



HMS Advisory Services

Managed Care Performance Powered by CNSI MC-Track™

An innovative approach to overall MCO performance, contract compliance, and delegate management

Challenge

For Medicaid managed care organizations (MCOs), staying on top of ever-changing state and federal regulations and contract terms, improving plan ratings and performance, and managing contracts with providers and delegates is no easy task.

- How is your health plan performing?
- How are you proving to federal and state officials that you adequately validate encounter data from your provider network, delegates, and subcontractors?
- How well are your provider networks performing?
- Do you have an automated way to know when contract deliverables or corrective action plan steps are at risk?
- Are you meeting all critical contract deliverables in time to avoid corrective action plans?

Solution

Now there's Managed Care Performance (MCP), a comprehensive solution that integrates all the data required to monitor compliance across all your contracts (state, delegate, ASO, and ERISA). A single portal helps you track it all, from readiness review through contract renewal.

MCP is a comprehensive solution that brings you 100% visibility into your overall performance.

HMS and CNSI have formed a strategic partnership, combining a long history of Medicaid policy experience with world-class software and visualization tools. Our solution includes the ability to conduct value assessments for provider network adequacy, encounter data quality, and consumer satisfaction. It has everything you need to oversee delegates and providers, as well as audit-proof methods for meeting state and CMS requirements.

MCP centralizes your plan's communications between state clients, delegates, and provider network. Every submitted contract deliverable—including encounter data submissions, network adequacy data, corrective action plans, and written deliverables—is collected, validated, and either accepted or rejected within the system. It

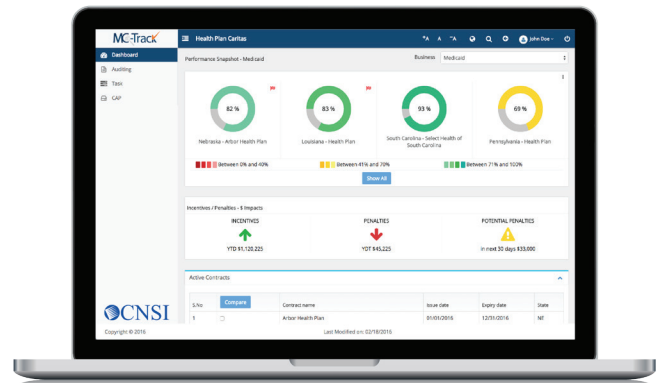


provides a complete and accurate record available for review in a single place. These services are all modular to fit your needs and budget.

Dashboards

Our drill-down dashboards provide all the information you need for a centralized audit trail:

- Access to care
- Medicaid and CHIP quality indicators
- Enrollment distribution
- Network adequacy
- Corrective Action Plan and Performance Improvement Plan Tracking
- Readiness checklist
- Customer satisfaction metrics and grievances and appeals



Measurable Results

With the MCP solution, you can expect to see a measurable impact on your business:

- Increased savings and state incentives
- Compliance with federal and state mandates
- Enhanced ratings
- Better consumer experience and improved outcomes
- Operational efficiencies, with less burden on staff
- Effective and timely reporting and corrective actions

For a demonstration of this new solution, contact Kim Glenn, Principal, HMS Advisory Services, at kglenn@hms.com.

hms.com



Enterprising healthcare

HMS provides the broadest range of cost containment solutions in healthcare to help payers and at-risk providers improve performance. Using innovative and time-tested technology and analytics, we prevent and recover improper payments related to fraud, waste, and abuse. As a result of our services, customers recoup billions of dollars every year and save billions more through the prevention of erroneous payments.

HMS Advisory Services is an independent arm of HMS, serving 45 Medicaid agencies and more than 250 managed care plans. The principals have over 25 years each in direct Medicaid Program Integrity experience. CNSI delivers a broad range of health information technology enterprise solutions and customizable products to a diverse base of federal and state agencies – to improve the health for over 28 million Americans.