manage compliance and operational issues.

COMPLIANCE AND AUDIT SERVICES

Effective compliance with federal and state managed care mandates and guidance is essential in today's highly scrutinized and regulated environment. In addition, healthcare reform legislation in the form of the Affordable Care Act (ACA) has created many new regulatory risks and business opportunities for managed care companies. FTI Consulting's managed care industry experts assist health plans navigate this dynamic regulatory environment and develop effective compliance programs to manage risks. Our compliance and audit services include:

- Mock CMS Compliance Program Effectiveness and Program Audits performed in real time for the key risk areas of:
 - Compliance Program Effectiveness (CPE)
 - Formulary Administration and Transition (FA)
 - Coverage Determination, Appeals and Grievances (CDAG)
 - Organization Determination, Appeals and Grievances (ODAG)
 - Special Needs – Model of Care (SNP-MOC)
 - Enrollment/Disenrollment
 - Agent/broker oversight and outbound enrollment verification
 - Quality and utilization management
 - Pharmacy access, MTMP, formulary, drug utilization review, and P&T committee
 - First tier, downstream, and related entity contracts and oversight
- Immediate and 90-Day CMS Corrective Action Plan (CAP), remediation, and validation
- Audit and review of STAR rating domains and measurements
- Development and execution of ongoing internal auditing and monitoring programs
- Data validation audits using CMS specifications for all required reporting measures
- Clinical audits of HCC/RXHCCs and mock RADV audits

OPERATIONAL PROCESS IMPROVEMENT

For health plans that hold government contracts, operations and compliance are inextricably linked. At the same time, to compete in the current dynamic reimbursement and care model environment, health plan operations and systems need to be nimble enough to address the market demands. FTI Consulting's managed care team has broad and deep expertise in government programs, health plan best practices, and system environments. We can help you build compliant and efficient operations with the following services:

- End-to-end process improvement based assessments of all health plan functions including claims, enrollment, risk adjustment and clinical processes and systems
- Benefit configurations testing for medical and pharmacy claims/enrollment
- Workflow, SOP and desk reference material development for all core health plan functions
- Large-scale system implementation project management including vendor capability and alignment assessments

DATA ANALYTICS

To be successful in the healthcare reform environment and transition to value based contracts, health plans need data systems and reporting capabilities that are properly aligned with compliance, clinical quality, and cost objectives. The FTI Consulting team has the ability to receive, administer, and analyze large sets of healthcare claims and encounter data, pharmacy data, clinical data, and other utilization and enrollment data. Our team has experience in helping large payers successfully implement their compliance and business goals in the following areas:

- Regulatory and operational risk and financial impact assessments
- Data analysis to support ongoing operational or compliance monitoring, risk assessment and identification and litigation and investigation support

- Systems reviews as part of due diligence and strategic partner evaluations for new business models
- Medicare Advantage and Part D Risk Adjustment data remediation, submission and analysis
- Project Management Office (PMO) services for integrations and large scale IT improvement projects
- Evaluation of payer and provider contracts and modeling

PHARMACY BENEFIT MANAGER SERVICES

Pharmacy Benefit Managers (PBMs) will continue to play an important role in bundled or more traditional managed care benefit structures. Participation in government programs, such as Medicare Part D, requires a different level of attention to administrative and system design issues than commercial programs. The FTI Consulting team has worked with many PBMs to develop and implement the necessary compliance controls for their clients as well as their own government contracts. We assist health plans manage their PBM with the following service offerings:

- Formulary Administration Audits, including review of drug utilization management program set-up and ongoing administration
- Claims and formulary rebate audits
- Detailed testing of formulary, clinical, pricing and other system edit logic
- Strategic vendor alignment and RFP process
- Contract negotiations and renegotiations

EXPERIENCE AND BENEFITS

FTI Consulting's managed care industry experts bring in-depth knowledge of all aspects of clinical operations, managed care, regulatory compliance, and data analytics. FTI brings a multi-disciplinary team that includes former Managed Care executives, physician leaders, clinicians, actuaries, provider network contracting, and data analytics professionals.



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CRITICAL THINKING
AT THE CRITICAL TIME™

About FTI Consulting

FTI Consulting, Inc. is a global business advisory firm dedicated to helping organizations protect and enhance enterprise value in an increasingly complex legal, regulatory and economic environment. FTI Consulting professionals, who are located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges in areas such as investigations, litigation, mergers and acquisitions, regulatory issues, reputation management and restructuring.

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