

HEALTH INSURANCE | MEDICARE

Ready for CMS secret shopper calls in six languages

How a major healthcare provider prepared its call center agents for CMS audits.

Snapshot

Client	A major healthcare provider
Industry	Health insurance, Medicare
Goal	Improve call center readiness for CMS secret shopper audits
Languages	Spanish, Chinese, Korean, Tagalog, Russian, American Sign Language

Results at a glance

Star Rating

CMS RATING MAINTAINED

Critical for funding and marketability

6 Languages

TESTED INCLUDING TAGALOG AND ASL

Languages where interpreter resources are limited

Fewer Errors

COMPLIANCE DURING CMS AUDITS

Noticeable improvement in agent performance across languages

CQ Fluency

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The impact of Cultural Intelligence (CQ):

01

THE CHALLENGE

Every year, CMS runs secret shopper audits to test call center compliance, especially the ability of health plan providers to serve LEP members in multiple languages. Poor results can be catastrophic, up to removal of the plan from the marketplace.

Most call centers have no way of testing agents before CMS audits, least of all in languages like Tagalog or ASL, where interpreter resources are limited. And agents under stress on CMS calls make avoidable mistakes.

02

WHAT WE DID

We built a readiness program that recreates the real audit before it happens.

- Trained interpreters called in as members, with specialized training to mimic real CMS test scenarios.
- Simulated calls in Spanish, Chinese, Korean, Tagalog, Russian, and ASL.
- Strategies to prepare agents mentally and emotionally for high-stakes CMS calls.
- Regular audits with detailed insights into agent performance and gaps in training and compliance.
- Actionable feedback the client used for targeted improvement.

03

THE RESULTS

Better performance

Better preparation

Detailed reporting

Agents performed noticeably better during CMS audits, with fewer compliance errors across multiple languages.

Better preparation helped the client maintain its CMS Star rating, which is critical for funding and marketability. Detailed reporting helped the call centers refine their training and close compliance gaps.

Want your call center ready before CMS calls?

Talk to us → cqfluency.com

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About CQ Fluency

CQ Fluency helps healthcare organizations deliver critical communications that are accurate, accessible, and compliant. We combine AI-enabled workflows with human expertise and cultural intelligence, so the people they serve understand what they receive and act on it.

Understanding Changes Everything.

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