



### Customers

Blue Cross Blue Shield Nebraska and Premera Blue Cross



### Challenge

Health insurance companies must screen against numerous sanctions lists that are updated frequently. And they must also provide proof to regulators that compliance programs are being managed effectively and efficiently.



### SOLUTION

*WatchDOG*

These health insurance companies enhanced their sanctions screening programs, reducing time spent reviewing false positives by several days, with CSI's WatchDOG watch list screening solution.

## PREVENTATIVE SCREENING ENHANCES HEALTH INSURERS' SANCTIONS PROGRAMS

For health insurance providers, there's a high premium to be paid for inadequate compliance programs. And while complying with any number of rules and regulations presents significant challenges, one area that's grown increasingly intricate over the past few years is sanctions screening. Now, more than ever, providers must ensure the legitimacy of members before providing coverage or reimbursing claims.

"Due to the dynamic global climate, it has become imperative to be able to view those individuals with whom the federal government requires us not to do business with," says LeeAnn Ellison, Medicare liaison for Blue Cross Blue Shield Nebraska. "Tougher, ever-changing criteria must be met at a moment's notice."

Health insurance providers must comply with know your customer (KYC) rules as well as screen against multiple lists, including the Office of Foreign Assets Control (OFAC), OIG and state-specific Medicare and Medicaid lists. Each of these lists not only contains countless names, but also is frequently updated by corresponding agencies—all of which adds to the complexities of ensuring members and claims are legitimate and legal.

And it's incumbent upon companies to not only implement a more rigorous sanctions screening program that addresses compliance mandates, but also show proof that screening efforts are being conducted as required. According to Gena Rooney, senior compliance and ethics program administrator for Premera Blue Cross, "it is crucial to be able to pull detailed documentation for evidence that this work is being completed."

"Two of the biggest challenges associated with sanctions compliance are the individual state screenings and the lack of information provided by the excluding agencies to be able to easily confirm or rule out possible matches," Rooney says.

So, for ensuring ongoing compliance with various lists—especially as part of a holistic sanctions screening program—and providing the requisite audit trail, health insurers are turning to automated tools that enhance the efficiency of their compliance programs. Both Ellison and Rooney use CSI's WatchDOG® watch list screening platform, which integrates with existing systems to create a comprehensive identity verification solution.

To streamline sanctions screening, WatchDOG provides a centralized hub for screening new members and claims against all applicable lists; it even allows insurers to upload internal lists that they may want to screen against. And CSI updates all government-compiled lists as new names are added (or removed) and automatically rescreens all user data as a proactive measure to prevent compliance violations. Users are notified via email when list updates occur, helping compliance analysts stay abreast of any changes and establish proof that sanctions screening is being monitored effectively.

**“With WatchDOG, we can guarantee that our lists have been screened against all appropriate listings in accordance with federal rules and regulations,” Ellison says. “We are also provided email documentation as well as file notifications that can be utilized in the event of federal audits.”**

Rooney finds value in the email notifications as well, noting that they are helpful when outside governing entities request documentation that lists are maintained and updated.

As WatchDOG users, Ellison and Rooney also utilize a variety of reporting tools that assist with compiling due diligence information to auditors; the platform offers robust reporting capabilities via its System Report functionality, which includes six main reporting categories. And beyond that, WatchDOG offers multiple features that enhance their sanctions screening programs. One such feature is the ability to create a “good customer” list, which helps reduce the need to re-review known false positives.

With false positives having such a negative impact both operationally and financially, WatchDOG good customer list reduces the time spent on reviewing legitimate transactions and allows analyst teams to focus more closely on possible illicit activity.

**“In the last three years, since I’ve started using the program, I’ve reduced the amount of time it takes to complete my sanction reviews, on average, from one week a month to less than one day,” Rooney says. “By using the features available within the program, one can eliminate the need to re-review the same individuals every month and truly focus on those individuals/entities that are new, or have experienced changes in their profiles.”**

With sanctions compliance demanding so much time and receiving so much scrutiny, health insurers can’t afford to process one faulty claim or insure one sanctioned individual. Tools like WatchDOG bring more efficiency to compliance programs, helping simplify KYC and sanctions screening requirements. Such tools are especially important as both business and regulations grow.

**As Ellison notes: “In this ever-altering global economy, it becomes imperative to protect the safety of doing business, whether with governmental agencies or not. WatchDOG allows us to do this effectively with very minimal effort.”**

## CUSTOMERS:



## ABOUT CSI REGULATORY COMPLIANCE

CSI takes risk management and regulatory compliance seriously; we know you do, too. Since regulations constantly change, we’ve developed comprehensive solutions that address today’s requirements and adjust to meet tomorrow’s demands. Our industry-leading solutions include watch list screening, identify verification and compliance consulting. Financial institutions and businesses alike trust CSI’s expertise to enhance their compliance programs and reduce operational costs.