



Implementing Regulatory Changes A How-To Guide for Any Size Organization

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Agenda

- Who is Network Health?
- Challenges of effective guidance and regulations distribution across the organization
- Process and systems overview
- Development of regulatory affairs
- Tips and tricks for business owner compliance
- Best practices



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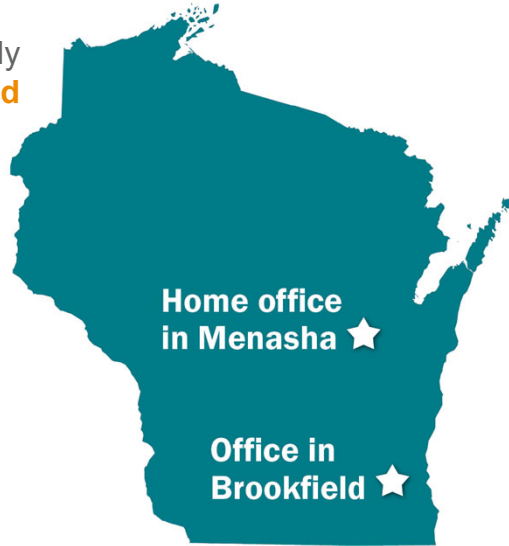
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Who is Network Health

Network Health is a locally owned, **Wisconsin-based health insurance company** that's been serving Wisconsin for more than 38 years.

Network Health's mission:

To create **healthy** and **strong Wisconsin communities**.



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Challenges

- Shifts in responsibilities
- Staff turnover
- Time
- Visibility to responses
- Multiple departments responsible for distribution
 - Government programs – prospective
 - Compliance – passed
- Frequent non-responders
- Gaps in understanding



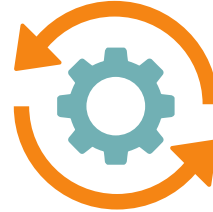
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Process and Systems Overview

Our homegrown system and process for distribution, tracking and follow up

- Was not created for this type of work
- Required intimate knowledge for configuration
- No information technology/information systems support
- Many people were not comfortable with system
- Reporting was challenging
- Could only assign one record at a time



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Process and Systems Overview

Partnered with vendor, Healthcare Compliance Core (HCC)

- Quick implementation
- Created much needed visibility into responses from others
- Robust reporting capabilities
- Group assign capability (assign to more than one person at a time)
- Retains history
- Tracks responses
- Vendor makes updates upon request

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Development of Regulatory Affairs

Consolidated resources to create position, connect business owners and provide guidance/regulation

- Summarizes prospective and passed guidance and regulations
- Distributes updates faster, through one method
- Provides interpretations, as necessary
- Bridges between what is required and what needs to happen
- Collects feedback from business owners and prepares one response from the organization

Tips and Tricks

- **Revisit assignments at annual compliance committee training**
- **Schedule meetings to get responses from frequent non-responders**
 - Suggest alternative assignments
- **Create self-serve resources for business owners who use the system less frequently**
 - Break down larger guidance into digestible sections
- **Create executive summary to share with compliance committee and senior leadership, if applicable**



Best Practices

- **Use legal department or staff with legal expertise**
 - Incorporate individuals with juris doctor degrees
 - At Network Health this includes compliance, regulatory affairs teams and the legal department
- **Break down large guidance**
 - Direct business owners to exact locations for reviewing/responding while giving the option to view entire document
- **Work closely with human resources**
 - Get notification of terminations and transitions
- **Have a process to review/follow up on responses**
 - Use annual work plans for ongoing tasks and overseeing completion



Best Practices

- **Obtain annual feedback from business owners**
- **Create strong connections between compliance and other department(s) who are distributing guidance (if conducted outside of compliance department)**
 - Compliance can assist with implementing any necessary requirements and follow up on effectiveness of implemented changes
- **Share high impact/high importance guidance/regulations in multiple settings**
 - Compliance committee
 - Executive summaries
 - Board reports
 - Newsletters

Resources and Contact Information

Healthcare Compliance Core
healthcarecompliancecore.com/

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