



INTERNATIONAL BUSINESS UNIT

AUDITING MODEL

OCTOBER 2016



COLOMBIA - World Class Destination

INTERNATIONAL BUSINESS UNIT



Extension

1 141 748 Km²
(439.736 Square Miles)



Population

48.747.632 hab. (2016)



Currency

USD 1~ COP \$ 3.000
Colombian peso (COP)



Language

Spanish



GDP (Per Capita)

USD\$13,800 (2015)

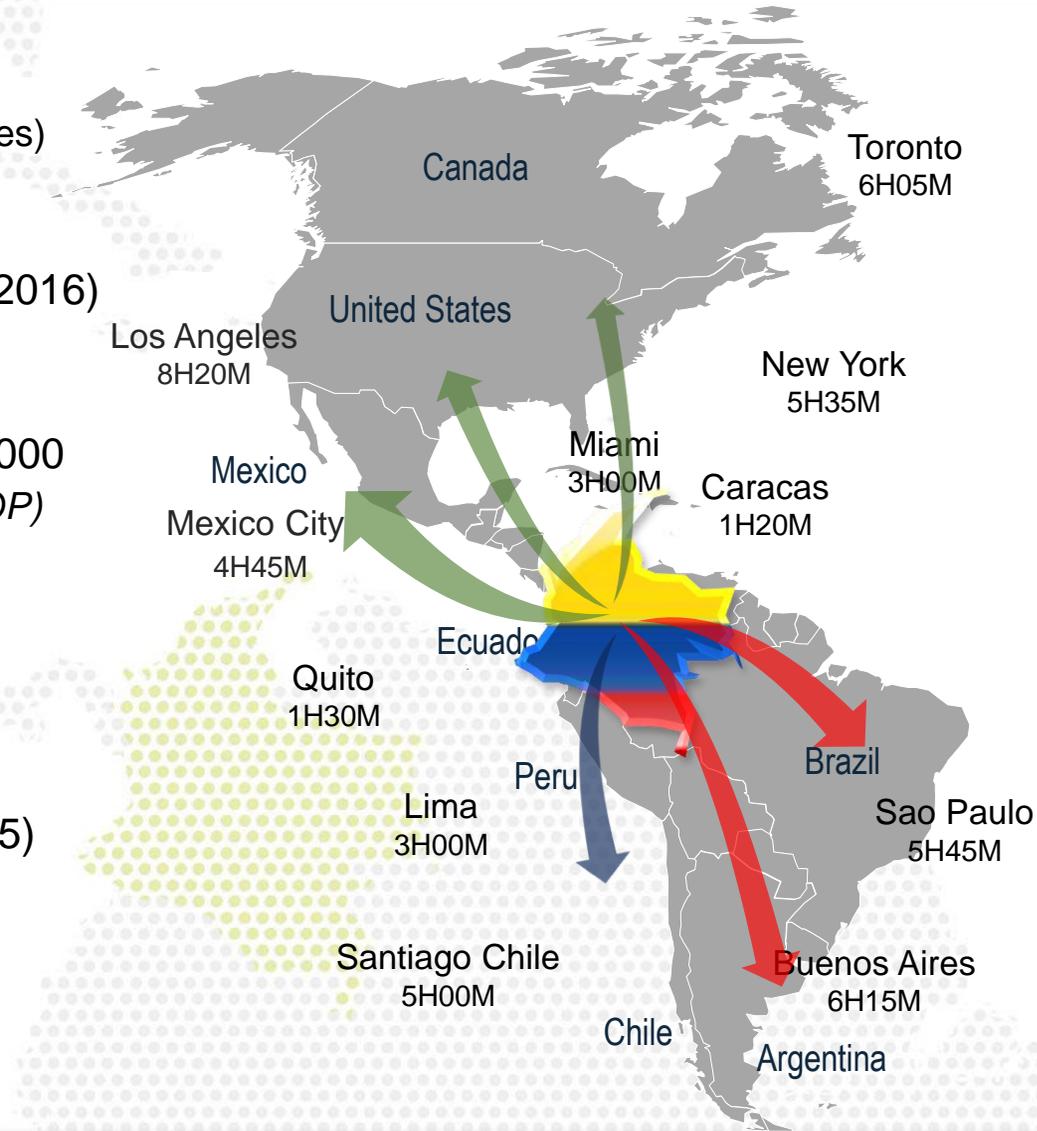


District Capital

Bogota - 9.8 M

Medellín - 4.2 M

Cali - 3.8 M



Health Sector Highlights

97% National Coverage

- Subsidized System - 49%
- Contribute System - 43%
- Exception System - 2%.

3 Hospitals with JCI Accreditation

3 Health Clusters

22 in WHO Ranking in Health Care Systems

20 of the 40 best Latam hospitals are Colombian, 5 in top 10.



COOMEVA Cooperative

PORTFOLIO OF INVESTMENT BY SECTOR

HEALTH SECTOR

COOMEVA EPS

COOMEVA MP

HOME CARE

CLINICA
FARALLONES

SINERGIA

CLÍNICA PALMA
REAL

FINANCIAL SECTOR

BANCOOMEVA

CONECTA
FINANCIAL

TRUST

PROTECTION SECTOR

INSURANCE
BROKER

MUTUAL FUNDS



Health Sector Strategic Partner

Coomeva is a cooperative association of professionals and their families that was organized together to satisfy common needs through the production and acquisition of goods and services generating opportunities for their successful development.

3 Sectors
17 Companies

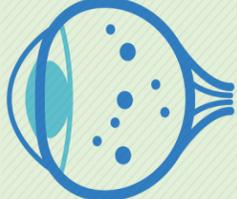
Coomeva: Key Figures

**INTERNATIONAL
BUSINESS UNIT**

	DESCRIPTION	2015	2016 (June)
Coomeva	# of Associates	227.171	229.517
Coomeva EPS	# of Members	3.073.327	2.954.527
Coomeva Medicina Prepagada	# of Members	357.432	363.279
Coomeva Social Funds	Millions USD	\$674	\$719
Bancoomeva (Gross Portfolio)	Millions USD	\$968	\$1,033
Coomeva Assets	Millions USD	\$2,734	\$2,908
Coomeva Income	Millions USD	\$1,737	\$975
Coomeva Equity	Millions USD	\$266	\$394
Direct Employment		14.801	14.866
Associates Business Formation		452	229
Micro Loans for Business (Portfolio)	Millions USD	\$10.0	\$9.7



- 20 years experience handling more than 15,000 patients in Colombia.
- Leader in Colombia in the reception and handling of international patients.



MEDICAL SERVICES

1. Medical Network Selection
2. Concurrent and Bill Auditing Processes
3. Medical Procedures and Treatments Follow Up
4. Pricing & Quotations

OTHER SERVICES

1. 24/7 Companion and Patient Follow Up Services
2. Continuum of Care Post-Operative
3. PBM
4. SOFIB – App tool for service management



LOGISTICS

1. Hotel Accommodations
2. Ground Transportation
3. Air Ambulance Services
4. Patient and companion travel management
5. Concierge Services
6. Nationwide services

ADMINISTRATIVE

1. Billing and payments to providers
2. Travel allowance
3. Payment to Providers
4. Legal Requirements
5. Airline Reservations
6. Legal documents
7. Reports





A systematic evaluation focused on the quality of the medical attention where the medical history, protocols, internal and external legislations, patients satisfaction are being evaluated.

- Coomeva has a professional team **116 medical staff** of dedicated medical auditors trained in this area working at the medical network across the country in the main institutions, **45**.
- Our medical auditing model has **four main components**: Predictable Auditing, Concurrent Auditing, Ambulatory Auditing and Medical Bill Auditing.
- Reductions in Hospitalization services expenses on average ranges **4%- 6%**
- The auditing model is a complete new approach to case management, guaranteeing the rational use for medical funds, pertinence of medical treatment, and supervision of adverse events
- Effective reduction of length inpatient stay from **10.2 days to 4.5 days**.



ADMINISTRATIVE ACTIVITIES

1. Regulation Compliance
2. Evaluation of contract process with hospitals.
3. Network Selection
4. Internal processes (Commercial, Contracts, and Services to contract)

Predictable Auditing

- Performance & Aptitude Qualification Test (Quality)
- Selection of Provider, Contract or POA to improve deviations

Concurrent Auditing

- Assures treatment pertinence
- Rational resources utilization
- Hospital admission & length of stay
- PRU (Revision of Utilization Protocol)

Ambulatory Auditing

- Continues monitoring / support to provider performance
- Medical bills & Authorizations Supervision
- Supplies & Prescriptions Administration Supervision

QUALITY CONTROL

1. Assessment of contract performance
2. Routine evaluation
3. Reports of adequacy of use on inpatient providers (PRU)
4. Reports of Adverse Events
5. Implementation & Follow Up improvement action plans
6. Reports of Second Order Auditing

Continuous Follow Up & Control



- **What were/are the factors and practices which made it necessary to develop a medical auditing model?**
 1. The law in Colombia, an emphasis in quality health care became a main topic for the health care providers.
 2. The need of an instrument that allowed the evaluation of both the efficiency as well as the effectiveness of the medical act
 3. The achievement of continue improvement on health care services is required and mandatory.
 4. This development of the auditing model guaranteeing quality healthcare to our patients.
- **What are the key features of COOMEVA's medical auditing model?**
 1. Human resource trained to discuss /debate high complexity medical interventions (IV Level of Care)
 2. Contracting models according to customer needs
 3. Par auditing with specialists
- **How has the medical auditing model improved the performance of COOMEVA and overall patient care?**
 1. The medical auditing model has improved the performance of Coomeva because it has **been sustainable through time.**
 2. The attributes of the model looks towards the **rationalization of medical costs.**
 3. KPI's such as **rate of hospitalization, adverse events & average length of stay** are perform better than in other companies.
 4. The accomplishment of the quality attributes such as security, pertinence, user satisfaction amongst others will be provided to our patients when needed.



Gracias Спасибоありがとう Merci Danke 감사합
Thank you Teşekkürler Danke **Thank you** Obrigado Спасибо
ke **Obrigado** Merci 감사합니다 Gracias Merci Thank
ありがとう Gracias Merci Danke Obrigado **감사합니다** Da
Thank you 감사합니다 Thank you Danke Teşekkürler Gracias
ci **Merci** Спасибо Merci Obrigado Merci Thank you
Gracias ありがとう **Gracias** Danke ありがとう
감사합니다 Спасибо Thank you Gracias **Danke** Me
Danke Merci **Obrigado** Teşekkürler 감사합니다 Спасибо
Gracias Thank you **Спасибо** Gracias 감사합니다 Teşekkürler
ありがとう Teşekkürler 감사합니다 Thank you Gracias Danke
Спасибо **Teşekkürler** Gracias Danke ありがとう Mer
Merci Danke ありがとう Спасибо Obrigado Thank you