



## Volume VIII Issue 4

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# GOVERNMENT PROGRAMS

## Compliance Officer Newsletter

### A Message from Kim Green:

My goal for each Government Programs Compliance Officer Newsletter is to provide you with information about the various government programs administered by HCSC.

HCSC is a Plan Sponsor that administers several Federal and State Government Programs, including:

- Medicare Advantage
- Medicare Prescription Drug Plan
- Illinois Medicare-Medicaid Alignment Initiative (MMAI) and
- Medicaid

As a Plan Sponsor, we have the responsibility to know and adhere to the requirements of all the contracts we administer. If we fail to meet those requirements, we are at risk for being subjected to various enforcement actions.

**This newsletter edition will provide audit readiness information including tips to help guide you through the audit process.**

Please remember that you are required to report any suspicious behavior or potential wrongdoing related to any government contract. You can report this information to your manager, call the Corporate Integrity Hotline number, or report your concern online using the web reporting tool. All calls to our hotline can be made anonymously and without fear of intimidation or retaliation. As the Government Programs Compliance Officer, please know that you can always contact me directly at 312-653-5110.

### Kim Green

HCSC Government Programs  
Compliance Officer

HCSC Corporate Integrity HOTLINE 1-800-838-2552

**How?**  
Can You Help?

- Watch for questionable activity
- Know the laws & HCSC policies
- Report any issues

For compliance questions or concerns related to:

- Medicare Advantage
- Medicare Part D
- Medicaid

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# Audit Readiness

You just received notification that your business area will be participating in an External Audit. What's next?

**No need to panic!** Below are a few simple tips to help guide you through the audit process.

## What is an External Audit?

An external audit is designed to ensure the management of a program, regulations and standards are being met and to review operational performance. An external audit can be conducted by any of our governmental regulatory bodies or their designee.

## *What's the Game Plan?*

Make sure you understand what's being asked of you, collaborate with business partners to generate success, and create a timeline to ensure you meet deadlines.

## *So...now what?*

### ***Documentation and Training***

Make sure staff is appropriately trained, and ensure you know where to find materials that are within the audit's scope. If you don't know, ask!

### ***Quality Review***

Develop a checklist to quality check all documentation in a uniform way, and make sure the data and documentation you'll be submitting is complete, accurate, and fulfills the auditor's request!

### ***Prepping for an Onsite Audit***

Review all materials that were submitted to prepare yourself. Prepare to speak to any deficiencies and planned improvements to address identified gaps or discrepancies. It may be beneficial to prepare notes or talking points to ensure that you do not forget anything specific.

### ***Participating in an Onsite Audit***

Remember to remain calm, **you've got this!**  
Answer the auditor's questions directly and clearly.

GPC

Government  
Programs  
Compliance

## Contact Us

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### Email

[hisccompliance@bcbsil.com](mailto:hisccompliance@bcbsil.com)

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### 24/7 Hotline

1-800-838-2552

REPORT ANONYMOUSLY

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### Website

[www.hisccompliance.com](http://www.hisccompliance.com)

### **Audit Follow-Up**

- If there are any findings or observations from the audit, it's important to address them sooner than later, and respond with additional documentation as requested.
- Remember, deadlines are important! Sometimes the final report depends on additional evidence you submitted after the audit.

### **Wrapping things up...**

- ✓ It's important to remain calm, from audit notification to audit follow-up!
- ✓ Collaboration is fundamental to our success!
- ✓ Be as prepared as you can, but don't be afraid to ask questions!
- ✓ Take time to review the audit findings and experience to prepare for future audits and improve your audit skills!

Click **here** for a job aid that provides more details on the audit process.