

HOW A LARGE REGIONAL HEALTH PLAN WORKED WITH ATTAC TO EXPAND ITS MARKETPLACE OFFERINGS TO NEW STATES

The plan sought to identify and compare regulatory requirements for appeals and grievances in each state, along with federal and NCQA requirements, to ensure regulatory and operational readiness

Client Engagement Description

In an effort to expand its Marketplace offerings into new states, a large regional health plan partnered with ATTAC to identify and compare regulatory requirements for appeals and grievances in each state, along with federal and NCQA requirements.

The plan sought to ensure all regulatory requirements were met and that the most streamlined operational approach was identified and tracked for compliance.

[View the Challenges, Approach & Results](#) →



CHALLENGES

- Identify and organize a single tool to track regulatory requirements for appeals and grievances
- Provide the plan with the ability to compare requirements across state, federal and NCQA to streamline operations, align processes and develop unique processes as needed



APPROACH

- ATTAC developed a regulatory matrix of summary and detail information containing state, federal and NCQA appeals and grievances requirements.
- The matrix was organized by appeals and grievances process functions; this enabled the plan's operations teams to identify inconsistencies between requirements, and any conflicts with federal and/or NCQA requirements.
- The matrix functioned as a checklist to ensure that each regulatory requirement was met when developing operational processes that would support adherence to the requirements.
- As operational processes were finalized, they were validated against the checklist to ensure regulatory and accreditation compliance.



RESULTS

- ATTAC created tools that facilitated the development of process flows, technical business requirements, policies and procedures, standard operating procedures, and member communications in compliance with all state, federal and NCQA requirements.
- The plan now has a framework from which to build out future expansion state requirements.



WHY WORK WITH ATTAC CONSULTING GROUP?



Our team has expertise in all health plan regulatory and operational areas. The ATTAC matrix approach to regulatory tracking identifies requirements and tracks business and technical solution implementations.

Learn more about how ATTAC's structured yet flexible approach can help your plan achieve success with your mission-critical initiatives.

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