



### **Open Q&A Session**

*Kristen Renkes, PRI*

Kristen Renkes: At this time we are going to start our Q&A session. I ask that our speakers for today come sit down in this front row.

All right. To begin, we have Frank Chartier. I got you. There you go. All right. Our question for you is –

Frank Chartier: And I only have one, which is weird. I thought I was going to get inundated.

Kristen Renkes: Maybe I'll make some up. All right. For findings where the plan submitted a disagree response, do we need to respond to those or include those when we upload our CAP responses for other findings?

Frank Chartier: So, I'm going to take a couple guesses as to why they'd be disagreeing. One – one would be maybe verbiage. If it's something that like a recommendation was written up and the plan doesn't feel it's appropriate or possibly wouldn't get to the root of the cause and they want to clarify, that really should be worked on on the front end. We really try to work with the plan in making sure the finding is written up in an accurate way. But if they disagree with the finding, they still must submit a CAP and some type of response to our CAP. So, you can't just say, no, you know, I'm sure if it gets to that level CMS is well aware that you disagree with the finding and that you do not appreciate what, I guess, how it's written. Some plans actually ask that we rewrite a report after it's been issued. That also does not occur. You know, and a lot of people – or a lot of plans have issues with observations. And I just wanted to point out that

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observations are just observations. They really have no overall impact as long as they're not material in aggregate. And observation could be just something as simple as CMS has asked the contractor to write that up as a record of what occurred and it's not really required to have that. But if you disagree with the CAP for whatever reason, you can still communicate with CMS. So, getting back to that communication, if you feel like your voice is not being heard, and you adamantly feel one way, you can always ask for us to get on the line, talk to you. Chances are we've already talked to the contractor and we already agreed that it's a finding, but it gives you an outlet to at least think your – to be heard by CMS. But at that point it's usually kind of – it's in the report. So, and the CAP does need to be submitted.

So, any other questions? You guys are letting me off easy. Okay. I love this. Thank you.

Kristen Renkes: Thank you very much, Frank.

Um hmm.

All right, our next session was session one, IRE Transparency Initiatives. Come on up, Katy.

Katy Hanson: Thank you.

Kristen Renkes: You're welcome. Will there be opportunity for a plan's medical director to have clinical discussions with the IRE clinicians?

Katy Hanson: The short answer to that is no. We have to maintain the neutrality of our positions. However, health plans do have the option of requesting clarification or the regular reopening process.

Kristen Renkes: Are the fact sheets and semiannual reports public for all contracts or can the organization only see the information?

Katy Hanson: So, the enhanced fact sheets are public – we can make them public. There's no plan-specific information in the enhanced fact sheets. And, in fact, they're going to be published on the Part C and Part D websites

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quarterly. The semiannual plan reports, though, are plan specific, so those are not public facing and will go to the individual plan contact.

Kristen Renkes: And, can plans assign multiple contacts to receive the IRE reports for both Part C and Part D?

Katy Hanson: We would prefer a single contact for both of those. Now, health plans, you certainly can set up a mailbox that you can have multiple people at your organization have access to. That really cuts down if we have to resend, or if we get bounce backs, or if somebody leaves your organization, then we don't have to, you know, do it with multiple people.

Kristen Renkes: Okay. Does anyone –

Any other questions? Sorry.

Does anyone in the audience have any questions for Katie? Okay. Thank you so much.

Next will be session two, Julie Jones and Toby Oliver. Does anyone have any questions for them? They get off really easy. Okay.

Chrissy Fowler and Carolyn Kapustij.

This is so easy. All right. What's that?

(Inaudible.)

Yes. Which – where are they? We might need to hold on them. I'm not sure where they are. They were just here.

Session – session five. I'm not sure where my session five is, either. I don't see them.

Any questions for session six? It's like my two who knew they had questions are hiding from me. All right. Well, let me go check real quick.