Made for Medicare
Incentive Compensation Management (ICM) Medicare Model

CallidusCloud ICM Medicare Model is a specialized health insurance-focused producer management and incentive compensation solution from CallidusCloud, the market leader in insurance incentive compensation solutions. It delivers best-in-class functionalities including integrated producer management; producer compliance; rules-based hierarchies; commission, bonus, and advance management; and book of business tracking.

Enhance Your Organization's Operational Efficiency with Producer Management

ICM Producer Management simplifies the process of managing internal and external producers, regardless of the complexities commonly seen in the insurance industry. Support unlimited rules-driven hierarchies, compliance tracking, and verification — as well as book of business. Combine that with the ability to manage your defined performance metrics, advances, earned versus unearned commissions, debt management, and more, all while having a powerful set of applications at your fingertips. The License and Compliance module extends those capabilities by supporting compliance standards as active edits in the payout process.

Improve the Producer Experience with Producer Portal

The Producer Portal functions as a stand-alone or integrated portal to deliver commissions statements, reports, dashboards, payment and performance history, and workflow support. The portal provides secure views of your hierarchy, ensuring upstream producers in the hierarchy can see down their hierarchy while those in the downstream position are limited to viewing their own information. Giving online access to this information lessens the load on your call center.

Make Changes and Drive Growth with Plan Design

The ICM Medicare Model puts extensive power in your hands, allowing you to easily fine-tune commission plans, support payments across an unlimited number of hierarchies, and automate true-ups and full and pro-rated chargebacks. The solution also provides tools to easily handle internal compensation and performance-based bonus plans, leveraging metrics such as premium contribution, retention, growth, and more.
The CallidusCloud ICM Medicare Model is delivered with out-of-the-box features — to support Medicare Advantage processing while complying with CMS regulations — including:

- **Standard Integration with CMS DTRR and Monthly Comp Report**
  In the ICM Medicare Model, CMS data is the trigger to managing all variations of commissions payout, true-up, and full and pro-rata chargebacks — all of which are handled automatically with clear and concise audit trails.

- **CMS Payout Formula**
  The rules-based calculation formula supports state, product, plan, and effective-dated payout rates regardless of the granularity of the rules and rates.

- **Advanced Retroactive Processing with 25 Retroactive Objects and Thousands of Retroactive Scenarios**
  The advanced retroactive processing functionality supports thousands of retro scenarios including but not limited to BOR, enrollee status, and retroactive hierarchy, rate, and compliance changes. Retroactive processing provides a clear, concise, and effective-dated before and after view of all changes.

- **Role-Based Security and Audit Trails**
  Role-based security within the solution allows complete control of access and privileges at the portal, screen, field, action, and row level while also providing detailed audit views and reporting of all changes.

For more information, visit: [www.calliduscloud.com/industries/insurance/](http://www.calliduscloud.com/industries/insurance/)