



# LOOKING FORWARD TO 2021

## A MEDICARE ADVANTAGE TRAINING EVENT

HOSTED BY BLUEPEAK ADVISORS

SEPTEMBER 22-25, 2020



### Featured Presentation

DAY 1

Tuesday, September 22, 12pm-1:30pm EST



### Everything You Need to Know to Prepare for the 2021 Audit Season

*There is no time like the present for Plans to prepare for audit success.*

During this information-packed session industry experts will cover:

- Lessons learned from a Plan that just completed a 2020 Program Audit
- What Plans should be doing now to prepare for the 2021 audit protocols by audit area including:
  - Formulary Administration
  - Coverage Determinations, Appeals and Grievances
  - Organization Determinations, Appeals and Grievances
  - Special Needs Plans and Medicare/Medicaid Plans
  - Compliance Program Effectiveness
- Audit Finding Trends

### Expert Speakers

Roger Gregg -BlueCross BlueShield of Alabama

Babette S. Edgar, Pharm.D., MBA, FAMCP - BluePeak Advisors

Melissa Whitley, E-MBA, CHC -BluePeak Advisors

Kelly Makay RPh, MBA -BluePeak Advisors

Lisa Barker MBA, RN, CCM -BluePeak Advisors

Jeff Baker -BluePeak Advisors

Nancy Erickson BSN, MHA -BluePeak Advisors

Michelle Rigby CFE, CHE -BluePeak Advisors

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DAY 2

Wednesday, September 23, 3pm-4pm EST



## Hot Regulatory Topics

*Dianne Weiskittle, ESQ -BluePeak Advisors*

Are you having trouble keeping track of all the new regulations requiring changes to your Medicare Parts C and D Plan? Join our regulatory hot topics update and BluePeak will provide a succinct summary of key regulatory requirements with effective dates of 1/1/21, including changes you must make regarding enrollment of individuals with End-Stage Renal Disease, the Interoperability Rule, Part D Explanation of Benefit changes, and more. This session will help you understand the steps you should be taking now to ensure you're ready for the 1/1/21 effective dates. Additionally, this session will give you an inside look at some regulatory changes that are not yet finalized, but could be on the horizon soon.



## The Importance of Part B Drug Monitoring

*Nancy Erickson, BSN, MHA -BluePeak Advisors*

*Lisa Barker MBA, RN, CCM -BluePeak Advisors*

Changing CMS regulations have created more stringent Part B drug processing time periods. CMS has been targeting audit samples pertaining to Part B drug timeliness to ensure accuracy and timeliness of Part B drug processing. This shift requires greater scrutiny from plans in processing, management and monitoring. This informative session will prepare your plan for increased scrutiny by:

- Reviewing the various pieces of CMS guidance that impact Part B drug timeliness
- Providing tips to ensure your record layout does not put your plan at risk in an audit
- Discussing operational impacts and best practices including identification and timely processing
- Addressing the role of delegates and effective oversight

DAY 3

Thursday, September 24, 2pm-3pm EST



## Best Practices in Creating and Implementing Effective Corrective Action Plans (CAPs)

*Wendy Edwards, MPA, CHC, CHP-C -ATRIO Health Plans*

*Dianne Weiskittle, ESQ -BluePeak Advisors*

*Michelle Rigby CFE, CHE -BluePeak Advisors*

An issue of non-compliance is detected in your organization. Now what? In this webinar on Developing an Effective Corrective Action Plan Process, in addition to walking through a sample Corrective Action Plan to help bring the corrective action plan process to life, you will learn:

- What are the components of an effective Corrective Action Plan?
- How do you determine the root cause of an issue of non-compliance?
- How do you determine the member impact associated with an issue of non-compliance?
- What are the time-frames associated with developing and implementing a Corrective Action Plan?
- How do you effectively document remediation action taken to correct the issue?
- What should you communicate about the Corrective Action Plan, when, and to whom?
- How do you know when to close a Corrective Action Plan?

# LOOKING FORWARD TO 2021



DAY 4

Friday, September 25, 12pm-1pm EST



## The Changing Part D Landscape

*Kelly MaKay, RPh, MBA -BluePeak Advisors*

*Greg Miller, RPh -BluePeak Advisors*

*Janelle Montalvo -Solid Benefit Guidance*

While balancing lower drug costs, improving quality and increased transparency, the Part D landscape continues to provide new and challenging requirements for Part D plans. Gain insight into how plans are successfully navigating some of these Part D requirements including:

- DMP and Opioids: Guidance overview update, new universes for 2021; plans should be taking steps internally to be compliant
- COVID-19: Emergency status through Oct 3, early refill functionality validation (i.e. unbreakable packages)
- Senior Savings model: What it is and what it means for Diabetic population, plans to prepare customer service for calls and potential grievances
- B versus D: Step therapy Part B, B v D coverage FAQ's

## Registration Details

**REGISTRATION PRICING: \$299**  
**INCLUDES ALL 4 DAYS OF EDUCATIONAL WEBINARS**

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**For questions about the event, please email [adenihan@bluepeak.com](mailto:adenihan@bluepeak.com)**

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