

Administrative Simplification Meeting Minutes

Friday, November 15, 2019 ▪ 10:00am - Noon ▪ LDH, Bienville Room 118

Conference Meeting URL: <https://zoom.us/j/876323335>

Attendees

Provider Community: Sherry Poss, Dana Johnson, Berkley Durbin, Greg Waddell

Aetna: Courtney Lewis, Stella Joseph, Dr. Madelyn Meyn

Healthy Blue: Annie Garnier, Brenda Tompkins

AmeriHealth Caritas: Sherry Wilkerson

Louisiana Healthcare Connections: Joshua Larroquette, Kendra Case

United Healthcare: Susan Mieras, Monica Thurmond, Natalie Holt-Simmons

Louisiana Department of Health: Kayla Gourgues, Whitney Martinez, Michael Boutte, Amber Gross, Becky Mouton, Sue Fontenot, Melwyn Wendt

Attendees via phone: Bret Talbot, Cordelia Clay, Deirdre Davis, Jeff Mitchener, Joe Sullivan, Karen Lambert, Le-Hane Opelka, Lydia Stewart, Vanessa Smith, Stacy Guidry, Lesli Boudreaux, Tracy Eaglin, Quitman Gahagan, Candi Meredith, Jared Wakeman, Greg Ivey, Tracy St. Pierre, Peggy McCurry, Michael Hanet, Lindsay Kurtts, Janel Gary, Jennifer Pinkins

LaMEDS Update

- Rebecca Harris reviewed the LaMEDS pending work overview. She will be researching how the pregnancy indicator is being populated for MCOs. Rebecca also reported that LDH is working on a fix for non-deemed babies to be effective from date of birth quicker

Provider Directory

- Secret shopper surveys to continue quarterly. Providers are encouraged to continue to review their data and contact MCOs if corrections are needed. Contact information for each MCO was shared.

Single Source Credentialing (CVO)

- Verisys is re-evaluating its provider engagement strategy. Providers may be contacted by Verisys for input on how to best engage in the process and to hear about the needs of the providers with respect to enrollment and credentialing.

Patient Reassignment

- Go live was July 1, 2019. MCOs have not reported any negative feedback from providers. All MCOs are on or ahead of schedule with the process for this quarter. Link to IB 19-6 was shared.

Independent Review Updates

- Reminder that all communications regarding independent review should be sent to IndependentReview@la.gov. LDH has published new independent review forms on the LDH Independent Review webpage. LDH has also updated the mailing address to submit independent reviews to the Department. MCOs were reminded that independent review reconsideration requests and claim reconsideration/appeal can happen at the same time. Independent review email/ mailing addresses for each MCO was shared. A recommendation was made for LDH to add the LDH independent review mailing address to IB 19-3.

HB 424 Act 330

- Law is now effective in its entirety. Links to criteria/guideline should go directly to the specific criteria/guideline used in the determination. Links should not be to a general page where the user must search for the specific criteria/guideline. MCOs were asked to send in sample letters of what providers are receiving.

HB 434 Act 319

- Providers were urged to have staff review the LDH MCO Policies webpage weekly. Everyone was reminded that policies have to be reviewed prior to being posted to the LDH MCO Policies webpage.

CLIA Number on Claims

- Multiple providers stated that they began receiving denials from every plan when including the CLIA number on claims starting 8/1/2019. MCOs were reminded that these types of technical issues should be remembered next time a change/update is proposed. MCOs were asked to run a report of claims that have been denied since 8/1/19 and submit to LDH to show what is happening with denials.

Sterilization Form

- LDH is currently waiting on DXC to workout kinks with the lift for the sterilization patch. LDH requested each MCO to indicate what they require in each field on the hysterectomy form. There is confusion on what should be entered for MEDS Person No. and Provider No.

MCO Finding Specialists Contacts

- Providers were asked to let LDH know how this is working.

MCO Provider Portal Discussion

- During a recent project, LDH discovered that many providers are not familiar with using MCO provider portals. MCOs were urged to have provider representatives reach out to providers and educating them on navigating the portal. Providers were guided to contact their provider representatives to get more information on using the portals.

Ultrasounds

- No updates.

Wrap Up and Next Steps