



Maximizing CMS Star Ratings & Ensuring Compliance



Who is the Client?

The Client is one of the largest health insurers in the US, delivering a comprehensive range of services. They offer medical, pharmaceutical, dental, behavioral health, long-term care, and disability plans to promote whole health.


Industry


Health Insurance Provider

Operational Overview


Language Services Associates (LSA) has been providing language services to this Client since 2005. The Client began to migrate more business to LSA in 2016, and by 2023, our support expanded significantly across multiple states, dozens of business units, and numerous service lines. LSA has worked with this Client to improve customer satisfaction and provide language support whenever and wherever needed. This partnership has dramatically improved the experience for members and providers, and increased agent satisfaction with over the phone interpretation, virtual appointments, and last-minute onsite interpretation emergencies.

Services

 Over the Phone Interpretation

 Video Remote Interpretation

 Onsite Interpretation

 Compliance Initiatives

 CMS Planning

Business Challenges

Preventing the Business Impact of a Poor CMS Star Rating

During CMS' (The Centers for Medicare & Medicaid Services) Call Center Monitoring season, the Client recognized key metrics indicated their current language support vendors could not meet the stringent requirements of connect times and quality, which could negatively impact call center monitoring performance scores. A poor rating is available to the public during enrollment season and determines the Quality Bonus Payments and Medicare Advantage rebate a plan receives. A negative star rating can affect funding and decrease enrollment. The potential of a negative star rating during the CMS Call Center Monitoring season could significantly impact the Client. The Client needed an experienced team with a clear strategy to step in and implement a plan to improve their call centers' performance during the Accuracy & Accessibility Study.

Keeping up with Compliance

The Client needed a language service provider (LSP) able to support all Federal and State compliance requirements and audit documentation requests. Operating in multiple states, each with unique regulations, requires an LSP with an experienced compliance team that understands the nuanced documentation and regulatory requirements. Unfortunately, the Client's teams were met with opposition when attempting to work with LSP compliance departments to provide the required documentation and perform the necessary audits to satisfy obligations at State and Federal levels.

Solutions Delivered

A Knowledgeable Team and a Coordinated CMS Strategy

LSA began implementing a turnaround strategy to improve connect times and call efficiency, which impacted CMS Call Center Monitoring scores. With its knowledge, experience, and understanding of CMS requirements, the LSA team improved the Client's CMS-specific call handling and achieved maximum resource allocation to ensure call efficiency. LSA's CMS and Quality teams engaged our network of highly qualified interpreters with rigorous assessments to ensure they understood the complexities and processes required for the CMS Call Center Monitoring season. The steps taken by LSA resulted in a significant positive impact during this critical period, leading to a continued partnership with expanded services. LSA's experience working directly with CMS provided the Client with new tools to enhance its relationship with the agency.

An Experienced Team, Knowledgeable Staff, and Regular Correspondence

LSA was able to bring the staff and expertise needed to meet the frequent and often complicated compliance requirements the Client encounters. With an experienced team always willing to engage and partner with the Client, LSA has been able to assist with any questions, and continues to help even with the most minute details – we understand their importance. From complex and lengthy audits to impromptu meetings, LSA's compliance team is always prepared to provide support wherever it's needed. LSA is constantly researching and staying ahead of the curve when it comes to compliance, and we are 100% focused on the success of our Clients' language services program.

Service Highlights



Open communication between the teams for full support.



CMS testing support from start to finish.



LSA provided the staff and expertise needed to meet complicated compliance requirements.

Real Results



Improved CMS Star Rating



Ensured Compliance with all Federal and State Requirements



24/7/365 Support





CMS test season is always a time of added stress as we ensure that we meet the parameters necessary to maintain high star ratings. The language portion can be daunting as we need to meet strict connect times without compromising quality. Our previous vendors did not have a plan in place or interpreters who understood the importance of these calls. When we first met with LSA, it quickly became clear that they not only understood the components necessary to ensure CMS testing went smoothly, but they had a whole team dedicated to its success. LSA broke down their plan in detail and followed through with dedicated interpreters who had been fully prepared. Since then, we have continued to successfully score high on the Accuracy & Accessibility portion of the testing, coordinating with LSA every year. Our leadership has been impressed with LSA's ability to prepare, investigate, and fight for CMS star ratings.

LSA's compliance team always make themselves available to assist with any requests we have. From a 100-page audit to a simple question, the team is more accommodating than any team we've worked with before. Previously, we've met with a lot of pushback from compliance departments that didn't have the bandwidth to ensure our requests were fulfilled. LSA continually offers support wherever it is needed."

Learn More

 sales@LSA.inc



www.LSA.inc



800.305.9673

