

# ORGANIZATION DETERMINATION, APPEAL, GRIEVANCE (ODAG) & CALL CLASSIFICATION SOLUTIONS

**COMPLIANCE**

Mastering the business processes for Medicare ODAG operations is critical to quality care delivery and operational compliance. ATTAC Consulting Group provides tested solutions to drive ODAG excellence in operations.

## Our Solutions

### Organization Determination (OD)

#### *OD Business Process and Workflow Excellence*

- ✔ End-to-end process assessment and design of OD workflows and work-queue management
- ✔ Clinical programs and outreach processes
- ✔ Training in Medicare denial letter requirements and national coverage determination/local coverage determination
- ✔ Design and implementation of quality and compliance monitoring systems
- ✔ OD processes and procedures development
- ✔ Combined appeals and grievances chapter expertise, including exclusions to reduce plan universe burden

### OD Delegation and Oversight

#### *IPA | MG | ACO | FDR | FMO*

- ✔ Design and implementation of monitoring systems, performance standards, incentives and penalties for OD operations and compliance performance
- ✔ Oversight tools development and review for plan's subcontractors
- ✔ Staff training materials
- ✔ OD delegate auditing and data testing
- ✔ Classification training for OD delegates
- ✔ CMS compliance and fraud/waste/abuse training for first-tier, downstream and related entities
- ✔ Field-marketing organization pre/post delegation audit and oversight solutions



## WHY WORK WITH ATTAC CONSULTING GROUP?

**Our ODAG consultants and experts have deep operational and auditing experience that drives refined business-process and team-training solutions.**

- ✔ Appeals management solutions
- ✔ Grievance solutions
- ✔ Call center and call classification solutions
- ✔ ODAG operations and compliance excellence
- ✔ UM, OD/Claims systems and reporting



Contact us to learn how ATTAC can support your Medicare ODAG and call classification needs.

**JOHN GOTTWALD**

Senior Vice President, Sales & Client Services