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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, April 15, 2019  2 PM; OMPP Conference Room 451 | | |
| Scribe: | Holly Walpole | | |

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| **Attendees** | | | | | |
| **MCEs** |  | **State** |  | **DXC** |  |
| **Anthem** |  | Meredith Edwards |  | Karen Grays |  |
| Tracy Silvers |  | Jeff Neuman |  | Tisha Arberry |  |
| Jean Caster |  |  |  | Kathleen Karnes |  |
| Gretchen Atkins |  |  |  | Stephanie Cari |  |
|  |  |  |  | Jerry Heady |  |
|  |  |  |  | Lisa Hogarth |  |
| **MDwise** |  | **MAXIMUS** |  | Indea McCombs |  |
| Michelle Okeson |  |  |  | Rebecca Siewert |  |
| Raeann Brown |  |  |  | Beth Linginfelter |  |
|  |  |  |  | Sharon Ricketts |  |
| **MHS** |  |  |  | Maks Abamov |  |
| Manju Nair |  |  |  | Angela Tynes |  |
| Shannon Sluhan |  |  |  | Rebecca Young |  |
| Jeff Dill |  |  |  | Ginger Brophy |  |
| Taylor Fulner |  |  |  | Rubi Multani |  |
| **CareSource** |  |  |  |  |  |
| Warren Culpepper |  |  |  |  |  |
| Holly Ross |  |  |  |  |  |

| Agenda Items | | | | | | | | | | | | |
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| Item | Topic | | | | | Facilitator | | Notes (conclusions, discussions, decisions, and next steps) | | | | |
| 1 | Open Meeting | | | | | Rebecca Siewert//Meredith Edwards | | * Contact the MCE 1:1 leads for issues * Agenda items for this meeting are due the Monday prior to each technical meeting * Introduction to Meredith Edwards | | | | |
| 2 | Request for 270/271 | | | | | Rebecca Siewert | | * Anthem and Ms. Silvers had questions on the 270/271 transaction and possibility and requested previously and State declined it. Question to Anthem: have you requested to state? Spoke about it at last Tech Meeting, Anthem should take to State first and then we (DXC) will (DXC) get feedback from OMPP. * Action Item: Ms. Caster at Anthem to set up time with Ms. Edwards at OMPP | | | | |
| 3 | Effective and End Dates on NPI Stub File | | | | | Rebecca Siewert | | * Regarding effective and end dates on NPI stub file, no MCE should use those on the stub file, but MCEs will use Xwalk file to get that information. In terms of direction, this direction not changed, questions or concerns please consult Ms. Beecher or Ms. Edwards | | | | |
| 4 | Encounter Summary Report | | | | | Rebecca Siewert | | * Plans are getting new template for QRS1. The specifications are not sent, and the MCEs should expect those soon. | | | | |
| 5 | EOB 0233 Request to be Sent to Post and Pay | | | | | Rebecca Young | | * 0233 post and pay request needs to be looked at it. We do not set EOB to post and pay, but edits to post and pay, DXC need to know what errors MCEs are seeing. Professional and institutional units required tr3 are situational and only required under certain situations, it does not meet situational rule on tr3 and therefore seeing an error on it. MHS sees it, but has a work around for it. MHS starting writing the units to work around the issue. * Action Item: Anthem to go back to look at the two edits. | | | | |
| 6 | Update about Flush Report | | | | | Rebecca Young | | * Flush Report promoted in MOD last night, and change in PROD next Sunday. * MCE HIP encounters with finance error, which is 13,248 claims and finance error 10 178,000 claims (MCO trading partner ID not found) move to 270 U so MCE can close their loop. Testing finance edit 2330 header and detail not balancing and working 3,200 claims (Payee name not found is 1010) and this will come on 277U, this will be given to Optum. Promotion will clean up the bulk of the claims on the flush report | | | | |
| 7 | April Capitation | | | | | Tom Boucher | | * Capitation process starts this evening, not a large variance with amount of money or records (normal size). Payment is next week. No questions for DXC. | | | | |
| 8 | Project Updates | | | | | Joyce Lee, Cindy Dearth, and Ginger Brophy | | * Joyce Lee: 109716 (834 Voids and Terms with MCE rollup dates): Mr. Heady spoke to this for Ms. Lee, as she had a meeting conflict. This is covered under 58112, and Ms. Lee is getting ready for Vendor Testing next week. * Joyce Lee 110473 (HHW retro-active changes in newborns): Michelle Okeson at MDwise expressed dissatisfaction with not receiving the root cause in a timely fashion. Ms. Okeson would like specifics on the root cause, how many records were impacted, including any clean-up efforts. It is Ms. Okeson’s expectations to see this with the requests. * Joyce Lee 59586 (2019 POWER Account PRF Changes Phase 3): On-Schedule * Joyce Lee 59835 (2019 POWER Account PRF Changes Phase 3): On-Schedule * Joyce Lee 82112 (834 File Modification and Creation of 834 Term Member Audit File): On-Schedule * Cindy Dearth 59372 (FQHC/RHC Wrap-Around Payments): Ms. Siewert spoke to this for Ms. Dearth, as she had a meeting conflict. This is in caution and the PMO are closely monitoring this item with the construction dates. Ms. Dearth will update the team by the end of next week if the implementation is delayed. Further clarification by CareSource was requested about caution status. Ms. Siewert responded that yellow means that the dates could slip, but that Ms. Dearth was monitoring it and would provide an update by the end of next week. * Ginger Brophy 46613 (HCC Retroactive LOC Reason): Ms. Brophy stated that the first run of the recon process in PROD was to take place Tuesday, 4/9. This was a failed job that evening, and since that point in time the issue was fixed and was ran the next evening on Wednesday. There were defects in identifying encounters or claims with that piece and stopped re-processing jobs and the claims and encounters did not go out as those identified. Ms. Brophy said the team is currently working on the defect and should be MOD in testing tomorrow evening and it is moving along. A meeting on post-implementation review with HCC MCEs has been scheduled for this Thursday and Ms. Brophy is still planning to hold meeting for an update as well as next steps. Jeff Dill from MHS asked if the member spans ok or do those need adjusted? Ms. Brophy stated that DXC did look at assignment changes and they appear to be correct and if they have questions or issues then DXC will review those. A follow-up question was asked by MHS, is this an eligibility issue out of sync with encounters and ear marked to void incorrectly or just encounters themselves? Ms. Brophy responded that it was how pulling the encounter data using the wrong dates. | | | | |
| 9 | Top Ten Denials | | | | | Stephanie Cari | | * Top 10 Denial reports were produced for March 2019 data using a recreated query to provide the report by EOB, as was historically provided.  This was provided so the Plans would have some information while work continues to resolve the defect in reporting by ESC. One thing to remember is that the re-created query by EOB contains the MCE denied details; however, when the defect is fixed MCE denied details will be excluded. | | | | |
| 6 | MCE Roundtable | | | | | MHS  MDwise  Anthem  CareSource | | * MHS had two questions. The 0432 Denials on Voids and surrounding region codes and the question pertains to the fix going in this week, we need to loop back to state and DXC to see if they go back to 2017, if the void is a timing issue on a re-submittal. Ms. Sluhan from MHS who is voiding – can MHS can void anytime? Yes they can, but will the 0432 edit hit with these? We can void them for you, and re-submit need approval for filing- MHS wants data in sync and 0432 with region code checks under the assumption lift edit or have a region code check. DXC stated there will be no lifting of edits, can force them to go through on DXC side. There are a lot of claims that hit this edit over the past couple of years, DXC was supposed to update edit to not look at region code and DXC will not do that because it will not work correctly. State, do you want all this data cleaned up, Ms. Karnes said there is a defect open on this issue. We could not update it- it would not work correctly. Example, provider eligibility change and member not eligible and recouped from provider and provider cannot void and re-submit (16 claims, can do this manually for FFS) but this is 50K claims, how many, why, how far back, does not know if this effects the FRT, HCC 10% discrepancies and can effect information to Milliman. Action Item: Ms. Edwards and Mr. Neuman will look at the write up with details that MHS will need to send * The second issue for MHS pertains to DXC has to continue to provide NPI Xwalk table for MCEs, records on NPI Xwalk and if MCE uses and adjudicate claims, they fail over at DXC, additional date with taxonomy code, NPI X walk expectation is that entry that they have on table is the source of truth on table, and yes valid NPI Xwalk and hopes that it moves through the system, does not help a lot with automation process. MHS would like to sit and talk about it, a discussion with Ms. Edwards and MHS concerning this information will occur. Mr. Dill is trying to piece together two things that are sent to them for one source of truth NPI Xwalk file and denied because taxonomy code is invalid but valid of Xwalk table, they have examples that they can send to Ms. Edwards (usually 3 files because they can’t submit it to 1, too much unnecessary information). New data with reject for that reason, they have to go through file for dates of service. Anthem also reports that this is too much information, reporting at rendering level, just need billing provider validation and NPI Xwalk design would fit what is happening inactive one needs a stop date and new active one needs a start date, Active NPI with Inactive taxonomy is the problem, active-active (apples to apples not apples to oranges) . Furthermore, CareSource would like tech specs for new taxonomy file or Q & A file, just a table dump until new vendor takes over, file layout should be provided. This is just an ad hoc query, it is not a real program. Again, the Plans would like to re-visit that on what DXC can or should do. In the meantime, the layout document would help MCE tech teams with consuming the file * Action Items: Ms. Edwards and MHS will have a meeting to potentially re-visit this issue. MCEs will need to submit examples to DXC. DXC will provide a layout for the Plans. * Anthem: NPI Xwalk is source of truth the IHCP provider locator, does this match the Xwalk? Where can the vision providers make sure they are correctly are enrolled? * Action Item: Provider enrollment team at DXC will need to be consulted for these questions. Anthem to send those questions to that department. * Anthem: HIP PE Coverage, Anthem are identifying members, and see them as PE and then the member moved to FE eligible HIP. The HIP start date is retro back to PE segment, causing provider issue. Anthem’s belief is that the provider is taking the Fast track payments on PE Periods on behalf of the members, set up PE and move into FE timeframe. Typically not the member but the provider is upset. * Action Item: DXC needs to be provided examples in order to investigate the issue. Anthem will send examples to DXC. * MDwise: Ms. Okeson again voiced her dissatisfaction with not receiving the root cause in a timely fashion. Ms. Okeson would like specifics on the root cause, how many records were impacted, including any clean-up efforts. It is Ms. Okeson’s expectations to see this with the requests. * Action Item: DXC BU will send the requested information to the PMO for response. * CareSource: 59372 need to understand and meeting internally as a team to support that issue, currently SIT testing on 5/8 and how far that is at and internal staff to support, closely monitoring construction the end of next week for an update. SIT testing will likely be pushed out is the assumption. * CareSource’s Mr. Culpepper stated that Chelsea Hall within their organization had the questions with the file layout with new taxonomy | | | | |
| **Action Items** | | | | | | | | | | |
| Item | | Assigned To: | Due Date | | | | Description | | Status | |
| 1 | | Anthem and OMPP | |  | Ms. Caster at Anthem to set up time with Ms. Edwards at OMPP. | | | | | New | |
| 2 | | Anthem | |  | Action Item: Anthem to go back to look at the two edits for EOB 0233. | | | | | New | |
| 3 | | MCEs | |  | 277U errors and how those errors are worked need to be provided to DXC. Plans need to submit that to Ms. Siewert and Ms. Young at DXC as soon as possible. | | | | | Old | |
| 4 | | MHS and OMPP | |  | Ms. Edwards and Mr. Neuman will look at the write up with details that MHS will need to send for 0432. | | | | | New | |
| 5 | | MCEs, DXC, and OMPP | |  | Ms. Edwards and MHS will have a meeting to potentially  re-visit this issue of taxonomy. MCEs will need to submit  examples to DXC. DXC will provide a layout for the Plans. | | | | | New | |
| 6 | | Anthem | |  | Provider enrollment team at DXC will need to be consulted for these questions on enrollment for Vision providers. Anthem to send those questions to that department | | | | | New | |
| 7 | | Anthem | |  | DXC needs to be provided examples on HPE and FE members in order to investigate the issue. Anthem will send examples to DXC. | | | | | New | |
| 8 | | DXC | |  | DXC BU will send the requested information to the PMO for response regarding Ms. Okeson dissatisfaction with not receiving the root cause in a timely fashion. Ms. Okeson would like specifics on the root cause, how many records were impacted, including any clean-up efforts. It is Ms. Okeson’s expectations to see this with the requests | | | | | New | |