FINAL MAPD PROGRAM AUDIT PROTOCOL TRAINING

AUGUST 17TH, 24TH, 26TH, 2021 • 2:00-4:00 PM EDT

PARTICIPANT GUIDE

TABLE OF CONTENTS

OVERVIEW **3**

AGENDA **4**

Session 1 4

Session 2 4

Session 3 4

Sessions Summary 4

ADOBE CONNECT INSTRUCTIONS **5**

Steps to Complete Prior to the Event 5

How to Join Adobe Connect 6

Using the Chat Pod in Adobe Connect 8

Making the Presentation Full Screen 8

ADDITIONAL RESOURCES **9**

Event Materials 9

Technical Support 9

OVERVIEW

The Medicare Parts C and D Oversight and Enforcement Group (MOEG) will host a three-part training series to provide technical assistance on the final audit protocols it will use to conduct the Medicare Part C and Part D Program Audits (CMS-10717) in 2022.

These calls will not include a live Q&A session. MOEG solicited program area specific questions, using a pre-event survey, from organizations to develop content for this training series and has incorporated this feedback into the training material. The pre-event survey closed on July 2, 2021. Registrants will be allowed to submit questions during each session via the Q&A pod; however, CMS will provide direct responses after the conclusion of the user call series.

AGENDA

SESSION 1

Topic: Organization Determinations, Appeals, and Grievances
Date: Tuesday, August 17, 2021
Time: 2:00 – 4:00 PM EDT

SESSION 2

Topic: Formulary Administration & Coverage Determinations, Appeals, and Grievances
Date: Tuesday, August 24, 2021
Time: 2:00 – 4:00 PM EDT

SESSION 3

Topic: Compliance Program Effectiveness & Special Needs Plans Care Coordination
Date: Thursday, August 26, 2021
Time: 2:00 – 4:00 PM EDT

SESSIONS SUMMARY

Each program area session presentation will provide an overview of the Program Audit Protocols and Program Audit Data Request that are included in CMS-10717. The presenters of each session will review the compliance standards within each program area and explain how the selected requirements are tested in the context of our method of evaluation. This discussion will promote stakeholder understanding of the review process and allow them to identify which internal systems may be impacted.

The second half of each training will be a detailed review of the technical specifications in the record layouts that audited organizations use to collect and submit data for a program audit. This portion of the training will allow stakeholders an opportunity to hear CMS expand on the technical specifications of data points within each record layout and become aware of efforts CMS made to align record layouts across program areas for consistency in data collection.

ADOBE CONNECT INSTRUCTIONS

The following tips and guidelines may assist with your virtual participation.

Steps to Complete Prior to the Event

✓ Register Online

Register for the appropriate session using the links provided via email.

✓ Save Your Confirmation Email

Upon registering, you will receive a confirmation email containing a URL to join Adobe Connect on the day of the session. Please do not share the URL as it is connected to your individual registration. Each participant will need to register separately for each session.

A calendar invitation with the URL will also be attached to the confirmation email. You will receive a reminder email prior to the session providing the same URL as well.

✓ Test the Adobe Connect Platform

To confirm you are able to join Adobe Connect prior to the event, you can run a test to check your computer and network connections here.

Please note: When you click your unique event link, you will have the option to open the event in your internet browser or in the Adobe Connect application. If you do not already have the application on your computer, Adobe Connect will also provide the option to download it.

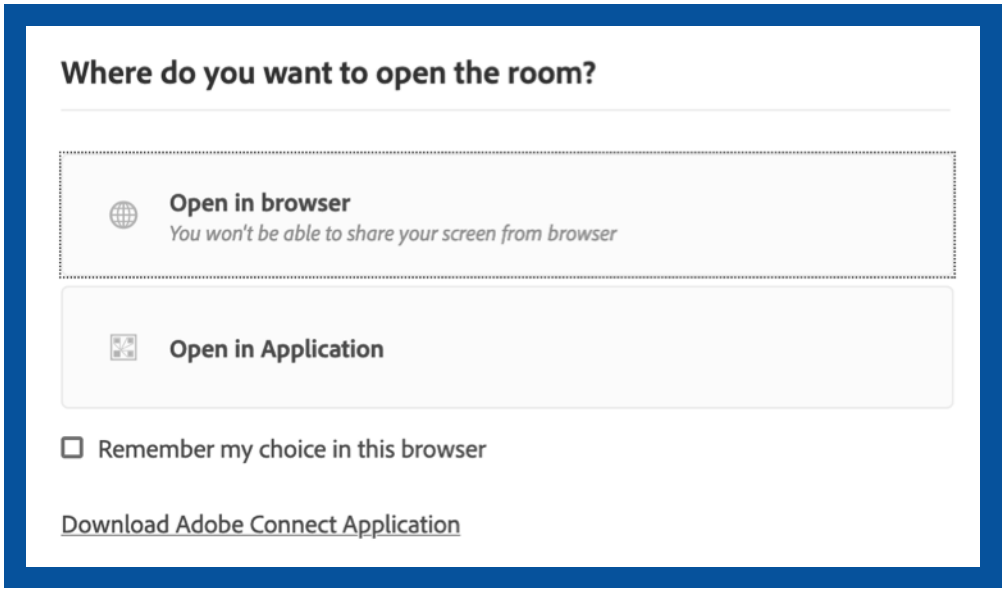
- If you would like to join via your internet browser, you no longer need Adobe Flash Player (as this software has been discontinued). Your browser will use HTML to open the event.
- If you would like to download the Adobe Connect application, your preferred browser will guide you to download the application.

ADOBE CONNECT INSTRUCTIONS *cont.*

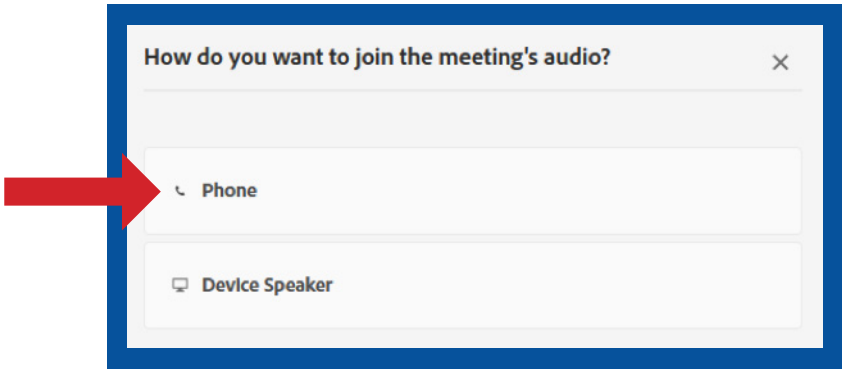
How to Join Adobe Connect

1. Locate and click on the URL in your confirmation or reminder email.

2. A page will open asking how you would like to open the room. Select your preference for joining (browser or application). You may download the application if you would like it on your computer for future events.



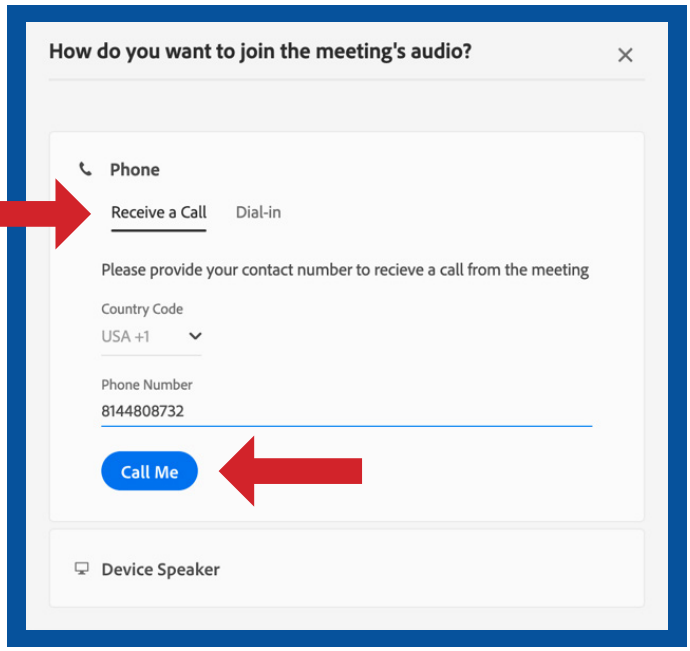
3. To connect your audio, follow the prompts that appear once you join the Adobe Connect platform. We recommend selecting the ***Phone*** option and then the ***Receive a Call*** option.



ADOBE CONNECT INSTRUCTIONS *cont.*

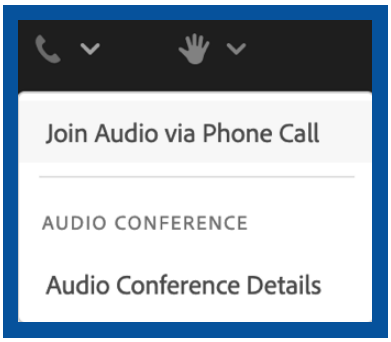
4 If you choose the ***Receive a Call*** option, type in your telephone number (including area code). The country code defaults to the United States.

5 Select ***Call Me***, and the platform will call your phone directly to connect you to the event.



6 If the audio prompts do not appear on your screen when you join, please follow the steps below to connect your audio.

- At the top of your screen, you will see a phone icon. Click the small dropdown arrow next to the phone icon, and select ***Join Audio via Phone Call***.



- Once selected, the audio options will appear on your screen. Follow steps 3-5 (above) to connect your audio.

ADOBE CONNECT INSTRUCTIONS *cont.*

Using the Q&A Pod in Adobe Connect

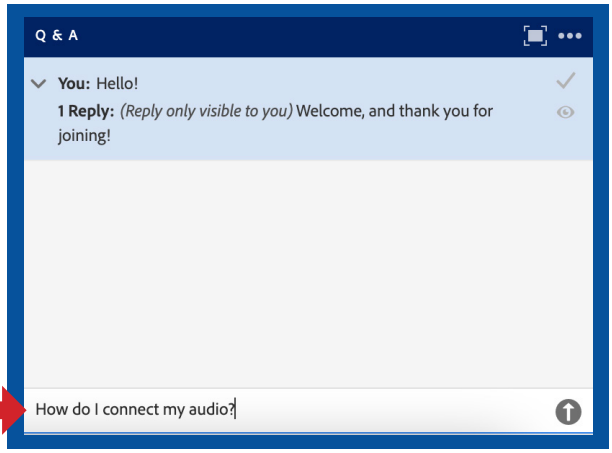
Type your message into the text box, and hit enter on your keyboard or click the arrow to send your message.

Questions

Participants will be able to submit questions to CMS via the Q&A pod during each session. CMS will provide direct responses after the conclusion of the user call series.

Technical Support

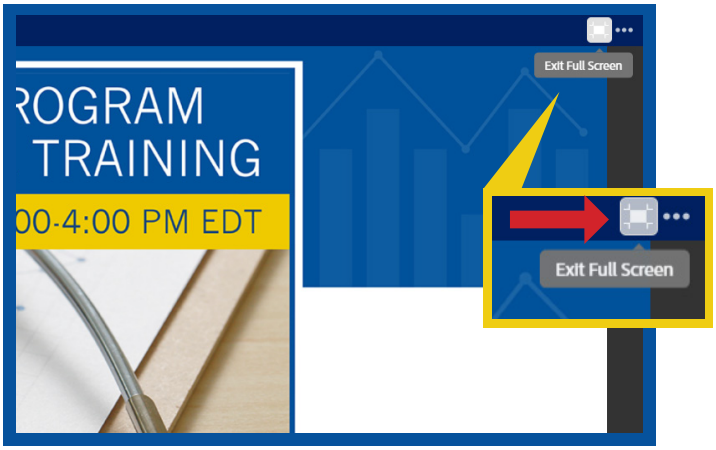
Technical assistance will be provided during the webinar via Q&A. Send a message in the Q&A pod, and a member of the CTEO Team will respond to you privately.



Making the Presentation Full Screen

To enlarge the presentation, click the "Go Full Screen" icon (looks like a rectangular screen) in the top-right corner of the presentation pod.

To go back to normal view, hover over the presentation and click the "Exit Full Screen" icon in the top-right corner, or hit ESC on your keyboard.



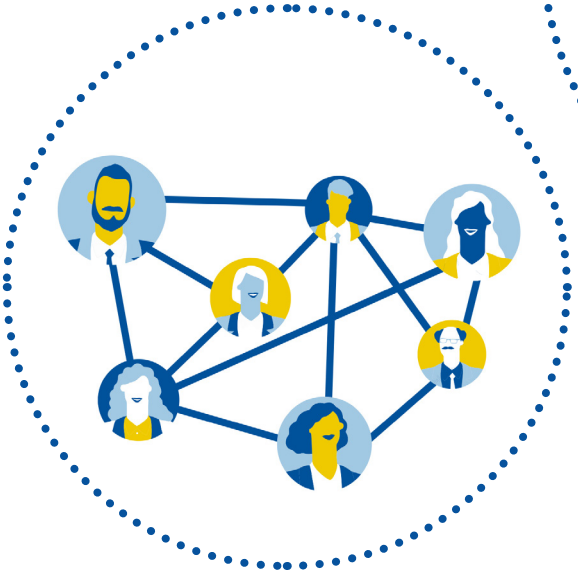
ADDITIONAL RESOURCES

Event Materials

Event materials can be found on the CTEO Upcoming/Current Events web page. To download event materials, click here.

Technical Support

For technical support during the live webinars, please use the Q&A pod in Adobe Connect (see instructions above).

Special Thanks to…

- CMS Administration
- Centers of Medicare (CM)
- Division of Audit Operations (DAO)
- Office of Communications (OC)