

Administrative Simplification Meeting Minutes

Friday, June 18, 2021 ▪ 10:00am - Noon ▪ LDH, Zoom

Conference Meeting URL: <https://us02web.zoom.us/j/87609036377>

Attendees

Aetna: Mark Grippi

Healthy Blue: Amber Earwood, Annie Garnier, Jen Campbell, Kim Chope

AmeriHealth Caritas: Kellie Nolan

Louisiana Healthcare Connections: Candace Campbell, Jennifer Pinkins, Joseph Sullivan, Marshall Ellis, Russell Politz

United Healthcare: Angela Olden, Doug Glista, Julie Morial, Mei Ling Christopher, Susan Mieras, Yolanda Hubbard

Louisiana Department of Health: Amber Gross, Cindy Caroon, Dana Johnson, Felicia Adebamiji, Kate Stewart, Kayla Gourgues, Mary Wolf, Mel Wendt, Michael Boutte, Missy Graves, Stacy Guidry, Whitney Martinez

Provider Community and Other Attendees: Berkley Durbin, Beth Rasch, Bret Talbot, Cassie Allen, Deirdre Davis, Glenda Johnson, Greg Ivey, Greg Waddell, Janel Gary, Jennie Stelly, Karen Lambert, Kathy Kliebert, Kisha Thomas Williams, Kristin Humphreys, Le Thu Nguyen, Medtron, Natalie Holt-Simmons, Pika Sdrougias, Robert Stern, Shan McDaniel, Veronica Jones

COVID-19 Informational Bulletin

- Reminded audience to check IB frequently.

Medicaid Provider Enrollment Portal Update

- Expected to launch in July 2021 for existing providers. Providers will receive invites via mail in July.
- All providers will have a February 2022 deadline to enroll through the portal. After the deadline passes, MCOs will be required to cease payment to providers that haven't enrolled through the portal.
- Work towards Phase 2 of the portal will begin in February 2022. This will begin a 3-month period to update the portal to accommodate new providers who are joining an MCO for the first time.
- www.ldh.la.gov/medicaidproviderenrollment

MCO/Provider Flow of Information and Communication

- Goal is to promote enhanced communication between MCOs and providers.

Credentialing

- Discussed new legislation passed in 2021 regular session, HB 595 Act 79.
 - <https://legis.la.gov/legis/ViewDocument.aspx?d=1231964>
- Action item sent to MCOs to explain their processes to comply with Act 79.

Claim Payments with Interest

- Providers should verify that interest is paid correctly when applicable.
- If interest is not paid at the time the claim is paid, providers should notify LDH via Provider Relations.

Payment Recoupments

- Reviewed the contract language regarding required details on recoupment letters.
- Providers should reach out to MCOs if recoupment letter does not have the reason for recoupment.

Payment Adjustments

- Reviewed contract language for recoupments related to retroactively enrolled Medicare members, enrollees dis-enrolled due to the invalidation of a duplicate Medicaid ID, and member's changes from MCO eligible to MCO excluded.

Open Discussion of Interest, Recoupment, and Adjustment slides

- Is there subrogation for other types of recoupment?
 - LDH responded that there has been conversation related to this topic and it is being reviewed at this time.
- There is an issue with providers who had money recouped due to retro disenrollment and are receiving timely filing denials when billing the correct MCO.
 - LDH is aware of this specific situation and is working with the MES section on how to resolve this issue. This seems to be an LDH issue, not an MCO issue.
- How far back an MCO can recoup payment?
 - For non-complex/automated reviews that do not involve SIU cases, one year.
- What would be considered proof of timely filing when rebilling to the new MCO after a disenrollment recoupment?
 - LDH is working on this process and will provide more information at a later time.
- What happens when an MCO recoups payment without notification?
 - This should not happen. If an MCO recoups payment without notification, the provider should notify LDH via Provider Relations.

System "Glitches"

- Reviewed contract language related to discovery of an MCO system error or "glitch".

Finding a Specialist

- Reminded audience of MCO contact information to assist with finding specialists.

New Procedure for Informational Bulletins

- Informational bulletins will now guide MCO providers to the individual MCO provider websites for complete policy information.
- This change is to promote communication between the MCO and providers. LDH will be monitoring the MCOs for accurate postings.
- LDH will ask for provider feedback in the next six months to a year to see how this process is working.

MCO Policies

- Reviewed the LDH public comment webpage.
 - <https://ldh.la.gov/index.cfm/page/3686>
- LDH has added a link to view pharmacy and dental policies separately.

Upcoming RFP

- Expected to be published in summer of 2021.

Independent Review

- Reviewed the costs associated with conducting an independent review.
- Reminded MCOs and providers to check the LDH independent review website for the most up-to-date information regarding the independent review process.

Provider Directories

- Reminded providers the importance of reviewing their data in the MCO provider directories and ensuring correctness.
- A provider suggested for the MCOs to standardize the format of provider directories and require the acceptance of the same format from all providers. This request was forwarded to Kathy Kliebert with the Louisiana Managed Medicaid Association.

Provider Relations

- Provided information for LDH Provider Relations.

Other Items Discussed

- TPL subcommittee meeting to begin again. LDH will confirm with MES to see when these meetings will start.
- A concern regarding OB ultrasounds was brought up by a provider. Action item sent to MCOs to review fetal biophysical profile ultrasound policies and confirm those along with fetal dopplers are excluded from the standard 3 ultrasound limit.
- Provider concern regarding MCOs with both a Medicaid product line and a commercial product line comingling business. More information to be given to LDH to research.

Wrap Up and Next Steps