

## Administrative Simplification Meeting Minutes

Tuesday, November 12, 2024 ▪ 10:00am - Noon ▪ LDH, Bienville Room 118

Conference Meeting URL: <https://zoom.us/j/84211984426>

### Attendees

**Provider Community/others:** Kevin Bridwell, Greg Waddell, Greg Ivery, Shan McDaniel, Jason Brown, Natalie Cohen, Nikia Osbourne, Robert Stern, Angel McCarstle, Diedre Davis, Jeff Mitchener, Berkley Durbin, Katie Corkern, Kayla Gourgues, Judy Pace, Angela Richardson, Natalie Holt-Simmons, Bret Talbot, James (MedData), Monique Larrieu, Vickie Jones, Yolanda Lange, Kelly Skeesick, Linda Goode, Ashley Boyte, Veronica Richard, Jackie Clark, Traci Thompson, Kisha Williams, Joshua Joachim, Ashley Bradford, Wendy Knight, Katie Brittain, Sheena Campbell, Nikki Bell, Brittany Rhodes

**Aetna Better Health:** Linda Morrison, Antoinette Logarbo, Courtney Lewis, Molly Votaw, Catherine Chaucier, Nanette Silver, Brian Knobloch, Emily Byrd

**AmeriHealth Caritas:** Kelli Clement, Gwen Matthews, Thomas Godfrey, Lesli Boudreaux, Julie Vinson,

**Healthy Blue:** Quinn Chernow, Brooke Deykin, Kelly Hebert, Janel Gary, Tina Nugent, Nick Daigle, Molly Taylor, Dr. Valentine

**Humana Healthy Horizons:** Rhonda Bruffy, Alicia Coleman, Carrie Gibbs, Rocky Thompson, Eric Schwing Jr,

**Louisiana Healthcare Connections:** Jennifer Pinkins, Yolanda Wilson, Joe Sullivan

**United Healthcare:** Ratresha Ambrose, Kay Brown, Susan Mieras, Yolanda Hubbard, Paula Morris

**Louisiana Department of Health:** Whitney Martinez, Dana Johnson, Jenise Thomas, Melandye Porter, Amber Gross, Brandon Bueche, WaRene Kimball, Kevin Guillory, Cordelia Clay, Michael Harrington, Charlene Julien, Rhett Decouteau, Octavius Youngblood, Wendy Barber, Timothy Williams, Karen Cashio, Ashley Landry, Ardia Perkins, Missy Graves, Theo Hooker, Jonesha Thornton, Jackie Cummings, Danielle Newman, Robyn McDermott, Michelle Doran, Kristi Hawkins, Kaela Queen

### **Provider Enrollment**

- The re-baseline letters began going out October 25, 2024.
- The first set of letters that went out were Louisiana based providers.
- The next set of letters that will go out will be out of state providers and newly enrolled Louisiana providers.

### **Medicaid Open Enrollment**

- LDH advised open enrollment for members started October 15 and will close December 2.
- All providers should verify they are listed on the registry as they should be listed.
  - The link to verify is <https://myplan.healthy.la.gov/en/find-provider>.

### **Helpful Emails**

- LDH reminded everyone of the helpful emails within the department for provider and MCO issues, FFS claim issues, Transportation, TPL issues, and member linkage.

### **Professional Services Updates**

- The 2024 flu vaccine – 90656 is in the process of being added to the fee schedule.
  - Any claims previously denied will be recycled.
- Genetic Counselor Provider Type – Gainwell is currently testing the logic for this new provider type. Hoping to have complete by the end of this year.
  - Any claims that denied for the genetic counselor provider type will be recycled.
- WHP Clarity – Modifier added to the professional services fee schedule. LDH will publish additional information regarding WHP. LDH recommended providers and MCOs to be on the lookout for the new language.
- Fee Schedules
  - LDH has updated a few fee schedules by adding an indicator by the codes with changes, still working on updating all fee schedules to include this indicator.
  - LDH has evaluated all fee schedules and started working on combining all fee schedules, however this will take some time due to the different forms of fee schedules.
  - LDH will create a work group for internals and MCOs.
- Informational Bulletins 24-18 & 24-27 have been updated since last ASC.

### **Informational Bulletins**

- A provider representative explained informational bulletins should be more detailed.
- MCOs are interested in learning about the IB process. LDH will have future conversations with MCOs and internals.

### **MCO Manual Updates**

- LDH confirmed revisions to the manual will be done in track changes moving forward.
- LDH is currently in the process of reviewing MCO provider manuals for the annual review.

### **MCO Provider Notifications**

- LDH reminded providers and MCOs of contract language regarding “system glitches”.
- LDH provided the links for all six MCOs, where a “system glitch” is posted.

### **Interest**

- Contract language 2.18.5.3 MCOs should pay interest at 12% per annum, for any clean claim that remains unpaid beyond 30 calendar days. The interest should be paid on the same date the claim is adjudicated.
- Follow up from last ASC Meeting – All MCOs confirmed they pay interest per 2.18.5.3.

## **TPL**

- All TPL items should be discussed at the TPL subcommittee meetings.
  - Email [Sadrina.Clayton@la.gov](mailto:Sadrina.Clayton@la.gov) to join the TPL subcommittee or to join the mailing list to receive minutes and other TPL related information.

## **Recoupment Letters**

- LDH recently reviewed all six MCOs recoupment letters as an action item from last meeting.
  - It was determined ABH, ACLA, HBL, HUM, and LHCC were not in compliance with contract language and are working on updating their letters to become compliant with contract requirements.
  - UHC's letters are currently in compliance.

## **Newborn Assignment/Recoupment follow-up**

- All MCOs with the exception of LHCC has processed all outstanding claims for newborns.
- LDH will meet with LHCC to discuss if anything else is needed for them to recycle outstanding claims.

## **LaHipp Updates**

- Providers are looking for a written document regarding who should be contacted.
  - LDH is working on a flow chart for providers to reach out to with issues.
  - In the meantime, questions or concerns can be directed to Octavius Youngblood at [Octavius.Youngblood@la.gov](mailto:Octavius.Youngblood@la.gov).
  - A new department recently took over LaHipp, additional guidance should be given to the provider community within 30 days.

## **Informational Bulletin 19-3 Reminder**

- Claim appeals must be submitted to all MCOs within 90 days of the date on the determination letter from the original request for claim reconsideration.

## **Finding a Specialist Reminder**

- LDH recently reviewed all MCOs finding a specialist email; all MCOs emails were being monitored and a response was given timely.

## **Providers Managing New Policy Reviews**

- LDH suggested all providers have staff to check for any new and revised policies that are posted on the public website weekly.
- At this time, LDH has no intention of sending all policies to providers when posted; the provider's request to send the policies via email to all providers can be escalated to executive management.
- Public comments are posted on the website.

## **MES Updates**

- Informational Bulletins 24-39 clarification

- Gainwell is planning a migration for the member's TPL policy data from one system to another system.
- Louisiana Medicaid is requesting non-pharmacy providers hold submission of all claims new TPL from 11/4/2024-11/19/2024 for FFS and MCO claims.
  - MCOs suggest providers do not hold claims.
- A representative from the provider community asked about TPL updates and if they should continue submitting the removal of TPL.
  - LDH advised the TPL subcommittee will be held December 12, with the subcommittee and the MCOs.
- The intention behind the migration is for there to be a separate TPL portal. MEVs will not show TPL.
- Informational Bulletin 24-35 does relate to providers and more will be discussed in the TPL subcommittee meeting on December 12, 2024.

**Next Meeting**

- TBD

**Wrap Up and Next Steps**

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