



# Stay on Track with Compliance Responsibilities

## **NO STRESS, COST EFFECTIVE COMPLIANCE**

Employers with self-insured health plans face a complex compliance environment. Along with public health and political uncertainties, planning for compliance is more complicated than ever. In 2021 there were unprecedented challenges in managing health and leave benefit offerings, contribution strategies, vendor terms, plan operations, future financial outlooks, and employee communications. Legislation related to Covid-19 relief, wellness and mental health parity, transparency, data privacy and security, and ACA adherence demanded serious attention. Keeping your health plan compliant requires deep expertise and an agile team of resources that can address requirements so you are never at risk.

## **INDUSTRY LEADING COMPLIANCE SERVICES**

Legislation is always changing and is increasingly complex. It is one of the top challenges facing self-insured plans today. Marpai has built a best-in-class compliance practice with a dedicated team that monitors and interprets legislation for clients well in advance of required actions, so you can stay ahead of the game and never incur risk. Chris Thomas, Vice President of Compliance & Quality and Corporate Privacy Officer, remains on the leading edge, working with diverse professional advisors and experts to deliver the right compliance solution for Marpai clients.

Our best in class compliance services cover requirements related to:

**Health ID Cards** – Notifies you if member ID cards need to be re-issued based on new regulatory requirements.

**Provider Directory** – Ensures directory updates are completed within the required timeframe, as well as verifying and updating information at least every 90 days.

**Continuity of Care** – Provides report comparisons, assessments, system configuration and notice generation monthly.

**Surprise Billing & Independent Dispute Resolution (IDR)** – A full review of Out of Network (OON) claims to ensure they meet the No Surprises Act (NSA) requirements and are priced using the Qualified Payment Amount (QPA). Our process also entails a full period of negotiation with the provider/facility, making sure a full IDR package is available if Marpai needs to represent your company's interests with the IDR entity.

## KNOW WHAT'S AHEAD

Our dedicated team monitors developing legislation to make sure you are prepared. Here's what's ahead:

**Machine Readable Files** – We are gathering the extensive amount of required data, putting it in the appropriate format, and housing monthly files for the required number of years. These files are expected to be terabytes in size and must be on a public domain. Marpai is housing these files for our clients.

**Advanced EOBs** – The regulation related to providing advanced EOBs to members has an effective date of 1/1/2022; however, this requirement is now fully deferred. Although enforcement has been delayed, Marpai will need to work closely with claims processing system administrators to build system capabilities to produce the Advanced EOBs per Federal guidance. This will increase the volume of claims that we currently process for each client.

**Mental Health Parity Addiction Equity Act** – The Mental Health Parity and Addiction Equity Act (MHPAEA) explains the processes, strategies, evidentiary standards or other factors used in applying Non-Quantitative Treatment Limitations (NQTL) to MH/SUD. Benefits must be comparable to and applied no more stringently than for medical/surgical benefits. Marpai works with partners to provide the required information and manage the process end-to-end.

## WORLD CLASS COMPLIANCE

Marpai is a leader in Compliance. Our dedicated team works diligently to protect your members, assets and organization. We continually monitor legislation, evaluate the implications for our clients and develop solutions that save money and minimize risk. We bring unlimited access to best-in-class industry experts and attorneys who provide independent consultation and evaluation. We also work with leading industry associations and other organizations to drive change that serves the best interests of our clients.

If you'd like to learn more, please contact your Account Manager or Chris Thomas, Vice President of Compliance & Quality, and Corporate Privacy Officer at [compliance@marpaihealth.com](mailto:compliance@marpaihealth.com)



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