

Simplifying CMS Reporting

INDUSTRY
Healthcare

CONCORD CAPABILITY
Data Solutions & Analytics

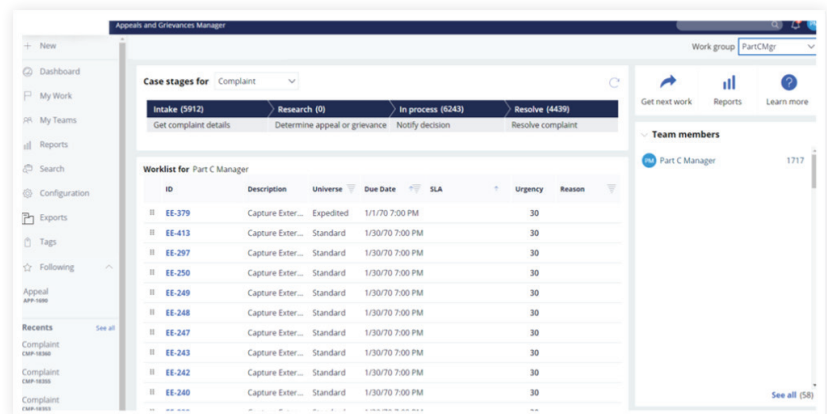
Project Overview //

Achieving and maintaining compliance with the Centers for Medicare & Medicaid Services (CMS) is no easy task.

Our healthcare payer client must demonstrate compliance with organizational determinations (ODAG) for service requests and provider claims. Unfortunately, the necessary data elements span multiple systems and third parties, and the organization lacked a unified place to store, manage, and report on these elements.

Concord Solutions //

To remove barriers to compliance, Concord developed a foundational, centralized compliance database to deliver ODAG reports. The compliance reporting database houses all the data elements from disparate sources and includes a BI tool to access and generate required reports. The new reporting system helps the business quickly access and create reports based on pertinent data.



The screenshot displays the 'Appeals and Grievances Manager' interface. At the top, there are navigation tabs for 'Intake (5912)', 'Research (0)', 'In process (6243)', and 'Resolve (4429)'. Below these, a workflow diagram shows steps: 'Get complaint details', 'Determine appeal or grievance', 'Notify decision', and 'Resolve complaint'. The main area features a 'Worklist for Part C Manager' table with columns for ID, Description, Universe, Due Date, SLA, Urgency, and Reason. A sidebar on the left contains navigation options like 'Dashboard', 'My Work', 'My Teams', 'Reports', 'Search', 'Configuration', 'Exports', 'Tags', 'Following', 'Recents', and 'Complaint cases'. A 'Team members' panel on the right shows 'Part C Manager' with 1717 members.

ID	Description	Universe	Due Date	SLA	Urgency	Reason
EE-379	Capture Exter...	Expedited	1/1/70 7:00 PM		30	
EE-413	Capture Exter...	Standard	1/30/70 7:00 PM		30	
EE-297	Capture Exter...	Standard	1/30/70 7:00 PM		30	
EE-250	Capture Exter...	Standard	1/30/70 7:00 PM		30	
EE-249	Capture Exter...	Standard	1/30/70 7:00 PM		30	
EE-248	Capture Exter...	Standard	1/30/70 7:00 PM		30	
EE-247	Capture Exter...	Standard	1/30/70 7:00 PM		30	
EE-243	Capture Exter...	Standard	1/30/70 7:00 PM		30	
EE-242	Capture Exter...	Standard	1/30/70 7:00 PM		30	
EE-240	Capture Exter...	Standard	1/30/70 7:00 PM		30	

Client Success //

Thanks to the new system, CMS reporting is easier than ever. The new compliance database allows our client to manage CMS data elements in one centralized location. More importantly, they reduced reporting cycle time by an average of twelve days after the close of a reporting period, reduced audit requests by 27% per year, and significantly reduced the overall labor costs on the effort.

This new reporting system helps the business:

- Manage CMS data universal elements in one location
- Maintain compliance with CMS reporting requirements