

Elevating Transparency by Increasing the Effectiveness of Open Payments Reporting

A Case Study on Ensuring Adherence to CMS Reporting Requirements

Introduction

Our client is a global medical device manufacturing company that develops and markets medical devices for hospitals and physicians. The company sells its products in more than 30 European and Pacific markets.

qordata's data-driven CMS Open Payments Reporting solution enabled the organization to detect and remediate risks associated with open payments reports by effectively augmenting the organization's Open Payments Reporting process and ensuring accurate and timely submission of Open Payments reports to the CMS.

Augmenting The Effectiveness of the Company's Transparency Reporting Process



Allocated a dedicated project manager for the medical device company to collaborate on tasks associated with Open Payments Reporting.



Provided training to stakeholders on utilizing the CMS Open Payments Reporting solution.



Enabled compliance officers to analyze, validate, and prepare open payment reports to ensure timely submission to the CMS before 31st March.



Generated reports identifying anomalies and errors, distinguishing between reportable and non-reportable transactions for states such as Vermont and Massachusetts.



Analytical capabilities enabled compliance officers to flag, and track spend violations and risks to their business/compliance policies early on, i.e., sales representatives exceeding the spending limit set for HCP meals.

The CMS Open Payments Reporting solution connected siloed data sets, streamlining the collection, analysis, and validation of open payments data and significantly augmenting the organization's transparency reporting process.

Why did The Life Sciences Company Choose qordata's CMS Open Payments Reporting Solution?

The data-driven functionality of the qordata's solution enabled the life sciences company to mitigate CMS reporting challenges, streamline processes, and ensure accuracy and timeliness while submitting reports to the CMS.

Additionally, our solution provided the company with the following capabilities:

- Visibility into the organization's data to ensure accurate and timely CMS open payments reporting per state and federal requirements
- White glove service till CMS submission to reduce workload and prepare open payment reports per the CMS format.
- Dedicated project manager for providing comprehensive training sessions for stakeholders on qordata CMS open payments reporting solution.
- Analytical capabilities of the solution allowed compliance officers to regularly flag and detect compliance violations.

Outcome:

The life sciences company successfully submitted open payment reports to the CMS before 31st March. Successful CMS submission has been a recurring case for two consecutive years (2020 and 2021). In the post-CMS submission phase, a handful of disputes were identified in which qordata provided support to compliance officers to extract the source of the transaction, retracing the disputed transaction back to the point of origin.

Internal compliance processes and policies at our client's company evolve annually. To ensure effectiveness, qordata's CMS Open Payments Reporting Solution was customized to accommodate the changes in policies and procedures. qordata's relationship with the life sciences company has continued to grow. The NPS scores received from the company in the past have indicated that they are promoters of the products and services provided by qordata.