omada

PROGRAM INTEGRITY SYSTEMS

Whenever possible, virtual healthcare services should be held to the same program integrity controls as in-person service. Omada's systematic controls ensure that any claim filed for payment – with CMS, or any of our clients – can be audited to provide a comprehensive portrait of an individual's participation with the Omada program. Below, we outline some of the mechanisms in place to ensure that, at every stage of the program, Omada can verify data collection and accuracy. Each of these controls are utilized to protect program integrity.

Enrollment

- **Screen for duplicate applications** based on ID and email

- **Confirm and log** applicant's coverage

- **Ship scale to eligible enrollee's address** as uniform source of weight data

- Establish enrollee file to **record qualifications for all eligibility criteria**

Engagement

- **Build comprehensive participant profile** by logging continual engagement points

- Record time-stamped **lesson start, progression or interaction, and completion**

- Record time-stamped **log-ins, weigh-ins, meals, and messaging** with group and coach

- **Control app access** with a password

Outcomes

- **Issue calibrated scale** to each participant so all weights are measured accurately and uniformly

- Use web-linked scale to **prevent error and bias** in self-reporting or manual entry

- Pre-assign scale to participant's ID to **accurately attribute all weigh-ins**

- **Log frequent weight data** from home scale to build true picture of progress

- **Require confirmation** from participant of baseline weight and provide continuous visibility to all weights

Billing

- **Auto-verify bills are submitted only once** for each milestone per participant

- **Auto-transfer data** from participant's app to the billing system with accuracy verification and no manual entry

- **Run reconciliation checks** between billing data and program data

- **Control access to billing system** and maintain record of individuals with billing system access at all times

- **Utilize modifiers on claims** to indicate specific milestone