



BE READY WHEN THE CMS AUDIT BELL RINGS WITH BLUEPEAK'S INDEPENDENT CALL LOG REVIEW



Weighing in at just 10 columns each, the Part C and Part D Call Logs universes have the potential to deliver a knockout punch to your CMS Program Audit score.

Prior to CMS adding the Call Logs universes to the

Organization Determinations, Appeals and Grievances (ODAG) and Coverage Determinations, Appeals and Grievances (CDAG) universes in the 2017 Program Audit Protocols,

CMS would request call logs to supplement small ODAG and/or CDAG universes.

CMS' intent remains the same – to review the call logs to determine that:

- **Grievances were appropriately classified;**
- **Member notification properly addressed the issue(s) raised in the grievance; and**
- **Incoming calls were appropriately classified as either organization or coverage determinations or grievances**

Historically, responding to impromptu requests from CMS for call logs universes during a program audit, plans had difficulty pulling the necessary information from their systems and reviewing thousands of lines of data in a short timeframe.

BluePeak developed the Independent Call Log Review in response to:

- **Seeing these difficulties firsthand, while assisting clients through actual CMS program audits;**
- **The inclusion of the ODAG and CDAG Call Logs universes in the CMS audit protocols; and**
- **CMS citing multiple Grievances conditions in recent audit reports.**

BluePeak's seasoned consultants will thoroughly review your call logs against the most recent CMS Program Audit Protocols and guidance, as CMS would, while also streamlining thousands of lines of data down to hundreds of lines or less.

In addition to performing an Independent Call Log Review, BluePeak offers follow-up services to the plan, such as improving processes, developing and providing training, and monitoring. Interested plans can engage BluePeak to conduct an Independent Call Log Review as a singular project or as part of BluePeak's Universe Monitoring Service or mock CMS Program Audit.



DON'T BE DOWN FOR THE COUNT WHEN IT COMES TO GENERATING CALL LOGS UNIVERSES. BLUEPEAK'S INDEPENDENT CALL LOG REVIEW WILL HELP ENSURE YOUR UNIVERSES ARE READY WHEN THE CMS PROGRAM AUDIT BELL RINGS.

Contact BluePeak today for a **FREE** consultation!
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