

CALL CENTER MOCK AUDITS AND END-TO-END MONITORING



COMPLIANCE DEPARTMENTS

CMS moved call log audits into the Compliance Program Effectiveness (CPE) component of audits and in the recent protocols, there was a new question on the Compliance Officer Questionnaire on how Compliance oversees the call routing process to ensure incoming calls are properly classified and processed. This reinforces CMS' continued focus on accurate and compliant call classification and disposition and their expectation that compliance oversees this critical member touchpoint.

BluePeak has end to end solutions to ensure your member call center is compliant.



Part C and/or Part D Call Log Review

BluePeak staff will:

- Review universes or call logs for completeness.
- Use algorithms to identify calls at a high risk of noncompliance.



Call Recording Monitoring

BluePeak staff will select targeted samples from calls identified through the Call Log Review as being at a high risk for non-compliance and listen to those call recordings to confirm incoming calls were appropriately classified as either:

- Coverage/Organization Determinations
- Inquiries
- Reconsiderations /Redeterminations
- More than one of these
- Grievances



Training and Process Improvement

Depending on the results of BluePeak's review, or as a standalone service, BluePeak can provide customized training to ensure accurate call classification, by teaching representatives to listen for the key words that CMS targets. BluePeak can also help develop and implement process improvements to keep misclassification issues from resurfacing.



BluePeak can help. Contact us today.

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