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Government Works, Inc. (GWI), based in Southborough, Massachusetts, is a provider of IT infrastructure solutions and consulting services and a leader in Web-based healthcare management. GWI has provided products and services to various departments and agencies of the U.S. Government, including the Department of Health and Human Services, the Department of the Army, the Department of the Interior, the Department of Homeland Security, the Department of Justice, the General Services Administration, the Department of Veterans Affairs, the Department of Commerce, the Department of Transportation, the Army National Guard Bureau, and the Defense Information Systems Agency. Products and services to the U.S. private sector that include healthcare solutions, program and project management, and technical support encompassing engineering and vendor management.



Streamlining Medicare Enrollment and  
Membership/Payment Reconciliation Processes



## Medicare Advantage plans struggling to grow rapidly in the face of cumbersome, slow and error-prone Medicare enrollment and membership/payment reconciliation processes now have a single, powerful solution at their fingertips:

### CMS Gateway, from Government Works, Inc. (GWI).

CMS Gateway is an innovative Web-based solution that automates the complexity of Centers for Medicare & Medicaid Services (CMS) data exchanges, delivering greater accuracy and speed. The result is dramatically reduced administrative costs, increased compliance conformance and higher levels of member satisfaction through more streamlined process management.

In partnership with CMS, GWI hosts a copy of the Medicare Beneficiary Database (MBD) extract file from MARx. Streamlined access to this information allows CMS Gateway to perform Instant Eligibility Queries, speeding the path to critical answers and eliminating the need for batch processing. Information is fully integrated with and auto-populates enrollment screens, dramatically increasing efficiency. And GWI will submit files to and receive files from CMS on behalf of its clients, further simplifying the process.

#### A hosted solution, CMS Gateway can be rapidly deployed to help plans:

- Easily accommodate speedy Medicare membership growth without building large infrastructures
- Minimize the need to commit highly skilled personnel to comply with CMS data submission requirements
- Enhance cash flow and capture lost revenue through more accurate and timely enrollment processing and reconciliation
- Maintain full control of every process and make more informed business decisions — even through crunch enrollment periods
- Stay ahead of enrollment trends affecting administrative, financial and sales arenas through comprehensive data warehousing and reporting

#### Heightened Speed and Accuracy:

##### THE ENROLLMENT PATHWAYS MODULE

CMS Gateway's Enrollment Pathways Module reduces application processing time by as much as 80 percent. First, real-time eligibility and entitlement queries significantly minimize the time it takes to determine whether a member is eligible for enrollment. Then, built-in plan-specific/CMS Chapter 2 -"Medicare Advantage Enrollment and Disenrollment Manual" validations and instantaneous feedback on application completeness create virtually error-free membership accretion files, resulting in significantly reduced rejection rates and rework.

Clients using CMS Gateway have achieved new enrollment success rates of over 99 percent. Downstream benefits include reduced enrollment-related discrepancies and more timely payments.

#### Sophisticated Tools to Maximize Efficiency:

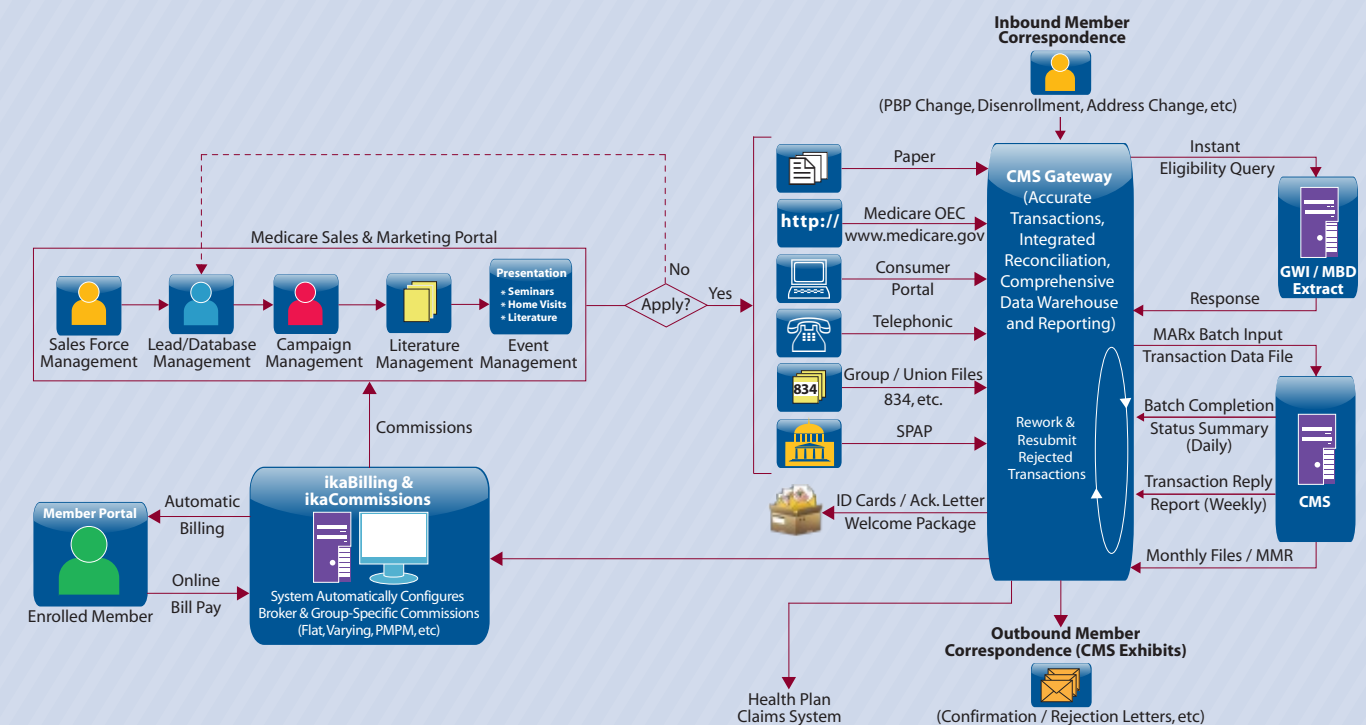
##### THE RECONCILIATION MODULE

CMS Gateway's Reconciliation Module is the ultimate in automated, streamlined and integrated reconciliation processing. Daily, weekly and monthly reconciliation helps plans remain in compliance with CMS and increase the accuracy of membership, enrollment and payment data. Fewer discrepancies and more efficient discrepancy resolution combine to significantly reduce the resources required to perform time-consuming research and rework.

#### Key features of the Reconciliation Module include:

- **Single point of data correction.** CMS Gateway facilitates both membership and payment reconciliation by supplying a unified Web-based dashboard. Users can correct discrepancies, such as demographic, plan or special status, all without accessing multiple applications.
- **Streamlined data warehousing.** All plan-to-CMS and CMS-to-plan files and data are archived in a structured database, extremely useful for research and auditing purposes because information is readily available at both plan and member levels.
- **Advanced member reconciliation functionality.** Features include:
  - Daily, weekly and monthly membership reconciliation: BCSS, TRR, MMR and FEF
  - CMS-to-plan discrepancy identification and resolution: SCC, PBP, LIS, demographics, etc.

- CMS special-status reconciliation
- Automated weekly and monthly maintenance TRR processing: HIC changes, etc.
- Letter generation
- Correction submission to CMS/ Retroactive Processing Contractor (RPC)
- **Advanced payment reconciliation functionality.** Features include:
  - Payment reconciliation: monthly plan payment files (MMR)
  - Member, PBP, contract and MCO-level ledger reporting
  - Management reporting for payments and adjustments
  - Correction submission to CMS/ Retroactive Processing Contractor (RPC)



CMS Gateway is part of a comprehensive set of GWI solutions that automate and streamline the complete Medicare marketing and sales cycle, creating new levels of speed, accuracy and efficiency.