

Independent Review Panel Meeting Minutes

Wednesday, August 28, 2019 ■ 9:00 am – 10:00 am ■ LDH, Bienville Room 581

Conference Meeting URL: <https://zoom.us/j/595607082>

Attendees

Independent Review Panel:

Michael Boutte: present in person

Kevin Bridwell: present in person

Karl Lirette: present in person

Mark Grippi: present via phone, non-voting

Keith Winfrey: not present

LDH Staff:

Whitney Martinez: present in person, non-voting

Kayla Gourgues: present in person, non-voting

Le-Hane Opelka: present in person, non-voting

Laurie Jewell: present in person, non-voting

Public:

Natalie Holt-Simmons: present via phone, non-voting

Meeting called to order at 9:10 am

Roll Call

Committee Approval of Minutes - March 11, 2019 Meeting

- Motioned to accept: Karl Lirette
- Seconded by: Kevin Bridwell

Reviewed updated independent review forms

- LDH Independent Review Request for Aggregated Claims
- LDH Independent Review Request for Non-aggregated Claims
- LDH Internal Independent Review Eligibility Checklist

Independent reviewers now asking for the criteria set used by the MCO to determine medical necessity

- This information is being passed on to the company performing medical necessity reviews.

Independent reviewer status

- Active Reviewers: Jacqueline Brettner, Cristin Bordelon, Michael Harris.
- Sherie Thomas.

LDH oversight of independent review

- Deidra Hickman no longer working within the Program Operations & Compliance section.
- Kayla Gourgues now providing oversight of independent review process.

Provider submission of independent review requests to LDH

- LDH is researching new options for providers to submit independent review requests to LDH.
- LDH recently signed with Salesforce, a customer relationship management program. This may be an option, but will not be up and running in the near future.

LDH reminding providers not to send medical records to LDH when requesting independent review

- Providers should not submit medical records to LDH with requesting independent review. The independent reviewer will request these from the providers once they have been assigned a review.

MLS

- LDH is transitioning from MLS.

Summary of independent reviews

- Reviewed current totals for independent reviews, final decisions, and breakdowns.

Public Comments

- None.

Adjournment

- Motion to adjourn: Kevin Bridwell
- Seconded by: Karl Lirette
- The Chairman declared the meeting adjourned at 9:40 am.