

## **Administrative Simplification Meeting Minutes**

Thursday, November 30, 2023 ■ 10:00am - Noon ■ LDH, Bienville Room 118

Conference Meeting URL: <https://us06web.zoom.us/j/82937128312>

### **Attendees**

**Provider Community/others:** Berkley Durbin, Greg Ivey, Kevin Bridwell, Greg Waddell, Karen Lambert, Bret Talbot, Kayla Gourgues, Shan McDaniel, Jason Brown, Cassie Allen, Veronica Richard, Kristin Humphreys, Amanda Pond, Kisha Williams, Judy Pace, Jeff Mitchener, Natalie Simmons, Katie Corkern, Abby, Quinn Chernow, Robert Stern, Natalie Cohen, Angel McCarstle, Sandy Boudreaux, Linda Morrison, Melissa Bezet, Rick, Nicole Bell

**Aetna Better Health:** Brian Knobloch, Maura Greenburg, Jess Hall, Linda Morrison

**AmeriHealth Caritas:** Leslie Boudreaux, Thomas Godfrey, Gwen Matthews

**Healthy Blue:** Janel Gary, Tensa Judson, Gerri Smith, Leon Greene, Kelly Hebert, Tina Nugent, Jennifer Campbell, Cheryll Bowers-Stephens, MD

**Humana Healthy Horizons:** Alicia Coleman, Tish Anderson, Eric Schwing, Rocky Thompson, Rhonda Bruffy, Yolanda Lange

**Louisiana Healthcare Connections:** Angela Stewart, Jennifer Pinkins, Yolanda Wilson, Candace Kliesch, Emily Ragland, Joe Sullivan, Russell Politz

**United Healthcare:** Susan Mieras, Stephen Long

**Louisiana Department of Health:** Dana Johnson, Whitney Martinez, Jenise Thomas, Kolynda Parker, Amber Gross, Melandye Porter, Wendy Barber, Scott Lofton, Brandon Bueche, Karen Cashio, Cordelia Clay, Jonesha Thornton, Stacy Guidry, Missy Graves, Dawn Tate, Rhett Decoteau, Jennie Stelly, Rebeca Harris, Ngoc Kim, Sharetha Brown, Kaela Queen, Robyn McDermott, Crystal Faison, WaRene Kimball, Michelle Doran, Lindsay Hays, Madeline Bailey

### **Provider Enrollment Portal**

- Invitation letters for “new” providers/rebaselined providers process will start in 2024. An informational bulletin will be posted.
- MCOs - New rule for Out of State (OOS) providers coming soon.
  - MCOs to follow up if no additional information provided within two weeks.

### **Newborn Eligibility and Enrollment Process**

#### **LDH Eligibility - Rhett Decoteau**

- Any child born to a Mother who is eligible for Medicaid at the time of the child’s birth will be deemed eligible for Medicaid, with the exception to the following:

- If the mother is certified for Qualified Medicare Beneficiary (QMB), only Specified Low Income Medicare Beneficiary (SLMB), only Qualified Disabled and Working Individuals (QDWI), or Qualifying Individuals Program (QI), Take Charge Plus, and/or if the mother is certified for a state-funded program only.
- LDH will review and look into providing MEVS examples of recipients who fall under any of the exempt categories.
- Rhett will review the eligibility examples provided to him and follow up with the specific provider.

#### **LDH Enrollment Broker - Scott Lofton**

- Newborns and their mothers shall be enrolled in the same MCO with the exception of the following:
  - Newborns placed for adoption
  - Newborns born Out of State; and are not a Louisiana resident at the time of birth
  - Newborns when the mother is not eligible until after the newborn's date of birth
- If it discovered that a newborn's MCO is not the same as the mother's it is to be immediately corrected.
- July 27, 2023 auto-assignment logic was changed; Issues were identified after that logic change. On August 24, 2023, LDH believed the issues identified from the July 27, 2023 logic change was corrected; however LDH is aware of additional errors and is working with its vendor to correct.
  - Multiple providers spoke up during meeting about the Administrative Burden this is causing with the MCO's recouping money due to incorrect member linkage to MCO.
- Scott confirmed there is a known issue, time frame/target resolution date: end of next month.
- Subrogation was requested for the recoupments based on retro reassignments, to eliminate provider administrative burden.
- LDH will review contractual obligations with vendor. Next steps will be determined after LDH researches the issue with the vendor.

#### **Take Charge Plus – Crystal Faison**

- LDH explained the Take Charge Plus Program.
- SBHC will not be an eligible place of service for Take Charge Plus benefits.
  - Is there an age limitation to the program? LDH will follow up and provide a response.

#### **Professional Services – WaRene Kimball**

- Claims Xten (CXT) and Clear Claim Connection (C3). A server issue has been identified prohibiting providers from accessing Clear Claim Connection. Our vendors are working on this concern; however there is no time for resolution at this time.
- 2024 Rates & Fee Schedule updates. This is currently being reviewed and worked by LDH at this time.
- Immunizations Fee Schedule Changes. This is also currently being reviewed and being updated by LDH, mostly relating to COVID-19 changes.

- 96380 and 96381 will be added to the fee schedule effective January 1, 2024.
- Abrisso has been approved for administration to pregnant individuals (ages 10-59)
  - Providers should bill 90678 with Modifier TH. An IB will be issued along with a recycle of claims.
- LDH will follow up with a notice regarding the 96372 code.
- A provider representative if they can continue to use 96372 until the new code is ready to use. LDH will review internally and provide an update.
- LDH does not have an estimated completion date for the HCPCS updates.
- A provider representative asked about rate codes and funding, LDH advised this is reviewed by LDH leadership and possibly even legislature. LDH will review and follow up with information to the provider community.

### **Credentialing Providers/Roster Loads**

- LDH reminded the MCOs of the credentialing contractual guidelines.
  - 60 calendar days to complete clean credentialing application.
  - Written confirmation receipt of application within five business days.
  - Roster Loads – MCOs should load rosters within 30 calendar days of receipt.
- MCOs are to follow up with LDH. Are the credentialing timeframes being met? How is this communicated to providers?
- MCO Credentialing Contacts provided. Providers should follow Informational Bulletin 19-3 if a provider has issues.

### **System Error/Glitch**

- MCOs were reminded of contract language 2.18.5.4; when multiple providers are affected.
  - The Contractor shall notify providers and LDH within five (5) Business Days of discovery of a system error or “glitch” that impacts reimbursement.
  - The notification must outline the process of resolution, including time frames, and be posted on the provider portal on the Contractor’s web page and sent to providers via email and/or fax blast.
  - The Contractor should provide its provider call center staff with the relevant information immediately after discovery of the system error or “glitch” in order to ensure that staff will be able to properly answer provider questions.

### **Interest Language**

- MCOs were reminded of interest contract language 2.18.6.
  - If the Contractor or LDH or its Subcontractors or Providers discover errors made by the Contractor when a Claim was Adjudicated, the Contractor shall make corrections and reprocess the Claim within fifteen (15) Calendar Days of discovery or notification, or if circumstances exist that prevent the Contractor from meeting this time frame, by a specified date subject to LDH written approval. The Contractor shall pay providers interest at twelve percent (12%) per annum, calculated daily for the full period in which a payable

Clean Claim remains unpaid beyond the thirty (30) Calendar Day Clean Claims processing deadline. Interest owed to the provider shall be paid on the same date that the Claim is Adjudicated and by either the fifteen (15) Calendar Day Claims reprocessing deadline or the specified deadline approved by LDH in writing, whichever is later. The Contractor shall automatically recycle all impacted Claims for all providers and shall not require the provider to resubmit the impacted Claims.

#### **Provider Directories**

- Providers were reminded to check their demographics in the MCO provider directories and that information should match what office staff tells patients who call for an appointment.
  - MCO Email addresses were provided to the providers, if changes are required.
    - It was identified Humana's contact was not listed, LDH will add and follow up.
    - MCOs were asked to confirm contacts provided and provide us with an update if needed.
- A meeting will be held in 2024 with MCOs relating to Provider Directories.

#### **Pediatric Developmental, Autism, Perinatal Depression Screening**

- Perinatal Depression Screening birth to 1 year.
- If providers are billing and being denied; please let LDH know.
- MCOs may consider running a claims analysis to see if claims are being denied.

#### **Provider Questions**

- Any questions should be sent to [dana.johnson@la.gov](mailto:dana.johnson@la.gov)

#### **Wrap Up and Next Steps**