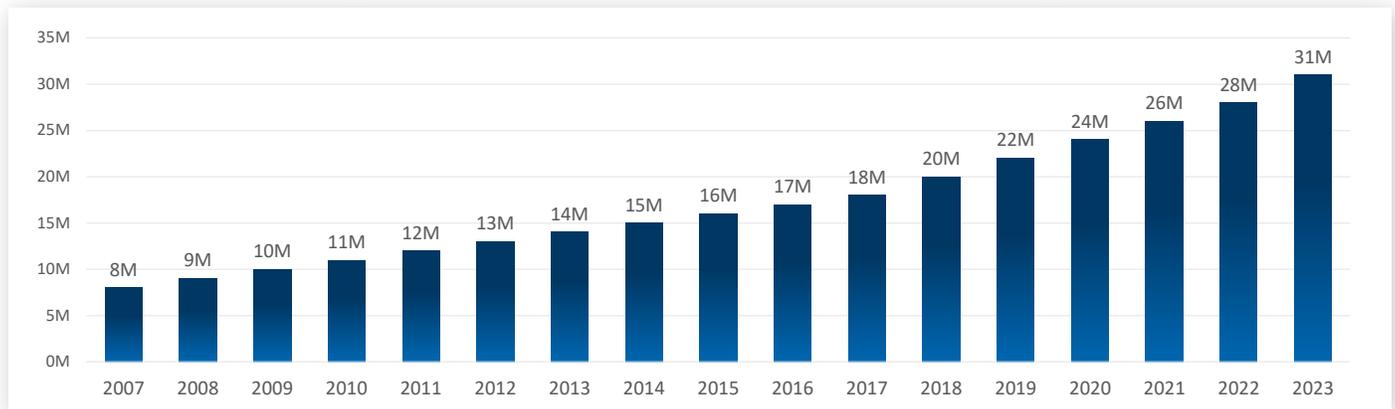


Medicare Advantage Solutions

Healthcare Risk Management & Advisory

Medicare Advantage (“MA”) enrollment has doubled over the past decade and now covers over one-third of all Medicare beneficiaries. The growth in enrollment presents new opportunities, new operational challenges and new regulatory scrutiny to Medicare Advantage Organizations, Providers, and other parties involved in delivering care to MA beneficiaries.

Figure 1 Total Medicare Advantage Enrollment, 2007-2023



Note: Enrollment data are from March of each year. Includes Medicare Advantage plans: HMOs, PPOs (Local and regional), PFFS, and MSAs. About 60.0 million people are enrolled in Medicare Parts A and B in 2023.

Source: Figure 1 Nancy Ochieng, “Medicare Advantage in 2023: Enrollment Update and Key Trends,” KFF (August 09, 2023), <https://www.kff.org/medicare/issue-brief/medicare-advantage-in-2023-enrollment-update-and-key-trends/>

RADV Audits, Chart Reviews and Targeted HCC Reviews

Proper documentation of submitted diagnoses is a critical aspect of the MA program. FTI Consulting supports its clients in developing and conducting reviews of medical record documentation and evaluating policies and procedures surrounding chart reviews and audits. FTI Consulting offers:

- Assessment of Coding Policies and Procedures and Coding-related Training
- Development, Selection and Review of Sample Populations
- Chart and Documentation Reviews
- RADV Audit Support





RAPS and EDS Data Support and Data Validation Support

The accurate submission of Medicare Advantage risk adjustment data is a key factor related to the accurate calculation of CMS risk scores and accurate payments from CMS. FTI Consulting has assisted client with RAPS and EDS data and with Part D Data Validation:

- Evaluation of data filters, errors and data leakage
- Assistance with data corrections and deletions
- EDS and RAPS data comparisons and Impact Modeling
- Assistance in developing and improving management and dashboard reporting
- Assistance with developing and reconciling information contained in data stores and reporting databases
- Part D Data Validation

Operational Program Assessments and Compliance Reviews

FTI Consulting can assist clients with end to end or targeted assessments of their risk adjustment programs. These reviews can encompass general policies and procedures, data collection, error correction, filtering and submission processes, compliance and oversight activities, and management reporting. When policy, process or control gaps are identified, FTI Consulting can also assist clients with designing and implementing new policies and procedures and developing and implementing interim and long-term data and reporting solutions.

— OUR SERVICES

Regulatory and Operational Support

FTI Consulting Healthcare Risk Management & Advisory supports health plans, providers, PBMs and other organizations with issues and opportunities related to all aspects of their Medicare Advantage and Risk Adjustment-related operations.

- This includes regulatory-focused assessments and operational support as well as operational reviews and improvement initiatives that aren't driven by regulatory issues.
- FTI Consulting clinicians, certified coders, and data and compliance experts provide guidance across various areas that impact MA data, submissions and reimbursement.

Broad Client Experience

FTI Consulting has worked with both large and small plans, provider groups and other entities in various regions, analyzing data and information encompassing millions of Medicare Advantage beneficiaries.

- Unparalleled expertise and industry knowledge allow FTI Consulting to address healthcare organizations' most critical challenges.

STARS and HEDIS Measure Support

CMS STAR ratings (which overlap with HEDIS, CAHPS and HOS measures) require a focus on a multitude of measures and the various data inputs that can indicate how well the measures are being met. Plans can sometimes be challenged in understanding the root cause for why various measures are not performing well. FTI Consulting provides:

- End-to-End Review of Data Collection Impacting STARS/HEDIS Measures
- Identification of Gaps in Submissions and Targeted Areas of Improvement
- Impact Assessment of Programs Supporting Stars and HEDIS Initiatives
- Assisting with the development of measure tracking systems

Data Management and Application Development

As the volume of Medicare Advantage data continues to increase the need for proper management of this information has increased as well. A data strategy focused on an efficient and compliant way to review and track all of the information collected and take targeted action in real time can improve efficiency and help ensure alignment between clinical and operational initiatives. FTI Consulting can assist our clients in assessing, improving or developing tools that:

- Track errors identified through data intake, filtering and submission to help target correction efforts
- Track and summarize the results of program efforts to identify patients requiring additional support and efforts to capture suspected conditions
- Management and dashboard reporting

Dual Eligible Special Need Plan (DSNP) Planning and Implementation

FTI Consulting has developed a toolkit to plan for and implement DSNPs. Given CMS changes in Medicare Star ratings, including the Health Equity Index, expansion of VBID and supplemental benefits, and emphasis on Medicare and Medicaid integration, DSNPs will become a more attractive option for Medicare payer entrants. FTI Consulting provides an end-to-end solution for DSNP entrants:

- Facilitation to develop a comprehensive model of care
- Develop the model of care document for CMS and NCQA
- Operational gap analysis comparing current operations/processes to the model of care requirements and the State Medicaid Agency Contract (SMAC)
- Project management
- Policy and procedure development
- Information technology, analytics and related testing
- Readiness reviews



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