



BPCRH Annual Rural Health Workshop

June 6, 2018

Single Source Credentialing

▶ Protest/Timeline

Independent Review

▶ Independent Review Webpage Link:

▶ <http://ldh.la.gov/index.cfm/page/2982>

Effective 2/1/18

- ▶ If the MCO or LDH or its subcontractors discover errors made by the MCO when a claim was adjudicated, the MCO shall make corrections and reprocess the claim within thirty (30) calendar days of discovery, or if circumstances exist that prevent the MCO from meeting this time frame, a specified date shall be approved by LDH. The MCO shall automatically recycle the impacted claims and shall not require the provider to resubmit the impacted claims.

Listing of all Subcommittee Meetings:

- ▶ ASC- 05/18/18, 08/17/18 & 11/16/18
- ▶ OB/Anesthesia- 06/08/18, 09/07/18 & 12/07/18
- ▶ Provider Appeals/Complaints- 06/06/18, 08/23/18 & 11/29/18



2018 OPEN ENROLLMENT

JUNE 15 - JULY 31

Between **June 15, 2018** and **July 31, 2018** you can change your health plan during **Healthy Louisiana Open Enrollment**. You can choose a new plan, or you can stay with your current plan. If you don't make a change, you will stay with your current plan for another year. Enrollment changes made during this time will go into effect on **September 1, 2018**.

To change your plan, call 1-855-229-6848, visit www.myplan.healthy.la.gov, or download and use the **Healthy Louisiana Mobile app**. Manage and make changes to your selected plan by downloading and using your plan's mobile app on your **Apple or Android** device!



Healthy Louisiana
Healthy Louisiana
Mobile



Aetna
Aetna Better Health



AmeriHealth Caritas
ACLA Mobile



Healthy Blue
Healthy Blue Mobile



Louisiana Healthcare
Connections
LA Health Connect



United Healthcare
Community Plan
Health4Me

ENROLLMENT CHANGES GO INTO EFFECT
SEPTEMBER 1



MOBILE Download and use the free Healthy Louisiana mobile app on your Apple or Android device.



ONLINE Visit the Healthy Louisiana website at www.myplan.healthy.la.gov anytime on your computer or laptop.



CALL Healthy Louisiana at 1-855-229-6848 and speak to a Healthy Louisiana agent. The call is free.



MAIL The Enrollment Form in the stamped, addressed return envelope that came with the letter.



FAX the Enrollment Form to 1-888-858-3875. The fax is free.



VISIT your local Medicaid eligibility office. Call 1-888-342-6207 to find the location near you. The call is free.

Open Enrollment Important Dates

Open Enrollment is the designated time when a member may change their health plan without cause.

- **May 21 - June 7:** Open Enrollment packets will be mailed to enrollees
- **June 15:** Open Enrollment begins
- **July 31:** Open Enrollment ends
- **August 14:** Confirmation letters will be mailed to enrollees
- **September 1:** New Healthy LA Plan enrollment becomes effective



Provider Survey

▶ LDH Provider Survey coming soon.

Road Show Feedback

▶ 1. ADMINISTRATIVE SIMPLIFICATION

- Consistency and standardization across the MCOs was the primary theme, with multiple participants suggesting:
 - ◆ Uniformity of MCO policies and procedures, clinical criteria, supporting tools (forms and portals) and administrative processes such as prior authorizations, utilization management, and audits
 - ◆ More focus on denied claims
 - ◆ Revisiting/removing peer-to-peer prior authorization review process (it isn't working)

▶ 2. ENHANCE NETWORK ADEQUACY AND ACCESS STANDARDS

- Issues related to access to specialists emerged as a consistent theme across public forums
- Several participants also noted:
 - ◆ Inaccurate MCO provider lists makes it difficult to appropriately refer patients
 - ◆ Low Medicaid reimbursement rates furthers network adequacy issues; there are increasing numbers of providers who won't accept Medicaid patients
 - ◆ Geo-locating claims data could be used to determine members' distances from services and gaps in access

Bright Futures Periodicity Schedule

► http://www.ldh.la.gov/assets/docs/BayouHealth/Informational_Bulletins/2018/IB18-4.pdf