

Administrative Simplification Meeting Minutes

Friday, February 17, 2017 ▪ 10:00am – Noon ▪ LDH, Bienville Room 173

Conference Number: 1-877-336-1831 Access Code: 9840003

Attendees:

Provider Community: Berkley Durbin, Cara Delee, Cindy Frazier, Floyd Buras, Greg Ivey, Greg Waddell, Jamey Boudreaux, Lisa Kirkpatrick, Lydia Stewart, Mary Noel, Myron Page, Ragan Leblanc, Rebecca Zickler, Robert Bruce, Shan McDaniel, Sherry Poss

Aetna: Angela Warren

Amerigroup: Ash Davidson, Dexter Trivett, Kim Chope, Kristy McKearn

AmeriHealth Caritas: Anita Gregoire, Kelli Nolan, Mary Jones, Sherry Wilkerson

Louisiana Healthcare Connections: Joe Sullivan, Kendra Case

United Healthcare: Charlotte Herring, Karl Lirette, Lisa Gentry, Natalie Holt Simmons, Sharon Hoffman, Susan Mieras

Louisiana Department of Health: Addie Imseis, Alicia Prevost, Charles Wopara, Jen Steele, Kristi Bonvillain, Robyn McDermott, SreyRam Kuy, Stacy Guidry, Whitney Martinez

Introduction – presented by Jen Steele and Whitney Martinez

Main objective of the committee is to address provider abrasion issues.

Regular feedback should be sent to Whitney.Martinez@la.gov.

- **Provider Relations/Network Unit** – functional implementation began in August 2016. There are four positions dedicated to resolving provider issues. Goals are to create a clear process that details when issues go to the MCO or to LDH and to create reliable processes for the timeframes.
- Providers should go to the MCOs to fix any issues and after 30 days, the providers should let LDH know if the issue is not resolved.
- The unit will work on the provider registry and credentialing issues. They have begun secret shopper calls and random audits. The provider registry is also being cleaned up via claims data pulls and complaints. If anyone discovers something is not correct with the registry and wishes for LDH to research it, they may email: ProviderRelations@la.gov¹, with “Registry Correction” or “Directory Correction” in the subject line and the details in the body of the email.
- **Committee Operations** – review of subcommittees and chairs. Anyone wishing to participate in a subcommittee should let Whitney know. The subcommittees are:
 - Third Party Liability – this subcommittee is currently very active
 - Grievance/appeals – this subcommittee will be re-engaged with the initial focus on definitions and the complaint process

¹ The initial email address provided was Healthy@la.gov. The ProviderRelations@la.gov account was created after the February 17th meeting and should now be used.

- OB/Anesthesia – this subcommittee will be re-engaged and the next meeting should be announced in early March
- Behavioral Health – possible new subcommittee
- Policy and Procedures – possible new subcommittee to ensure covered services policies are contemporary and represent current best practices

New Business – presented by Whitney Martinez with group discussion

- **Applicability of FFS Rules to MCO Operations** – the Medicaid fee schedule and policies are the floor.
- **Update on Unresolved Issues**
 - New patient code for OB services – Whitney requested suggestions from providers and MCOs on how the outstanding claims should be reprocessed.
 - Open discussion of items to be added to a subcommittee or researched:
 - TPL updates
 - Incentive payments/bonus payments paid by MCOs
 - Inpatient hospital admissions
 - New ICD-10 codes
 - CCR rate changes
- **Provider Feedback on Current Managed Care Program:**
<http://ldh.la.gov/index.cfm/form/156>
- **Timeframes for Provider Appeals**
- **2017 HCPCS Updates and Procedures** – recommendation to all MCOs to push information out to providers about the updates. LDH will research how the updates occur in other states, and providers and MCOs may email recommendations to Whitney.

Wrap Up and Next Steps