

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.

MARCIEAssure transforms the QA process

MARCIEAssure 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, MARCIEAssure automates thousands of checks across these documents with unparalleled accuracy and speed—so you know exactly where the issues lie.

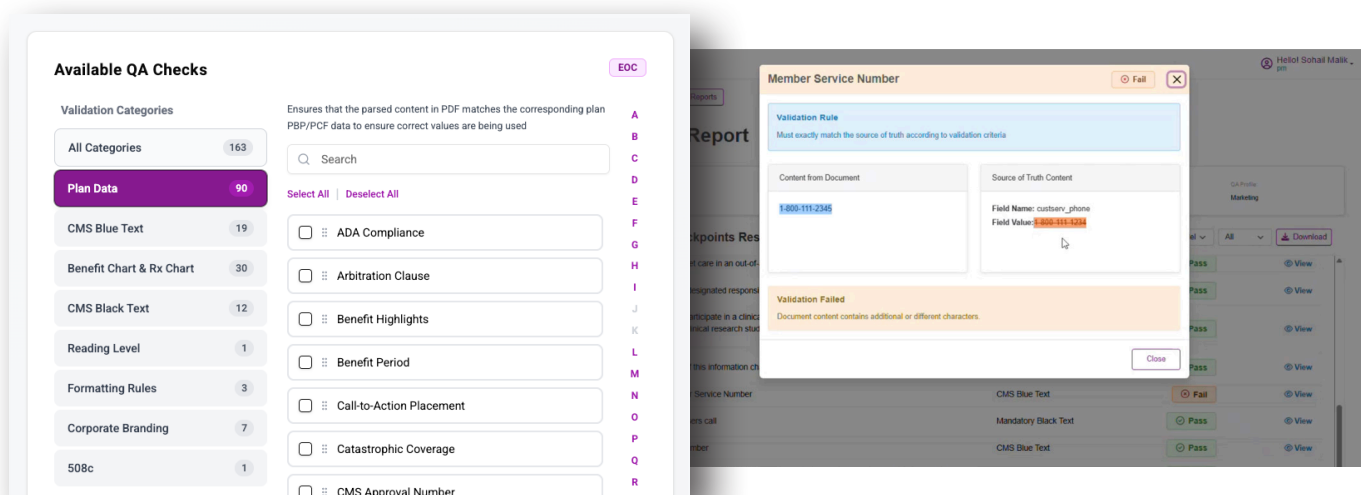
MARCIEAssure uses AI to check your documents against the latest CMS models and your own Plan Benefit Package (PBP) and plan data to ensure accuracy and compliance for:

Plan data accuracy

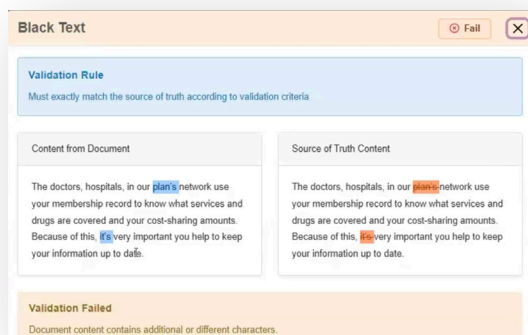
Ensures your content reflects what was submitted to CMS, using your PBP and related plan data files as the source of truth. This includes plan identifiers, administrative details, and benefits such as cost sharing, deductibles, MOOP, visit limits, ranges, and referral or authorization requirements—reducing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

MARCIEAssure enables health plans to:

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

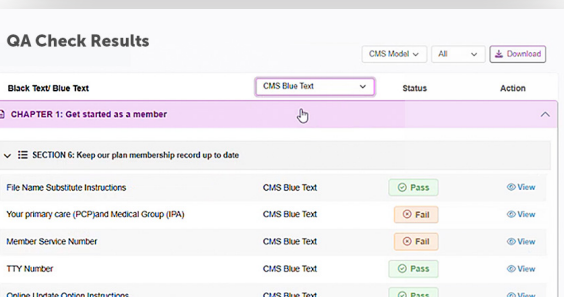


The screenshot displays the MARCIEAssure user interface. On the left, a sidebar titled 'Available QA Checks' lists various validation categories with counts: All Categories (163), Plan Data (90), CMS Blue Text (19), Benefit Chart & Rx Chart (30), CMS Black Text (12), Reading Level (1), Formatting Rules (3), Corporate Branding (7), and 508c (1). The 'Plan Data' category is selected. The main area shows a list of checks under the heading 'Ensures that the parsed content in PDF matches the corresponding plan PBP/PCF data to ensure correct values are being used'. A search bar and 'Select All'/'Deselect All' buttons are present. A list of checks includes: ADA Compliance, Arbitration Clause, Benefit Highlights, Benefit Period, Call-to-Action Placement, Catastrophic Coverage, and CMS Approval Number. On the right, a 'Member Service Number' validation rule is shown, which failed. The failure message states: 'Validation Failed. Document content contains additional or different characters.' The 'Content from Document' field shows '1-800-111-2345' and the 'Source of Truth Content' field shows 'Field Name: custom_phone, Field Value: 1-800-111-4234'.



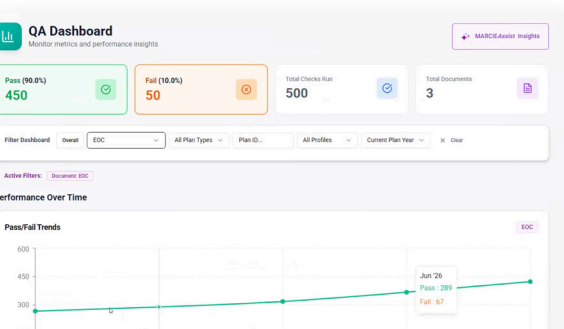
CMS model required language (Black Text)

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.



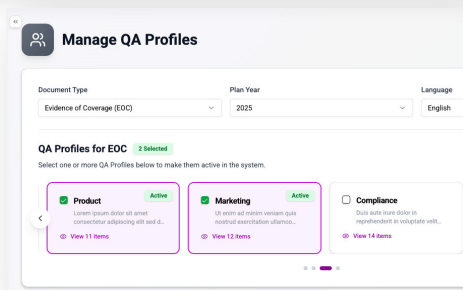
CMS model conditional language (Blue Text)

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

MARCIEAssure 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 MARCIEAssure, visit www.messagepoint.com, email us at info@messagepoint.com or contact us at 1-800-492-4103.



All third-party trademarks™ 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.