

Administrative Simplification Meeting Minutes

Tuesday, May 14, 2024 ▪ 10:00am - Noon ▪ LDH, Bienville Room 118

Conference Meeting URL: <https://us06web.zoom.us/j/88646869731>

Attendees

Provider Community/others: Berkley Durbin, Bret Talbot, Greg Ivey, Kevin Bridwell, Shan McDaniel, Sheree Taillon, Lori Meyers, Katie Brittain, Diedre Davis, Bertha Thompson, Jason Brown, Kayla Gourgues, Karen Lambert, Kristin Humphreys, Jeff Mitchener, Natalie Simmons, Quitman Gahagan, Quinn Chernow, Judy Pace, Natalie Cohen, Angel McCarstle, Kevin Guidry, Robert Stern, Nicole Bell, Sheena Campbell, Yolanda Lange, Joshua Joachim, James Madden, Cassie Allen, HY Mental Health, Dr. Ann Kay Logarbo, Nikia Osbourne, Jackie Clark, Veronica Richard, Elizabeth Eaton, Angela/MedData,

Aetna Better Health: Linda Morrison, Courtney Lewis, Nanette Silver, Emily Byrd, Catherine Chaucer, Jess Hall, Vanessa Smith,

AmeriHealth Caritas: Julie Vinson, Kelli Nolan Clement, Gwen Matthews, Lesli Boudreaux, Thomas Godfrey, Penny Foster

Healthy Blue: Gerri Smith, Janel Gary, Tina Nugent, Clayborne Harris, Dr. Cheryl Bowers-Stephens

Humana Healthy Horizons: Alicia Coleman, LaTishia Anderson, Eric Schwing, Thomas “Rocky” Thompson, Rhonda Bruffy

Louisiana Healthcare Connections: Gordon Stewart, Joe Sullivan, Jennifer Pinkins, Candace Kliesch, Yolanda Wilson, Emily Ragland

United Healthcare: Karl Lirette, Stephen Long, Rhonda Pena, Reena Hooper, Yolanda Hubbard, Susan Mieras

Louisiana Department of Health: Brandon Bueche, Dana Johnson, Whitney Martinez, Jenise Thomas, Michael Harrington, Amber Gross, Melandye Porter, Mitzi Hochheiser, Pete Croughan, Timothy Williams, Charlene Julien, Rhett Decoteau, Stacy Guidry, Damiane Ricks, WaRene Kimbell, Kristi Hawkins, Jhuan Marcantel, Kevin Guillory, Cordelia Clay, Teresa Bravo, Rachel Broussard, Sue Fontenot, Karen Cashio, Robyn McDermott, Danielle Newman, Michelle Doran, Dawn Love, Jonesha Thornton, Kaela Queen

Welcome

- Brandon Bueche (Medicaid Program Operations and Compliance Section Chief) led the meeting in the absence of Kolynda Parker.
- Mr. Harrington discussed projects LDH is currently working on.
 - Medicaid providers be paid at a Medicare rate (Senate Bill 190)
 - Medicaid Emergency Department utilization and follow-up appointments.
 - Working with MCOs regarding credentialing and ongoing Third Party Liability (TPL) issues.

Medicaid Updates

- Newborn Enrollment
 - Informational Bulletin 24-6 and contract language 2.3.12.4.6.
 - For newborns dis-enrolled, the MCO in which the newborn was incorrectly enrolled shall not recover Claim payments from the provider. The MCO in which the newborn is incorrectly enrolled shall seek such Claim payments from the MCO in which the newborn should have been enrolled on the dates of service.
- Recoupment Subcommittee Meeting
 - LDH presented the Recoupment Timeframes for providers and/or MCOs to ask questions.
 - LDH does plan to convene a work group relating to recoupments.
 - This meeting will be a combination of providers and MCOs.
 - Program Integrity has been engaged with LDH's internal discussion relating to recoupments.
 - A provider representative asked if Pre-Payment review can be added to the agenda.
- Reminder Related to Specialty Match for UM
 - Contract language reminder
 - 2.12.5.2
 - 2.12.5.2.1
 - Example – A podiatrist should not be reviewing a claim for a cardiologist
- Single Pharmacy Benefit Manager (PBM) Update
 - LDH discussed two pharmacy changes.
 - Effective 07/01/2024 the Brand vs. Generic list will be removed. The brand drugs are currently preferred over the generic; that will go away on 07/01/2024. LDH will review the financial impact for approximately 6 months, which may result in the brand drug being moved to the non-preferred side of the Preferred Drug List (PDL).
 - Effective 07/01/2024 Hepatitis C subscription model will be extended for 1 year.

Professional Services Updates

- LDH has updated the lab and radiology fee schedule which went live 5/13/2024.
 - Type of Service 03
 - Radiology - 75580
 - Lab - 81517, 82166, 86041, 86043, 86366, 87523
 - Type of Service 05
 - Radiology - 76984, 76987, 76988, 76989

- Professional Services fee schedule and Take Charge Plus fee schedule will be updated later this week, at the latest next Wednesday, May 22, 2024.
 - 99459 is the only change to the Take Charge Plus fee schedule.
- LDH has spoken with contractor to enhance the fee schedules by including an indicator for the date last updated. LDH asked the providers if they prefer Excel or PDF since real estate is more limited with PDFs. Most providers answered they will prefer an Excel document for the fee schedule.
- Request for New Coverage and Services Consideration
 - LDH introduced the link(s) to the committee on how to request new consideration of Medical and Dental benefits for Louisiana Medicaid and how to request Medicaid Policy change considerations.
- Developmental, Autism, and Perinatal Depression Screening and Billing
 - Reminder to MCOs – Please refer to Informational Bulletin 21-3.
 - Providers and MCOs told the committee these claims are hitting National Correct Coding Initiative (NCCI) edits when billed with other codes. The department asked providers to send claim examples.
- LA Medicaid NCCI Edits and Provider Concern
 - ClaimsXten was implemented on 3/31/2023; to date, this system is still not available to providers.
 - LDH is hearing that all claims with modifier 59 are being denied, then require a further review. LDH is currently reviewing the issue and has asked Data Analytics to run a report, which will be ready next week.
 - Providers requested that LDH utilize modifier 59 plus XMOD.
 - MCOs should review their claims and talk with LDH if issue is occurring.
 - A provider representative was pleased that G0136 had been added to fee schedule for Social Determinants of Health (SDOH) assessments.

LaHIPP Program and TPL Updates

- Introduced Kristie Hawkins as the new MES section chief who replaced Rebecca Harris.
 - There are not any updates to share at this time.
- Issue with Medicaid Eligibility Verification System (MEVS) - It is believed that the changes providers are now seeing is due to the Public Health Emergency eligibility unwind process. Examples were sent to LDH for review.
- The Medicaid Enterprise System (MES) Section has been working with MCOs and TPL to learn their processes to implement a flow map.
- LDH is continuing to work on the TPL module.
 - Enhancements will be late summer, early fall 2024.
- The next TPL Subcommittee Meeting is on 5/22/2024 at 11:00 AM.

- MES has learned Medicaid enrollees can be enrolled in Medicaid and the Marketplace at the same time.
 - MES is researching as to why we are currently seeing more members enrolled in both, Marketplace and Medicaid.
 - LDH does not enroll members in the Marketplace.
 - Centene issued a notice stating an error (nationwide) has been identified and are currently working to resolve.
- TPL subrogation – Providers voiced concerns with all of the issues they have been having with MCOs recouping, eligibility changes, and spending more money trying to collect. No issues have been resolved.

LA Wallet

- Healthy Louisiana cards have been available through LA Wallet since September 2023.
 - Provider feedback – La Wallet is not integrated with ERA platforms. Verifying eligibility is difficult for providers accepting the cards via LA Wallet.

Network Adequacy Project Updates

- Introduced Informational Bulletin 24-12
- Asked MCOs to work with Network providers to clean up any discrepancies. MCOs should run a claims analysis.
- Asked providers to please take the time to work with the MCOs and provide accurate and up to date information.

Independent Review Reconsideration (IRR) Updates

- LDH requested all MCOs to update their IRR form on 5/3/2024.
 - Adding reasons for the IRR that align with the LDH Independent Review (IR) form.
 - Adding a place for providers to provide their email and MCO email.

Non-citizen CHIPRA

- Question related to non-citizen CHIPRA patients that are reinstated after terming during pregnancy, but are placed in Legacy Medicaid instead of linked to an MCO.
 - LDH did receive an example from a provider regarding a member whose eligibility opened and closed on the same day. LDH asked that other examples be submitted.

Provider Enrollment

- At this time, LDH is still on target for the first invitation letters being sent for the newest providers.

MCO Clinical Laboratory Improvement Amendments (CLIA) Denials

- LDH has been made aware of at least one MCO denying 8000 series codes for the CLIA reason.
 - LDH worked with the MCO; the MCO will recycle all claims that inappropriately denied due to CLIA.

- LDH wants to know if any MCO is still denying claims due to CLIA.
- All MCOs are utilizing CMS CLIA certs.
 - Some MCOs are using QCOR; which is a weekly file.

Sterilization Consents

- A patch was put in place in 2019.
 - MCOs should pay ancillary claims without the need to attach a redundant sterilization consent forms if a surgeon submitted consent and claim paid; however this doesn't consistently occur.

Next Meeting

- August 13, 2024 at 10:00 AM

Wrap Up and Next Steps

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