

## **Administrative Simplification Meeting Minutes**

Friday, May 17, 2019 ▪ 10:00am - Noon ▪ LDH, Bienville Room 118

Conference Number: 1-888-636-3807      Access Code: 9600158

### **Attendees:**

**Provider Community:** Christopher Vidrine, Sherry Poss, Dana Johnson, Bret Talbot, Greg Ivey, Ashley Politz, Shan McDaniel, Karen Lambert; Deirdre Davis, Robert Stern, Rebecca Rogues, Greg Waddell, Berkley Durbin, Kellie Sarrazin

**Aetna:** Mark Grippi, **Healthy Blue:** Dexter Trivett, Annie Garnier

**AmeriHealth Caritas:** Sherry Wilkerson, Kelli Nolan

**Louisiana Healthcare Connections:** Joe Sullivan, Kendra Case, Candace Campbell

**United Healthcare:** Natalie Holt-Simmons, Yolanda Hubbard, Susan Mieras

**Louisiana Department of Health:** Whitney Martinez, Deidra Hickman, Kayla Gourgues, Cordelia Clay, Helen Prett, April Holley

### **Provider Directories**

- Continuing to do quarterly audits and some providers are actively engaging the MCOs and looking at their data. Providers are working with the MCOs to make any corrections that are needed. HBL, Aetna and UHC have a link in their online portal to make corrections.

### **Sterilization Form and Patch**

- The sterilization form has been updated and went into effect on 05/01/19. The form is available on the website. LDH wants to make sure everyone knows about the form. MCOs will help the providers by putting the form on their website. The sterilization patch is still be worked on. Helen Prett is still working with FFS. Once FFS is completely taken care of LDH will send out notification. This will be effective 08/01/19 and will only be on the 1500 form not the UB's.

### **CLIA Numbers on Claims**

- Many people are providing CLIA numbers on claims. Correct the IB to state that CLIA numbers should be on all professional claims. CLIA numbers should be on 1500 form not UB's. Something will be sent out to make sure everyone is clear on this.

### **Single PDL**

- Effective 05/01/19 the PDL went into effect. All preferred medication there is no prior authorization. One question they have been receiving about diabetic supplies this will be on their July PDL. They will add all links to look up medications. PDL is aligned with all MCOs. Link is on the website. Letters were sent out on 03/01/19 to let members know their medication would move from preferred to non-preferred. Providers can send in a form to have the medication approved.

On the last page of the PDL, there are drugs listed that are not going to process and will explain the process they will have.

### **Single Source Credentialing**

- Centralize credentialing applications. There will be an online form that will be in line with the managed care rule to credential online. Contract is with Verisys that was signed about 2 weeks ago. The process from contract execution to having a system available is about 90 days. Currently making sure the info Verisys is collecting is correct. Working on how the data flows to make sure the information is flowing correctly.

### **LaMEDS**

- Call center has made strides on dealing with call volume. HAD and IVR system that went into effect at the beginning of May. Tiered approach for escalation. You have the option to press for provider and wait time is less than a minute. There are more call analysts to answer the phones. Whenever you call option 2 is for provider. Pregnant woman applications had pregnancy indicators but when looking from a dashboard perspective it is not there. Reports daily to make sure all pregnant women are processed quickly. Renewals went out that backed them up a little but permanent resources to help get pending applications processed that were back up due to the renewals. All provider calls are being routed to supervisors, if this is not happening let Rebecca Harris know.

### **Patient Assignment Soft Roll Out**

- MCOs have given us good feedback. Info has reached providers claims analysis has been sent to providers or is in the process of being sent. Sounds like MCOs are receiving positive feedback from providers. Everything LDH is hearing is positive.

### **Open Discussion**

- Dr. Buras is having issues with incentive payments regarding HEDIS criteria, which is every 6 weeks before 18 months. If child misses any appointments then they will have to catch up on visits. Dr. Buras wants the edit off the program so that he can stay in line with HEDIS criteria. WPM will put Dr. Buras in touch with Erin Campbell in Quality. Greg Ivey and Dr. Buras are having issues with vision and ear lavages being paid at the correct fee schedule. The department is looking into this for them.

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