

Administrative Simplification Meeting Minutes

Wednesday, June 21, 2023 ▪ 10:00am - Noon ▪ Zoom

Conference Meeting URL: <https://us06web.zoom.us/j/89589517182>

Attendees

Provider Community/others: Kayla Gourgues, Jason Brown, Cassie Allen, Kristin Humphreys, Judy Pace, Berkley Durbin, Natalie Simmons, Kevin Birdwell, Greg Waddell, Angela, Shan McDaniel, Quinn Chernow, Katie Corkern, Greg Ivey, Veronica Jones, Katie Corkern, Angel McCarstle, Katie Brittain, Deidra Davis, Nikia Osbourne, Karen Lambert, Tiffanie Lemonds

Aetna Better Health: Vanessa Smith, Nanette Silver, Emily Byrd, Laura Habetz, Brian Knobloch, Kellie Hebert,

AmeriHealth Caritas: Kelli Nolan Clement, Penny Foster, Anita Gregoire,

Healthy Blue: Gerri Smith, Jennifer Campbell, Nick Daigle, Janel Gray

Humana Healthy Horizons: Thomas “Rocky” Thompson, Eric Schwing, Tish Anderson

Louisiana Healthcare Connections: Jennifer Pinkins, Candace Kliesch,

United Healthcare: Yolanda Hubbard, Mei Ling Christopher, Angela Olden

Louisiana Department of Health: Amber Gross, Dana Johnson, Whitney Martinez, Rebecca Harris, Jonesha Cushberry, Amanda Pond, Stacy Guidry, Brandon Bueche, Sabrina Scott, Karen Cashio, Warene Kimbell,

TPL Third Party Referral (TPR) Portal – Rebecca Harris, MES Section Chief

- TPL subcommittee meetings will resume June 29, 2023, 10a-11a.
- LDH is working to have MCE’s and providers use one source called Master Resource database to access TPL information. The database will provider real time data.
- Third Party Referral (TPR) Portal – LDH is working on current and future processes.
 - The one quarter pilot phase is set to begin 8/1/23. The TPL subcommittee will provide feedback.
 - The TPR portal will go live in quarters.
- Providers were reminded to use TPL.Inquiries@la.gov for concerns and informed of a three day TAT.

Provider Enrollment

- Providers were reminded that beginning 7/1/23, PA will not be given

- Billing with more than one provider type, make sure (via enrollment portal) that there's an enrollment application applied for all provider types.
- Lookup tool is best resource for providers (ORP/ASR) are not employed with hospital.
- MCO's were reminded that they should not approve PAs if the provider is not enrolled.
- 90% of Louisiana providers are now enrolled.

Reassignment

- MCOs and providers reminded that member reassignment process will begin quarter 3 of 2023.
- Gave IB 19-6 as reference
- A provider reported some members being assigned to plans his office does not accept and some members are being assigned a physical therapist as their PCP.
 - Whitney explained the LDH Exec changes vs the policy and how it ties into panel linkages.
 - Whitney asked the provider to send her the examples to help determine why the MCOs were not registering/assigning the providers appropriately.
 - MCO were asked to be mindful of the timing of their report for Q3 and making sure their new staff is aware of the timing when communicating to the providers so the providers have time to agree or disagree.
 - A provider the reassignment challenges began when Humana became an active MCO and LDH completed the reassignments. Whitney will follow up with Kolynda Parker as this was reported previously.

Credentialing Affiliated Providers

- LDH reminded everyone of Act 143 House Bill 286 that will be effective 8/1/2023.
- MCOs confirmed providers can find details on their provider portal.
- Providers only need to provide their CAQH number or enter a one pager of operational information.

Surgery Codes

- LDH asked provider for their suggestions on how MCOs can better manage claims reviews when CPT codes changes during surgery.
- UHC and provider will provide feedback to LDH after internal discussions for next direction.

Independent Review

- LDH informed MCOs and providers of continued salesforce issues.
- MCOs and providers should reach out to Dana Johnson with any/all IR concerns

Find a Specialist – (IB 21-9)

- LDH provided a list of all MCO emails where specialist can be found.

Interest

- LDH reiterated MCO's are required to pay interest per the Contract (2.18.5.3)

Provider Suggestions & Questions

- Providers suggest that all MCO's use the same Medicaid ID number vs their own internal ID number

- LDH asked that all MCO's provide a response to the following within 5 days.
 - Does your health plan use the Medicaid ID?
 - If not, provide details to LDH why?
- Can the MCO's add recoupment letters to the provider portal? Can recoupment letters be faxed
 - UHC is currently adding recoupment letter to their provider portal
 - LDH gave MCO's 2 weeks to respond.
- Provider wanted clarity from all MCOs regarding Zolgensma
 - LDH requested all MCOs to respond within 2 weeks advising who providers should contact for the medical benefit.

Wrap Up and Next Steps