

Accuracy and compliance are critical in the development of Medicare Advantage materials. Errata drive costly fines and rework and can negatively impact star ratings. As such, health plans spend thousands of hours every year manually reviewing member materials, and in particular the complex Annual Notice of Change (ANOC) and Evidence of Coverage (EOC) documents. Every benefit, every data point, every line of CMS model content must be checked—and checked again. It's slow. It's costly. And it's vulnerable to human error.

MARCIAssure transforms the QA process

MARCIAssure is an AI-powered quality assurance solution designed specifically to reduce the time, effort, and risk associated with ensuring Medicare Advantage ANOCs and EOCs are accurate and compliant. Leveraging Messagepoint's proprietary AI platform, MARCIAssure automates thousands of checks across these documents with unparalleled accuracy and speed—so you know exactly where the issues lie.

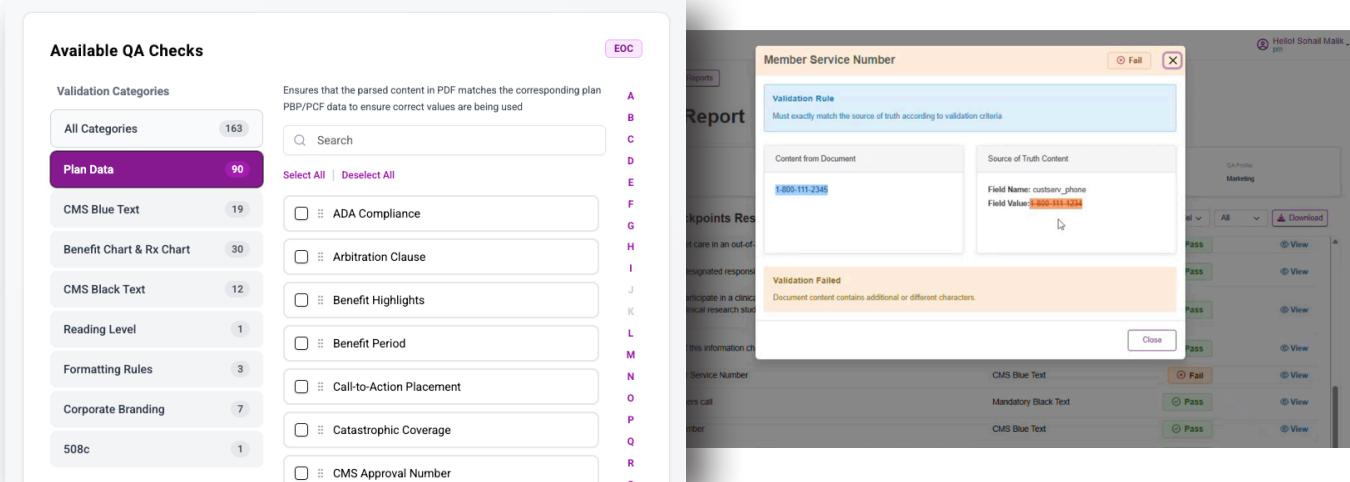
MARCIAssure uses AI to check your documents against the latest CMS models and your own Plan Benefit Package (PBP) and plan data to ensure accuracy and compliance for:

Plan data accuracy

Ensures your content reflects what was submitted to CMS, using your PBP and related plan data files as the source of truth. This includes plan identifiers, administrative details, and benefits such as cost sharing, deductibles, MOOP, visit limits, ranges, and referral or authorization requirements—reducing the risk of discrepancies that can lead to errata and compliance issues.

MARCIAssure enables health plans to:

- Reduce QA review cycles by up to 80%
- Improve accuracy & compliance
- Accelerate AEP readiness
- Eliminate team burnout



The image shows the MARCIAssure software interface. On the left, a sidebar titled 'Available QA Checks' lists validation categories with their counts: All Categories (163), Plan Data (90, highlighted in purple), CMS Blue Text (19), Benefit Chart & Rx Chart (30), CMS Black Text (12), Reading Level (1), Formatting Rules (3), Corporate Branding (7), and 508c (1). A legend indicates that purple represents 'Plan Data' and grey represents 'CMS Blue Text'. On the right, a detailed validation report for a 'Member Service Number' is displayed. It shows a validation rule: 'Must exactly match the source of truth according to validation criteria'. The 'Content from Document' field contains '1800-111-2345' and the 'Source of Truth Content' field shows 'Field Name: customer_phone' and 'Field Value: 1800-111-2345'. A 'Validation Failed' message states: 'Document content contains additional or different characters'. Below this, a table shows validation results for various fields: CMS Blue Text (Fail), Mandatory Black Text (Pass), and CMS Blue Text (Pass). The user 'Heliot Sohail Malik' is logged in.

CMS model required language (Black Text)

Checks that mandatory CMS model language is present and matches CMS models. Any discrepancies are clearly identified so teams can review sections that do not align with CMS requirements and address them before submission.

CMS model conditional language (Blue Text)

Validates that conditional CMS model language is included based on each plan's type and benefits, such as SNP requirements or Rx coverage. This helps ensure that ANOCs and EOCs reflect the CMS model content that applies to the plan, without requiring teams to manually cross-reference each model variation.

View results in pre-built dashboards

Dashboards and reports provide a clear view of QA status per document or in aggregate to understand the overall readiness across plans and documents. Teams can drill down by issue to see exactly why a check failed or passed and to ascertain how to address it. Managers can use these insights to understand underlying process issues and where additional training may be needed.

Role-based access and visibility

MARCIAssure supports custom user profiles that enable users to select checks based on their role and area of responsibility. Default profiles make it easy to get up and running, ensuring each team sees what matters most to them.

Cut QA time—not corners.

To learn more about MARCIAssure, visit www.messagepoint.com, email us at info@messagepoint.com or contact us at 1-800-492-4103.

 **messagepoint**[®]

All third-party trademarksTM or registered[®] trademarks are the property of their respective holders. Messagepoint's use of these marks does not imply any affiliation with or endorsement by them. Messagepoint product or service names referenced are trademarks of Messagepoint.