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| cid:image001.png@01D2AEB5.7C13C630  **Monthly MCE Technical Meeting** | | | |
| Meeting Details | | | |
| Meeting Name: | Monthly MCE Technical Meeting | | |
| Leader/Facilitator: | | Rebecca Siewert | |
| Location, Date and Time: | Monday, July 16, 2018  2 to 3 PM; IGCS Conference Room 18 | | |
| Scribe: | Holly Walpole | | |

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| **Attendees** | | | | | |
| **MCEs** |  | **State** |  | **DXC** |  |
| **Anthem** |  | Sue Beecher |  | Tom Boucher |  |
| Gretchen Atkins |  | Sam Walton |  | Karen Grays |  |
| Jean Caster |  |  |  | Kathleen Karnes |  |
| Ferdinand Cajigal, |  |  |  | Stephanie Cari |  |
| Trang Cooley |  | **Optum** |  | Jerry Heady |  |
| Ron Stoughton |  | Steve Neuerman |  | Indea McCombs |  |
| Steve Egan |  | Harsha Jasti |  | Holly Walpole |  |
|  |  |  |  | Maks Abamov |  |
|  |  |  |  | Angela Magee |  |
| **MDwise** |  |  |  | Rebecca Young |  |
| Michelle Okeson |  |  |  | Rebecca Siewert |  |
| Raeann Brown |  |  |  | Ginger Brophy |  |
| Tracy Silvers |  |  |  | Erin Fields |  |
|  |  |  |  | Sharon Ricketts |  |
|  |  |  |  | Rubi Multani |  |
| **MHS** |  |  |  |  |  |
| Manju Nair |  |  |  |  |  |
| Paul Hoskins |  |  |  |  |  |
| Jeff Dill |  |  |  |  |  |
| Taylor Scott |  |  |  |  |  |
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| **CareSource** |  |  |  |  |  |
| Holly Ross |  |  |  |  |  |

| **Agenda Items** | | | | | | | | | | | | | |
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| Item | | Topic | | | | | | Facilitator | | | Notes (conclusions, discussions, decisions, and next steps) | | |
| 1 | | Open Meeting | | | | | | Rebecca Siewert | | | * In order to ensure the MCEs are receiving information pertaining to CRs, the most current CRs In Work Report from the PMO will be provided as part of the Tech meeting packet. The MCEs are encouraged to attend the Enterprise Change Meeting for more information about CRs in work. * If a Plan has specific questions related to a Defect, please present the Defect number at the Individual Plan’s Weekly 1:1 meeting. The DXC point of contact will provide information about the specified defect. | | |
| 2 | | **Review Claims Processing Flow** | | | | | | Rebecca Young/  Steve Neuerman/  Harsha Jasti | | | * Process flows were discussed for encounter claims from DXC and Optum. R. Young presented the DXC Workflow Chart of an MCE Accepted Transactions. There are minimal edits for the graveyard table, such as eligibility and denied claims. An ARC list is in the graveyard. If the ARC code is on the list and did not pay, the MCE denial detail and ARC information is transferred to the EDW. If the ARC code is not on the list loaded into CORE, and is processed, then it is processed based on CORE rules (any edits and audits will be applied). ARC codes are updated on a Quarterly schedule. The process is that the current ARC codes on file are sent to the MCEs, the MCEs are asked for any updates, and are required to fill out a form to add/remove ARC codes. ARC codes are applied to both HIP and Dental for MCEs denied indicator to send to Optum. Plans inquired about two denial indicators that were indicated by a meeting with Milliman. There is currently one denial indicator that is sent for ARC codes when claims are in the graveyard table. The other denial indicator is related to a CR that will be implemented on 7/25/18 and applies to MC denied indicators in CORE. * There were concerns about fully denied claims to EDW but not on the ESSR. Harsha Jasti stated that from 12/2017 and forward all fully denied claims about be seen on the ESSR. * Questions from MDwise about the DXC Workflow Chart was requested and R Young from DXC will clarify the questions with a revised chart. * Steve Neuerman and Harsha Jasti presented from Optum the EDW Workflow Chart. This chart will be posted to the MCO Q & A site for reference. DXC processes information every Saturday, which includes information from the tables received Monday through Friday. Anthem, MHS, and MDwise are noticing cases with the ESSR that HIP or transportation claims are not coming back on ESSR. Examples will be forthcoming from the Plans and sent to Optum (Steve Neuerman and Harsha Jasti), as well as, DXC (Rebecca Siewert, Rebecca Young, and Jerry Heady) for investigation. Ferdinand Cajigal from Anthem stated he did receive the 99 confirmation of acceptance. It was also confirmed from DXC that full table dumps occur on Saturday of each week. * Sue Beecher from OMPP stated that she would like the Health Plans to submit the example claims with a brief write up of the issues the Health Plans are identifying (for example claims that are appearing one to two weeks after submission) to help with research and resolution of the issues. * MDwise also noted that the ESSR Data for Dental is Blank, but they show as Denied with no EOB code. Discussion occurred on this item and both full and partial denials are in the ESSR. Optum will take this back to provide an understanding of configuration of the ARC Codes and to check the mapping of the ARC Codes. | | |
| 3 | | **Top Ten Denials** | | | | | | Stephanie Cari | | | * Clarification on the information that is being included in the Top Ten reporting was provided. Currently, all encounter claim details on a claim that has at least one MCE-paid detail will process through the MMIS claim adjudication process is included. Every back-end error that an encounter detail hits, whether initially MCE-paid or MCE-denied, is included in the Top Ten reporting as well. * When CR56347 (adding an MCE denied indicator to claim records) is completed (currently schedule for August release), we can use that indicator to exclude MCE-denied details from the Top Ten reporting * Top ten denials were delivered to individual MCEs on 7/2/18. * 1010 and 4013 are #1 and #2 for HHW HCFAs, which is the same as last month * 4013 is still #1 for HCC HCFAs * For June 2018, 5001 errors took the #1, #2 or #3 spot for both programs and both claim types * For the top 10 denials for the 6-month trend, 4013 and 1010 (31% and 17% of the top 10, respectively) are most troublesome for HCFAs. Both of which have previously been featured in this meeting. Additionally, 5001 shot way up in June for HCFAs and UBs, with 22 and 24%. Finally, For UBs specifically, EOB **4095** has consistently reported in the top 3 and is the featured EOB for this month. | | |
| 4 | | **EOB - 4095** | | | | | | Stephanie Cari | | | * This EOB states: A NON-SURGICAL SERVICE IS NOT REIMBURSED INDIVIDUALLY IF PERFORMED IN CONJUNCTION WTH AN OUTPATIENT SURGERY-PLEASE VERFY AND RESUBMIT * This edit is set if a claim detail has a non-surgical revenue code and a different detail has a valid surgical revenue code [revenues in the 36X or 49X category]. * The edit also sets if a HCPCS procedure priced by ASC is billed with revenue indicating [ER, Clinic, Cast room, Delivery room, Treatment room, Observation room]. * Claim Examples are as following:   + Claim 1: 7018122001020: Detail 8 is a surgical revenue code (360-Operating room) and the others billed are non-surgical (270-anesthesia, 710-recovery, 250-pharmacy).   + Claim 2: 7018123001465: Revenue code 450 (ER) was billed with HCPCS for finger splint, x-ray and non-covered pharmacy. Finger splint is paid by ASC, as indicated by inclusion of the billed HCPCS code 29130 (finger splint) in the ASC Procedure Group * There will be a post feature trending on this EOB code for 6 months to ensure everyone understands the edit specification and are working to decrease the occurrence.   + This monitoring includes MCE-specific activity for EOB **4095**   + Status on last month’s feature EOB - 4013   + Status on May’s feature EOB - 4107   + Status on April’s feature EOB - 1010 | | |
| **Action Items** | | | | | | | | | | | | | |
| Item | | | Assigned To: | | | | Due Date | | | Description | | Status | |
| 1 | | | Rebecca Young |  | | | | | * DXC Workflow Chart for Claims Processing will be modified to aid Plans in clarification points based on meeting discussion | | | |  | |
| 2 | | | MCEs |  | | | | | * MCEs are noticing cases with the ESSR that HIP or transportation claims are not coming back on ESSR. Plans are to send the example claims with a brief write up of the issues the Health Plans are identifying (for example claims that are appearing one to two weeks after submission) to help with research and resolution of the issues to Steve Neuerman and Harsha Jasti at Optum; Rebecca Young, Rebecca Siewert, and Jerry Heady at DXC; and Sue Beecher at OMPP | | |  | |
| 3 | | | Steve Neuerman and Harsha Jasti | |  | | | | * ESSR Data for Dental is Blank, but they show as Denied with no EOB code. Discussion occurred on this item and both full and partial denials are in the ESSR. Optum will take this back to provide an understanding of configuration of the ARC Codes and to check the mapping of the ARC Codes. | | |  | |
| **Materials and Handouts** | | | | | | | | | | | | | | |
| Item | | Owner | | | | | Description/Location | | | | | | | |
| 1 | | Rebecca Young/Steve Neuerman and Harsha Jasti | | | | | Claims Processing Charts | | | | | | | |
| 2 | | Stephanie Cari | | | | | Top Ten Denial Packet | | | | | | | |