

Medicare Market: 2017 MedicareBlue Rx agent FDR monitoring activities

All agents selling MedicareBlue Rx for Wellmark are considered FDRs (first tier, downstream or related entities) by the Centers for Medicare and Medicaid Services (CMS). CMS has certain compliance requirements for all FDRs, including Wellmark's agent FDRs.

This BBO is offered to provide detailed information about the compliance requirements that will be monitored in February 2017, as well as to provide a general reminder about all of the compliance requirements for agent FDRs. **The goal of the monitoring is to work collaboratively to ensure both Wellmark and its agents are aware of the requirements and the steps needed to evidence compliance.**

As a Wellmark agent FDR, you are required to perform the following compliance requirements:

1. Distribute the RAS Code of Conduct to the agent FDR's employees, governing body and all downstream and related entities.
2. Administer the MedicareBlue Rx general compliance and fraud, waste and abuse training to the agent FDR's governing body, the employees working with Medicare PDP and all downstream and related entities.
3. Scan the agent FDR's governing body and all employees working with Medicare PDP against the federal exclusion lists: **Office of Inspector General (OIG)** and **General Services Administration**.
4. Provide information to the agent FDR's employees and downstream and related entities about how to report potential compliance issues or fraud, waste or abuse to Wellmark and/or RAS, as well have a non-retaliation policy for those that make a valid report.
5. Retain all records related to Medicare PDP for a period of 11 years.
6. Destroy obsolete marketing materials.
7. Provide oversight to any subcontractors for compliance with the same requirements.
Reminder — any subcontractor utilized by an agent must be approved in writing by Wellmark.

February 2017 monitoring

During the course of 2017, the Sales Compliance team at Wellmark will monitor a random sample of agents for compliance with these requirements. In February, Wellmark will monitor a random sample of agent FDRs on the compliance requirements for 1 and 2 listed above, the distribution of the RAS Code of Conduct and administering the required training of general compliance and fraud, waste and abuse (FWA) to employees and all downstream and related entities working with Medicare PDP.

What is required?

Each agent FDR is required to distribute, and document distribution, of the **RAS Code of Conduct** <https://ebusiness.wellmark.com/ProducerConnection/medicare/docs/RASCodeofConduct.pdf> and administer the Medicare PDP general compliance and FWA training to its governing body, all employees working with Medicare PDP, and any downstream or related entities **within 90 days of hire or the date contracted, and annually thereafter.**

What is the RAS Code of Conduct?

A code of conduct states the overarching principles and values by which the company operates, and defines the underlying framework for the compliance policies and procedures. RAS has developed a Code of Conduct, and Wellmark and Wellmark's agent FDRs are required to read and comply with the terms.

Where is the RAS Code of Conduct and MedicareBlue Rx general compliance and FWA training located?

Agent FDRs have access to the RAS Code of Conduct and required compliance training on the MedicareBlue Rx training website and on the **Medicare Compliance resource page** on the Producer Connection.

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How will Wellmark monitor distribution?

Wellmark will monitor a random sample of agent FDRs in February and request evidence that the RAS Code of Conduct was distributed. Examples of acceptable evidence of distribution of the Code of Conduct include individual employee attestations, an executed copy of the log-in sheet located on Wellmark's Producer Connection portal, or a copy of the email sent to all employees required to receive the RAS Code of Conduct. To evidence the administration of the required training, any of the same evidence examples for the Code of Conduct distribution may be used in conjunction with copies of the successful training quizzes. Agent FDRs selected for monitoring will be contacted by email from Wellmark Sales Compliance.

As a reminder, if you receive a request for documentation that requires evidence of employee or governing body compliance, but you do not have employees within your office assisting you with Medicare PDP and you solely own your agency, you may not have evidentiary requirements to provide by you are still required to respond to the request and notify Wellmark Sales Compliance of this information.

Any questions regarding Medicare PDP agent FDR monitoring activities should be directed to the agent FDR's General Agency or Wellmark's Sales Compliance at **SalesCompliance@wellmark.com**.