

Independent Review Panel Meeting Minutes

Wednesday, February 19, 2020 ▪ 11:00 am – 12:00 pm ▪ LDH, Bienville Room 671-673

Conference Meeting URL: <https://zoom.us/j/734512385>

Attendees

Independent Review Panel:

Michael Boutte: present in person, voting

Kevin Bridwell: present in person, voting

Sherry Wilkerson: present in person, voting

Mark Grippi: present in person, voting

Keith Winfrey: present via phone, non-voting

LDH Staff:

Whitney Martinez: present in person, non-voting

Kayla Gourgues: present in person, non-voting

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

Amber Gross: present in person, non-voting

Laurie Jewell: present in person, non-voting

Stacy Guidry: present via phone, non-voting

Meeting called to order at 11:07 am

Roll Call

Committee Approval of Minutes – August 28, 2019 Meeting

- Motioned to accept: Mark Grippi
- Seconded by: Kevin Bridwell

Old Business:

Independent review (IR) request form for aggregated/non-aggregated claims is available on the LDH website

- Reviewed updated IR forms that are now available on website for providers in a fillable PDF.

New Business:

Le-Hane Opelka is the administrator of independent review

- Introduced Le-Hane to the panel.

Panel review of updated independent review webpage for LDH

- <http://ldh.la.gov/index.cfm/page/2982>
- MCO independent review reconsideration request (IRR) submission addresses (physical and email) have been added to the webpage.

NMR (National Medical Review) – New medical necessity review company as of 12/2019

- NMR is now the new medical necessity company.

Independent review reconsideration ad-hoc report

- LDH requested 2019 IRR totals from each MCO.
- Data is usually captured on report 182, but that report is not available at this time.
- LDH will be conducting further research into the IRR data. This will also include normalizing totals.

2019 Independent Reviews

- Reviewed 2019 IR data.
 - Requests received for IR
 - Final decisions
 - Dollar amount billed
 - Breakdowns for each MCO
- An inquiry was made about NMR's impact on IR final decisions.
 - At this time there is not enough data, but LDH will monitor for future reporting purposes.
- Concerns were voiced that providers might be submitting more documentation to LDH/independent reviewer than what was submitted to the MCO for the IRR request.
 - The panel had a discussion regarding MCOs and providers meeting to discuss this concern.
 - LDH stated that everything that is submitted to the independent reviewer is documentation that the MCO and provider have already received.
 - LDH confirmed with the independent reviewer that they cross check the information submitted from the provider and MCO to ensure there are no discrepancies. The independent reviewer also includes the instruction that providers and MCOs only produce records previously exchanged between them.

Act 349 Annual Requirements

- If an MCO is subject to more than 100 IRs annually and the percentage of adverse determinations overturned in favor of healthcare providers is greater than 25%, the MCO may be subject to a penalty of up to \$25,000.

- One MCO will receive this penalty for 2019.
- Reviewed providers that submitted 10 or more IRs.
 - Per Act 349, the secretary shall report to the panel the name of any provider who submits ten or more requests for IRs along with the percentage of adverse determinations that are overturned.

Process Updates and Reminders

- MCO should mark the IRR as upheld or overturned except for the following two reasons:
 - The provider did not submit an IRR request to the MCO within 180 days per Act 349.
 - Patient is not eligible for IR with this MCO.
- Timeliness of Payment
 - Payment from MCO to provider within 20 calendar days. The MCO shall send payment in full along with 12% interest calculated back to the date the claim was originally denied or recouped.
 - Notice of monetary penalties went out to an MCO recently.
 - Payment from MCO to independent reviewer within 30 calendar days of receipt of a bill for service.
 - Payment from provider to MCO. Within 10 days of the date of the decision of the independent reviewer, the provider shall reimburse the MCO the independent reviewers fee for conducting the review, when the MCOs decision is upheld.
 - MCO panel members stated they are not having issues receiving payment timely from providers.

If an MCO does not have the capability to receive an independent review request via email, they must have a dedicated email address for providers to follow up on the status of the review

- MCOs shall provide a direct email contact if the MCO does not accept IRRs to be submitted via email. LDH recommends accepting IRRs via email.
- Any automated reply from an MCO that acknowledges receipt of an IRR will be considered by LDH as the MCOs written acknowledgment of the IRR.

Per Act 349, the MCO shall acknowledge in writing its receipt of an independent review reconsideration request within five calendar days

- Written response can be via email or mail.
- It has been brought to the Department's attention that one or more of the MCOs have not been consistent with acknowledging IRRs.

Public Comments

- None.

Adjournment

- Motion to adjourn: Kevin Bridwell

- Seconded by: Mark Grippi
- The Chairman declared the meeting adjourned at 12:02 pm.