



Sedgwick’s Medicare compliance unit – with 30 dedicated colleagues – is focused on assisting our clients and colleagues in navigating the turbulent Medicare compliance waters.

Whether with Medicare set-asides, Medicare liens or Medicare reporting, our expert staff is here to help. Read on to learn about some of the highlights from our banner 2013 year and the launch of our *Medicare concierge service* for 2014. We hope you find this Medicare bulletin brief and insightful. Thank you for your continued support and trust.

Michael R. Merlino II, Esq.
VP, Medicare & Medicaid Compliance

NEW FOR 2014
Introducing Sedgwick’s Medicare concierge service

We are pleased to announce the creation of the **Sedgwick Medicare concierge service**. This new service, which will be available to Sedgwick colleagues and clients, is designed as a one-stop shop for all things related to Medicare and Medicaid. Questions perfectly suited to be directed to the concierge desk include:

- How do I register my company for Medicare reporting?
- Does this case really need an MSA?
- How do Medicare liens affect liability claims?
- How much does it cost to submit an MSA to the Centers for Medicare and Medicaid Services (CMS) for approval?

Our Medicare concierge service can be reached Monday through Friday from 8:00 a.m. to 4:30 p.m. EST by phone

at 855-492-6749 and by email at medicarehelp@sedgwick.com. We look forward to delivering an even higher level of service to our colleagues and clients.

2013 MEDICARE COMPLIANCE HIGHLIGHTS
MMSEA/SCHIP Medicare reporting

Mandatory Medicare reporting started in 2011 for all workers’ compensation, general liability, professional liability, no fault and med pay claims. Since then, Sedgwick has been working diligently behind the scenes to ensure all necessary claims are reported to the federal government in a timely manner. This past year, Sedgwick queried millions of claim files against the Medicare database every month to determine which claimants were Medicare beneficiaries. For the calendar year of 2013 we reported 123,037 claims.

SEDGWICK MMSEA 2013 STATISTICS	
Total claims submitted to CMS	123,037
Total responsible reporting entity (RRE) IDs	795
Compliance	98.24%

In order to accomplish this in a timely and effective manner, Sedgwick utilizes its state-of-the-art claims management platform. We have developed a robust system of internal measures and monitors which allow us to achieve a commendable compliance rate of 98.24 percent.

As we move forward in 2014, Sedgwick is developing additional enhancements and automations and will

SEDGWICK MEDICARE BULLETIN



continue to provide a superior Medicare reporting service for our clients and carrier partners.

And just a reminder, Sedgwick does not charge for this service.

Medicare set-asides (MSA)

We are always looking for ways to facilitate communication with examiners, process MSAs more quickly and provide superior services for our customers. In 2013, Sedgwick developed a new referral website which can be used by our examiners to refer a claim for an MSA. The referral site reduces the amount of communication necessary between Sedgwick's MSA team and the examiner while placing a focus on accurate and timely referrals.

A quality intake process has helped us bring our turnaround time on MSAs down to 7-10 days in almost all cases. For example, for the month of September, our average turnaround time for MSAs was a short 8.48 business days from the date the file was assigned to our unit to the date the finished product reached the examiner. This process includes our team pulling and sorting all medical records so the examiner can spend time on the more important aspects of handling your claims.

The Sedgwick Medicare Compliance team also conferences with clients, defense attorneys and examiners whenever necessary to answer any Medicare compliance questions or discuss any potential compliance issues in order to help move files toward settlement and closure.

The art of submitting an MSA for approval

Obtaining an MSA in a timely fashion is only 10 percent of the battle. The real fight comes in getting CMS to approve an MSA low enough to help the case settle, but high enough to meet CMS' strict approval standards. Any vendor can do one or the other, but accomplishing both at the same time is extremely difficult. At Sedgwick, we have a dedicated unit focused only on MSA submissions and approval. Why a dedicated unit? With colleagues focused strictly on MSAs,

we are able to stay on top of CMS' constant changes to the MSA approval process and requirements.

Our submission team always keeps the ultimate goal in mind: getting the case settled. We guide and manage a file to avoid the many pitfalls of the MSA approval process. Not only do we keep track of CMS changing policies with our "MSA tracking database," but we also take time to educate our colleagues (and clients) about many misperceptions around the process. Many base their experience with MSA approvals on a few files they have handled over the years. This small sample size can give someone a misperception of how the process really works. This is why we take the extra time to educate others about what we see in the hundreds of MSA files we review every month.

Medicare liens: Accuracy of data the key to saving client money

One component to Medicare compliance is ensuring clients and carriers are accurately accounting for any Medicare liens prior to settlement. Sedgwick's internal Medical Lien Resolution team specializes in this process and was developed with the goal of easing the frustration of dealing with the inefficiencies of the Medicare lien process.

The unit is able to coordinate directly with CMS' designated Medicare lien subcontractor to make requesting information and disputing unrelated payments easier, efficient and more successful. A big part of our success is attributed to making sure the subcontractor is provided with the correct data on every case we handle. Because our unit has direct access to the claim file, we can verify the data before disputing various unrelated charges. This means CMS makes fewer errors in providing us the information the first time.

Contact Sedgwick's Medicare concierge desk to learn more about our services to manage your Medicare compliance.

855-492-6749
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www.sedgwick.com