

Administrative Simplification Meeting Minutes

Friday, August 18, 2023 ▪ 10:00am - Noon ▪ LDH, Bienville Room 118

Conference Meeting URL:

Attendees

Provider Community/others: Deidra Davis, Angela, Kristin Humphreys, Kayla Gourgues, Katie Brittain, Kevin Birdwell, Cassie Allen, Jeff Mitchener, Jason Brown, Kevin Guidry, Jason Brown, Jennifer Pinkins, Dabrame Self, Berkley, Greg Ivey, Tish Anderson, Susan Mieras, Maegan Dunn, Yolanda Lange, Karen Lambert, Melissa Bezet, Angel McCarstle, Mykayla Jones, Judy Pace, Kevin Guidry, Ashley Landry, Jeanine Plante, Arlene Loots, Rhonda Bruffy, Katie Corken, Madeleine Bogart, Cynthia Greensein, Eric Schwing, Kelly Hebert, Yolanda Hubbard, Yolanda Wilson, Carrie Gibbs

Aetna Better Health: Emily Byrd, Brian Knobloch, Maura Greenburg, Tiffanie Lemonds, Jess Hall, Nanette Silver, Vanessa Smith

AmeriHealth Caritas: Leslie Boudreaux, Thomas Godfrey, Kelli Nolan, Tina Nugent

Healthy Blue: Brook Deykin, Leon Greene, Gerri Smith, Nick Daigle

Humana Healthy Horizons: Tiffany Marshall, Rocky Thompson, Alicia Coleman

Louisiana Healthcare Connections: Candace Kliesch, Emily Ragland

United Healthcare: Angela Olden

Louisiana Department of Health: Dana Johnson, Whitney Martinez, Jenise Thomas, Kolynda Parker, Amber Gross, Karen Cashio, Cordelia Clay, Jonesha Cushberry, Stacy Guidry, Missy Graves, Sabrina Scott

Old Business

Medicaid ID Number

- LDH confirmed all six MCOs appear to allow the 13 digit Medicaid ID.
- Any follow up questions should be sent to Dana Johnson

Recoupment Letter

- LDH confirmed UHC and Humana recoupment letters can be found on their website. The other four MCOs currently looking into and/or working towards adding their recoupment letters to their provider portal.
- LDH requested that the MCOs that are not currently posting recoupment letters to their provider portal to provide an update during the next ASC (11/30/23).
- HBL hope to have recoupment letter available online by the end of 2023.

Zolgensma Medical Policy

- LDH asked Woman's Hospital and others that requested policy information to review the MCOs responses and to send any follow up questions LDH. Any follow up questions received, LDH will discuss with the MCO(s).

New Business

Provider Enrollment Portal

- LDH advised the following:
 - As of 7/1/23 more claims/provider types were denied if not enrolled.
 - Providers can still change provider specialties via the online portal
 - No updates on re-baselining
 - More details will be provided when available
- Greg Ivey asked if a cardiology group is not enrolled and does not show on the lookup tool would claims deny. LDH confirmed that the claims will deny.
- Yolanda (Humana) stated providers are stating they can only enroll if they receive an invitation or submit a claim. LDH advised that is not correct. LDH advised, once the provider is credentialed with a MCO, and LDH/Gainwell receives the details on the registry it will be a 00 status. LDH will confirm that the rebaseline procedure does not require a claims submission.
- LDH advised no MCO should be telling providers that they have to enroll with the state first before being credentialed with the MCO.

Credentialing Affiliated Providers

- Due to LDH receiving credentialing complaints, MCOs were advised to look at their credentialing area and make sure timeliness and responsiveness are following contract and law.
- MCO Credentialing contacts were provided via the PowerPoint presentation
- LDH advised MCOs look at report 346. The report should show the life cycle of the credentialing packet from receipt to completion.

Surgery Codes

- LDH advised this may be a conversation for LMMA and asked if the COOs get together to discuss this topic. Whitney asked that Janel to follow-up next week to confirm if this will work. If not, LDH will get providers and MCOs together (separately) in a PAC meeting to discuss.
- CPT codes listed during the presentation are the most common codes used; not the only codes.

Independent Review

- LDH confirmed continued awareness of ongoing salesforce challenges related to IR.
- LDH reminded providers that the independent review reconsideration (IRR) process is a requirement and the provider is responsible for following up to make sure that requirement is met.
- LDH also reminded providers and MCOs that the reviewer fee will be assessed anytime the independent review request is assigned to a reviewer.

Payments to Providers

- MCOs were reminded that their staff be informed of glitches for provide education.

Claims Reprocessing

- MCOs were reminded of Section 2.18.6 which changed claims reprocessing from 30 days to 15 days. LDH has been lenient but due to the volume of complaints LDH will monitor more closely.

Finding a Specialist

- LDH advised that the MCOs find a specialist emails are still valid and good for providers to use when seeking a specialist for their patients.

Open Enrollment 2023

- LDH confirmed that open enrollment is October 15, 2023 to November 30, 2023.

Provider Suggestions & Questions

- Provider asked, Is there any way to add recoupments based on retro reassignments to the health plan subrogation requirement? LDH will research and provide an update.
- Take Charge Plus
 - LDH has received LDH will have WaRene K. and team to come provide education during the next ASC.
 - Any questions should be sent to dana.johnson@la.gov

Q&A

- Greg I. asked, about developmental screens CPT codes. CPT code 96161 was mentioned specially.
 - LDH asked that the MCOs send policy for review to makes sure the providers understand how and when to bill and why the services were denied.
- Greg I. asked for an update on reassignment
 - Kolynda P. advised an IB was sent to the MCOs and a follow up will be sent to the providers.
- SCAs for disenrolled providers
 - LDH requested details be email for internal discussion.
 - LDH confirmed that if an SCA for a non-par provider is granted it is ok to pay claim. Setting a benchmark is being discussed internally at LDH.
 - LDH discussed several scenarios but will follow up as work is still being confirmed with Legal.
- Reassignment policy is going to change
 - LDH advised there are some changes as a heads up.
 - MCOs should still follow the current policy with Q3 reporting as LDH cannot confirm if the upcoming changes will affect Q3 reporting.
- IB 23-13
 - Berkley asked what changed within the policy.
 - Kolynda P. advised the policy the requirements and what is allowed as pain management services.

- Recoupment question
 - Providers stating recoupment letters are being received for 2022 dates of service where patients may have switched MCOs. A prior auth was obtained and need clarity how to handle. Whitney asked for specific details to be reviewed.
- TPL Removal
 - Deidra advised of the challenges patients are experiencing when calling to update their TPL.
 - Whitney asked the provider to submitted concern in writing to her and Rebecca to review. Feedback will be provided.
- OB patients being termed
 - Angel advised she currently has 24 patients that coverage was termed.
 - Whitney requested patient and provider details to be submitted for internal review.

Wrap Up and Next Steps