

## CODYSOFT® Suite of Modules

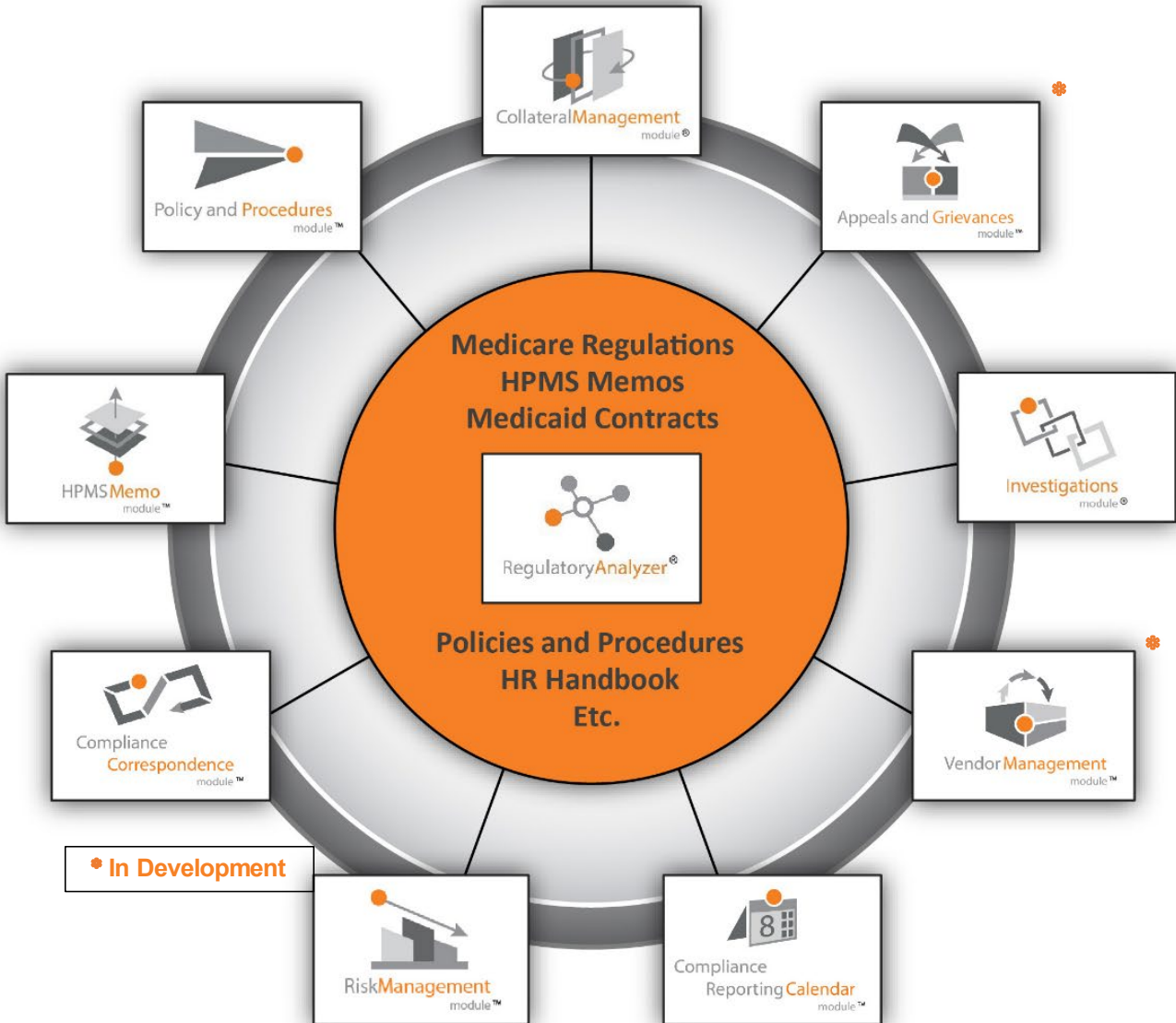
Cody created a suite of modules that is the only integrated platform for the compliance needs of highly regulated health plans. Today, Cody is leveraging this proprietary technology to drive efficiency gains throughout its client base; increasingly, MCOs are embracing this new technology to cut costs and reduce reliance on outdated process workflows.

### CodySoft®

CodySoft® is a proprietary suite of software modules that organize and streamline a variety of health plan compliance-based processes. Unlike other products on the market, CodySoft® is specifically designed for the MCO industry, rather than other tools that are designed for generic environments and repurposed for health care. CodySoft® was created using the hands-on knowledge and expertise that our team developed working for MCO plans.

CodySoft® is designed to reduce risk by centralizing and streamlining process workflows. As a web-enabled software-as-a-service (SaaS) product, there is no hardware or software to install, and implementation is quick and easy. Our clients appreciate CodySoft's® user-intuitive interface that minimizes the learning curve.

The CodySoft® modules are capable of communicating with each other as an integrated solution to reduce the compliance risks facing MCO plans. However, CodySoft® also is highly adaptable and designed to support the changing requirements and growth of MCO organizations. The modules can operate independently of each other, allowing the implementation of a single module, or any combination of them, with the option of adding additional modules at a later date as needed. All of Cody's technology solutions are designed to make MCO operations more efficient, streamlined and cost-effective.



  
**CollateralManagement**  
module<sup>®</sup>

  
**Appeals and Grievances**  
module<sup>™</sup>

  
**Investigations**  
module<sup>®</sup>

  
**Vendor Management**  
module<sup>™</sup>

  
**Compliance Reporting Calendar**  
module<sup>™</sup>

  
**RiskManagement**  
module<sup>™</sup>


**• In Development**

  
**Compliance Correspondence**  
module<sup>™</sup>

  
**HPMSMemo**  
module<sup>™</sup>

  
**Policy and Procedures**  
module<sup>™</sup>

**Medicare Regulations**  
**HPMS Memos**  
**Medicaid Contracts**

  
**RegulatoryAnalyzer**<sup>®</sup>

**Policies and Procedures**  
**HR Handbook**  
**Etc.**

## ***CodySoft® modules deployed and in development***

### **CodySoft® Collateral Management Module®**



The CodySoft® Collateral Management Module® is an easy-to-use, web-based project management tool designed for MCO plans and their specialized collateral materials creation process. The CodySoft® Collateral Management Module® incorporates project management, document creation, review, compliance tracking, inventory management, production staging, reporting, and assets management, all in one system.

The Collateral Management Module® is the first application to combine the features of marketing collateral project trafficking software with added features that integrate all areas of the health plan environment, including compliance, IT, creative services, and operations. By automating and streamlining the collateral creation and review process, based on Cody's experience, the Collateral Management Module® allows MCO plans to finalize complex materials such as ANOCs, SBs and EOCs almost four weeks faster when compared to previous manual processes.

### **CodySoft® Regulatory Analyzer®**



The CodySoft® Regulatory Analyzer® is a centralized database that houses regulatory content from various organizational and regulatory sources. By using filters, users create self-generated reports to locate relevant regulatory content from sources such as CMS regulations, HPMS memos, policies and procedures, and Medicare and Medicaid contract requirements. Users are then able to crosswalk these requirements to a wide range of regulatory projects, such as the creation of member and provider materials, facilitating the creation, review and approval of these materials. Cody's internal compliance team ensures that common, centralized material housed in Regulatory Analyzer®, such as Medicare regulations and standard contract templates, remains current based on the latest updates from CMS. Content unique to each client can also be uploaded to a segmented portion of the Regulatory Analyzer® database. Accordingly, the Regulatory Analyzer® becomes the single source of truth that interacts with all other modules of CodySoft® to relate regulatory requirements, service level agreements and other authoritative sources to the projects managed in each module.

### **CodySoft® Investigations Module®**



The CodySoft® Investigations Module® is an incident management tool that automates and streamlines the process of managing externally and internally generated compliance complaints. Developed for health plan compliance departments, it is a full-cycle tool that allows health plans to properly investigate, remediate, and report case outcomes related to

allegations of marketing violations, discrimination, fraud, and a wide range of other compliance issues.

By capturing critical case details, the Investigations Module® heightens the visibility of the case management process and facilitates a comprehensive and compliant investigation, providing better support for case dispositions and extensive reporting capabilities (including the CMS required Part C and Part D reporting related to agent oversight). There is a comprehensive executive dashboard that includes a full range of reporting. Using these analytical reports, health plans can identify risks and trends and address the root causes of reported incidents, helping to decrease future incidents, reduce overall compliance risk, and potentially elevate the MCO's Star ratings with CMS.

### **CodySoft® Appeals and Grievances Module™ (in development)**



Cody has in development an Appeals and Grievances Module™. Once released, this track will enable plans to record, remediate and report to CMS on member complaints regarding prescription drug and medical services issues. Scheduled for launch in early-to-mid 2017.

### **CodySoft® Policy and Procedures Module™**



The CodySoft® Policy and Procedures Module™ is a collaborative tool that streamlines the creation, communication, comprehension and certification of a health plan's policies and procedures. Through its integrated workflow management capabilities, users can centralize and streamline the process of policy creation, reviews and approvals, publishing, acknowledgements, attestation, and testing.

Making use of the features of Regulatory Analyzer®, Policy and Procedures Module™ can retrieve critical policy information through filters and search criteria that can be customized by the health plan. By tagging all materials with an expiration date, users are notified of critical updates required to ensure that all policies and procedures remain current and compliant.

### **CodySoft® HPMS Memo Module™**



The CodySoft® HPMS Memo Module™ will allow health plans to streamline the review, organization, and response to these communications promulgated by CMS. Cody's internal compliance team manages the input and updates of all standard HPMS memos in the database; the HPMS Memo Module™ notifies clients' teams on a daily basis of any new standard HPMS memo entries.

For HPMS memos specific to each health plan, the MCO's compliance department uploads plan-specific HPMS memos to the client's database and publishes these additions to the client's

library. When action is required, authorized users can assign responsible parties, establish due dates and update and track required responses. If a plan is unable to complete required actions by the CMS due date, built-in escalation processes can be launched to notify the compliance department and other key stakeholders. The HPMS Memo Module™ launched in 2016.

### **CodySoft® Compliance Correspondence Module™**



The CodySoft® Compliance Correspondence Module™ is a workflow management tool designed to capture and organize incoming regulatory correspondence, distribute these materials to the appropriate departments and individuals, and track required actions to ensure understanding and compliance. Each MCO's compliance department will upload incoming correspondence to the client's database and route the correspondence accordingly. The Compliance Correspondence Module™ launched in 2016.

### **CodySoft® Compliance Reporting Calendar Module™ (in development)**



Timely reporting to internal and external groups is critical for an MCO to maintain compliance. The CodySoft® Compliance Reporting Calendar Module™ will provide the tools to schedule this necessary reporting. The Compliance Reporting Calendar Module™ includes reporting workflows, automated reminders, and links to the appropriate regulatory requirements within the Regulatory Analyzer®, as well as a document repository to store previously completed reports. Each MCO's compliance department will be responsible for uploading events to the client's Compliance Reporting Calendar Module™. The Compliance Reporting Calendar Module™ is scheduled for launch in mid-to-late 2017.

### **CodySoft® Vendor Management Module™ (in development)**



The CodySoft® Vendor Management Module™ will store vendor contracts for MCOs and will manage the workflows associated with contract development, monitoring, oversight, and service level agreements. Reporting and automated reminders will simplify the management of contract renewals and expirations. To provide an integrated solution, the Vendor Management Module™ will link with other CodySoft® modules such as the Regulatory Analyzer®, Policies and Procedures Module™, Compliance Reporting Calendar Module™, and the Compliance Correspondence Module™. The Vendor Management Module™ will support MCO's oversight of delegated vendors and respond to increasing CMS scrutiny of First Tier, Downstream and Related (FDR) entities. The Vendor Management Module™ is scheduled for launch in mid-to-late 2017.

## CodySoft® Risk Management Module® *(in development)*



Risk management requirements applicable to MCOs continue to evolve and become more intrusive. Health plans must be able to demonstrate the effectiveness of their compliance programs through risk management. The CodySoft® Risk Management Module® will assess and track the effectiveness of MCO compliance programs through the assignment of risk assessments, exposure reporting, workflows, task management, reminders, and audit calendars. The Risk Management Module® is scheduled for launch in late 2017.

CodySoft® is a web-based enterprise-class SaaS application built using a robust ASP.Net framework. It leverages web service architecture (SOA) and a contemporary database backend to enable efficient response times with built in scalability. With a 3-tier architecture, user authentication, digital asset access controls and extensive reporting and auditing, CodySoft® provides for a highly secure and flexible environment to ensure Cody Consulting is meeting critical privacy requirements of the customers and markets we serve.