

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.

