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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, March 18, 2019  2 PM; OMPP Conference Room 451 | | |
| Scribe: | Holly Walpole | | |

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| **Attendees** | | | | | |
| **MCEs** |  | **State** |  | **DXC** |  |
| **Anthem** |  | Sue Beecher |  | Karen Grays |  |
| LaDonna Richmond |  | Dennis Dowling |  | Tisha Arberry |  |
| Jean Caster |  | Kelly Hunter |  | Kathleen Karnes |  |
| Tracy Silvers |  | Daneida Dooley |  | Stephanie Cari |  |
| Gretchen Atkins |  |  |  | Jerry Heady |  |
| Tuan Nguyen |  |  |  | Lisa Hogarth |  |
| **MDwise** |  | **MAXIMUS** |  | Indea McCombs |  |
| Michelle Okeson |  |  |  | Rebecca Siewert |  |
| Kevin Garrett |  |  |  | Beth Linginfelter |  |
| Raeann Brown |  |  |  | Sharon Ricketts |  |
| **MHS** |  |  |  | Maks Abamov |  |
| Manju Nair |  |  |  | Angela Magee |  |
| Shannon Sluhan |  |  |  | Rebecca Young |  |
| Jeff Dill |  |  |  | Ginger Brophy |  |
| Ana Spurgetis |  | Stephan Egan |  |  |  |
| **CareSource** |  |  |  |  |  |
| Trish Kappas |  |  |  |  |  |
| Holly Ross |  |  |  |  |  |

| Agenda Items | | | | | | | | | | | | |
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| Item | Topic | | | | | Facilitator | | Notes (conclusions, discussions, decisions, and next steps) | | | | |
| 1 | Open Meeting | | | | | Rebecca Siewert/Sue Beecher | | * Contact the MCE 1:1 leads for issues * Agenda items for this meeting are due the Monday prior to each technical meeting * Appreciation expressed for the MCE participation in the meeting | | | | |
| 2 | March capitation | | | | | Maks Abamov | | * No updates, business as usual | | | | |
| 3 | Encounters | | | | | Rebecca Young | | * Resuming encounter meetings in near future. The plan is for once a month. * Seeing errors on Trading Partner ID, going through CORE, but coming out with a financial error. This is in relation with change in region code, instead of A, we are getting numbers denied. Instead of encounters coming through 2010 BB REF 02 segment, it goes back on a 277U to be worked to the Plans, look at claims and make corrections and re-submit. * AI: 277U and how these are worked. How do Plans work those errors? This is being sent out as a question for the Plans to respond. | | | | |
| 4 | 834 Voids | | | | | Jerry Heady | | * The 24/06 void records is a flaw. They should not be voids, should be a change record, a CR with no ETA is in place to remedy this situation, and we working through a process. * You will not get an 834 records for historical void or term until a CR J Lee is currently working on is in place (in Model office now). It will look back and correct and send those out. * To clarify, incorrect void and replace instead should be 24/07 (change). The tech team is looking at issue, J Lee has a CR for historical term and void records to go out, and will use this process to recreate past ones that were sent out incorrectly. This is not stopping any terms that should be going out now. It is being held as a defect. * Unknown for amount of impact, we need to do some correct terms and correct voids, the tech team is working on this now. No record to be given to plans on 2 years of history of member data. * If provider looks at provider portal, it looks to the Plans, CORE and Portal are correct, but 834 is creating for Plans will be a provider issue. 834 not correct 24/06 reason codes, should be a 24/07, the initial thought the 24/06 PMP assignment stops. Examples of members – recoup cap payments, not getting a void record on those records. This is where doing corrections with recipient linking with historical records that are inactivated and then it goes to another record, for history and not current, you will not get an 834. Joyce Lee’s new process will be attempted so you can see where you lost that member. One MCE will recoup, but other MCE will not know to pay and providers will express dissatisfaction. INBAT is doing this, but more information is needed as to the root issue. * Action Item: Need to an internal meeting and another meeting with the Plans. Can a file be sent so that Plans can look at a comparison of data, suggestion per Health Plan. | | | | |
| 5 | Top Ten Denials | | | | | Stephanie Cari | | * DXC’s Systems team pinpointed the issue with the top ten by error status code, modified the SQL, and those SQL modifications are currently being tested. Once testing is complete, Top Ten reports will be produced for January and February and distributed to everyone | | | | |
| 6 | MCE Roundtable | | | | | MHS  MDwise  Anthem  CareSource | | * CR 46613 pertaining to LOC, this is on track and testing will be the next couple of weeks. * CR 58114 PE Adult to FFS is in PIR MAHA managed care population now around 80 * Update list of 600 to 1099 RIDs so Plans can match up what is left to what is left already for all Plans. * Action Item: Jerry and Maks had an action item, and this has been completed 3/19/19. * Issue: As of January 1, HPE members are FFS, and provider is making a fast track payment.  You are not supposed to make fast track payment for PE members.  Providers are billing and getting prior authorization. Member then becomes retroactive HIP fully.  FFS is recouping claim and provider contacts Plans, but they do not have the enrollment yet.  Anthem and MHS are having the issues.  DFR cannot give them back to Plans because they are FFS.  Sharon Ricketts and Stephanie Cari are researching this issue because they are trying to find if a PA file is sent to MCEs.  If member has been previously approved for a PA, do the Plans get that information for FFS for members? Any FFS member, approved for PA for member, is there a file that MCE should be getting?  Sharon Ricketts stated that this is Continuity of Care to FFS to MCE, further upstream issue, member’s hospital fast track, DFR, is saying they are retro HIP.  Plans state that they are getting a history file for FFS members, but has nothing to do with PA. * PA for FFS members that get assigned to MC question, there is an interface file that goes from DXC to the HCC MCEs. We do not see it for the other managed care programs. Screen shot of the MCO Q&A site:   cid:image001.jpg@01D4DE72.70F5EC30   * Action Item: Michelle Okeson asked for more information on the defect. * AN had a question with the new retro enrollment process, can send fax notification with fast track payment, they had received their enrollment, but there is a manual process for AN 270/271 access to manage information to get that response back * Action Item: DXC to investigate the 270/271 to identify how Plans receive responses back. * MHS Accum. Report, transfer report, 1,100 members transferred into them and supposed to be locked in, how are they assigned when they are locked in, what is going in? Example, member last year, lost eligibility and came back, HPE member, then assigned to another MCE after they became fully eligible, then switched back to MHS afterwards because they had a history prior. It was Feb. Some may be justified, but 1,100 is a lot of members. This may have PRF impact, because they are not supposed to have transfers mid-year, PRF agenda as well. * Action Item: DXC to communicate with the enrollment broker concerning this. PRF Team to communicate issue. | | | | |
| **Action Items** | | | | | | | | | | |
| Item | | Assigned To: | Due Date | | | | Description | | Status | |
| 1 | | MCEs | |  | 277U and how these are worked. How do Plans work those errors? This is being sent out as a question for the Plans to respond. | | | | | New | |
| 2 | | Jerry Heady | |  | 834 Voids: Need to an internal meeting and another meeting with the Plans. Can a file be sent so that Plans can look at a comparison of data, suggestion per a Health Plan. | | | | | New | |
| 3 | | Stephanie Cari | |  | SQL modifications are in testing, and once in completion there will be re-run of January and February Reports and distributed to all participants | | | | | New | |
| 4 | | Jerry Heady/Maks Abamov | |  | Update list of 600 to 1099 RIDs so Plans can match up what is left to what is left already for all Plans/Completed 3/19/19 | | | | | New | |
| 5 | | PMO/Xenia Hastings | |  | PA with FFS and MCE: Michelle Okeson asked for more information on the defect. | | | | | New | |
| 6 | | Systems/Jerry Heady | |  | DXC to investigate the 270/271 to identify how Plans receive responses back | | | | | New | |
| 7 | | Enrollment Broker/Holly Walpole | |  | MHS Accum. Report, transfer report, 1,100 members transferred into them and supposed to be locked in, how are they assigned when they are locked in, what is going in? PRF Team to communicate Issue | | | | | New | |