# MCE Gainwell Monthly Technical Meeting

## Meeting Details

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| Meeting Name: | MCE Gainwell Monthly Technical Meeting |
| Leader/Facilitator: | Dennis Dowling, FSSA; Rebecca Siewert, Gainwell |
| Location, Date and Time: | Monday, April 19th, 2021; 2:00 PM; webex |
| Scribe: | Craig Nielsen |

### Attendees

| Anthem | | State | | Gainwell | |
|---|---|---|---|---|---|
| Gretchen Atkins | X | Meredith Edwards | X | Rebecca Young | X |
| Jean Caster | X | Nonis Spinner | | Rebecca Siewert | X |
| Tracy Silvers | X | Angela Todd | | Bill Anderson | |
| Jason Adams | | Ralph Jones | | Sharon Ricketts | |
| Tuan Nguyen | X | Dennis Dowling | | Wanda Williams | X |
| LaDawna Richmond | X | Stephanie Guetig | | Stephanie Cari | X |
| Cynthia Bell | X | Keena Baumer | X | Karen Grays | X |
| Trang Cooley | | Scott Runner | | Maksat Abamov | X |
| Tracey Welch | | Craig Nielsen | | Denise Brown | X |
| Ferdinand Cajigal | | Mark Wiley | | Xenia Hastings | X |
| Ron Stoughton | X | Daneida Dooley | X | Jerry Heady | X |
| Stephen Egan | | Natalie Angel | | Rubi Multani | X |
| Amy Tate | | Tamra Mitchell | X | Beth Linginfelter | X |
| Maura Wenglarz | X | Maria Schelli-Merrifield | X | Ginger Brophy | X |
| Cindy Riley | X | Shawna Frazier | | Joyce Lee | X |
| **MHS** | | Kathleen Leonard | | Indea McCombs | X |
| Geoff Petrie | | Susan Beecher | X | Tisha Arberry | X |
| Brett Norris | X | Ryan Callahan | | Angela Tynes | X |
| Taylor Fulner | | Megan Anderson | | Melinda Kent | X |
| Manju Nair | X | Colin Woods | | Patty Shlyakhov | X |
| Stoshala Payne | X | Shannon Effler | | KC Sushant | X |
| Anastasia Spurgetis | | Paul Fruits | | Nastassja Daniel | X |
| Chelsea Trotter | | **CareSource** | | Kaushal Silwal | X |
| **MDwise** | | Trish Kappes | X | Greg Hershberger | X |
| Jason Thacker | | Samantha Walton | X | **Optum** | |
| Michelle Okeson | X | Lindsay McGuire | | Harini Kasamsetty | X |
| Raeann Brown | X | Jeff Severino | X | Harsha Jasti | X |
| Brian Arrowood | | Kristina Vanbelkum | X | **Maximus** | |
| Marcia Shively | | Lindsay Young | X | NaKeita Boyd | X |
| Bonnie Kegin | | David Rose | | Jennifer Haas | |
| Jim Matthews | | Akbar Shareef | | **HMA** | |
| **UHC** | | Gary Ziegler | | Kaitlyn Feiock | |
| Kavitha Thomas | X | Resalot Taus | | | |
| Elizabeth Adams | X | Chelsi Hall | X | Monica Johnson | |
| | | | | Sivasankar Kasilingam | |

**Agenda Items**

| Item | Topic | Facilitator | Notes (conclusions, discussions, decisions, and next steps) |
|------|-------|-------------|-------------------------------------------------------------|
| 1 | Open Meeting | Dennis | Review past action items and update statuses |
| 2 | Open enrollment status update / trending / projections (after COVID) | Jason Adams | November Meeting:<br>• Gretchen: Seeking feedback from State on what trends we expect moving forward (for instance, trending down with unemployment? Etc.)<br>• Natalie: No official estimates, but we don't have a lot of new Medicaid applications<br>• Meredith: Further growth not anticipated, working toward projection of any membership changes in other direction<br>December Meeting:<br>• No further questions<br>January Meeting:<br>• Dennis: Continue through PHE, which is likely to extend through 2021<br>• Jeff: Is there a new category for HIP?<br>• Nonis: No, it's an existing one.<br>• Gretchen: Is cost share distinct from PHE?<br>• Nonis: Now intertwined.<br>February Meeting:<br>• Nonis: Provided update on evolving PHE landscape and guidance.<br>March Meeting:<br>• Keena: No update<br>April Meeting:<br>• Meredith: Official extension, but can only do every 90 days, but informally expect to be extended through end of 2021. |
| 3 | CMS Interoperability | Jeff Severino | • CareSource is interested how/if the state meeting the CMS Interoperability requirements for the fee for service population. Is there public information available on a web site we can review?<br>January Meeting:<br>• Craig: We have analyzed, but no decision, we have also received the next wave rule and are analyzing it as well.<br>February Meeting:<br>• Craig: No update on state decision; next wave rule suspended before being published in Federal Register<br>March Meeting:<br>• Craig: No update and no decision, thus not on trajectory for 7/1/21; May ask MCEs for their details if and when CMS requests<br>April Meeting:<br>• Craig: Will not make July 1, 2021<br>• Jeff: Caresource: Yes, were close to ready on 4/1, some pieces released, more to come. |
| 4 | 59372 - Encounters for FQHC and RHC's | Jason Adams | February Meeting:<br>• Jason: Implementation date/timeframe/project plan<br>March Meeting: |

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| | | | • Greg: Work will be complete end of month, request currently being evaluated to delay effectiveness to July |
| | | | • Question: What are the three CRs, and is Dental a 7/1 implementation? |
| | | | • Greg: Main CR is 59372, another is for an enhancement, and a third is for dental. Dental is not a 7/1 implementation date, but with delay to effectiveness of other, may pull into July by doubtful. |
| | | | April Meeting: |
| | | | • Greg: Small enhancements being approved by state and decided when that will go live; tentatively scheduled for July (Medical); change control for that may not go live with it; August for Dental |
| 5 | HCC Medworks Project update | Jason Adams | February Meeting:<br>• Jason: requirements and workgroups?<br>• Ginger: Updates sent 2/12/21<br>March Meeting:<br>• Ginger: Appreciated update, moving forward<br>April Meeting:<br>• Ginger: Moving forward<br>• LaDawna: Will need to know when<br>• Ginger: Expect testing in August timeframe |
| 6 | General update on Public Health Emergency | Jason Adams | Set to expire 3/31<br>March Meeting:<br>• Dennis: No update<br>April Meeting<br>• Dennis: See above; vaccines rolling out. |
| 7 | Project Distribution Lists (Emails) from MCEs | Dennis Dowling | To allow the State to use to communicate project work information<br>April Meeting:<br>• Ginger: Would use for 834 delivery report<br>• Kavitha: Which team?<br>• Meredith: For technical (project) team; I already have operations<br>• Greg: We could use one for system (outage) issues, and one for projects. |
| 8 | Receiving a Term on the 834 when a member has been voided | Michelle Okeson | We sent examples to Gainwell and were told this is a known issue. The 834 process is not picking up retro changes when they go back into last year. This causes Core to show the member's MCE assignment to be voided however the MCE shows the member as active for the time period.<br>April Meeting:<br>• Beth: The 834 challenge I was involved with were for HIP authorizations are both retro-effective and retro-ended, so sometimes 834s don't generate.<br>• Jerry: Will have to do same process for MHS as Anthem<br>• Michelle: We are getting an 834 on this, but the member has been voided<br>• Jerry: We can identify those members and get them to you; will get with Xenia<br>• Joyce: Are you not using term audit files? Send examples to me.<br>• Michelle: Just getting term transaction rather than a void. |
| 9 | Frail Capitation Rates | Michelle Okeson | We would appreciate more information on the proposed change away from frail capitation rates. How will this be addressed through the 834s? Is testing planned? What is the timeline? |

| | | | April Meeting:<br>• Meredith: We are working on creating new capitation category codes; potential June go live. |
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| 10 | Pregnant members taking longer time to move to MAMA category | Manju Nair | Keena Baumer helps us to fix these members manually<br>April meeting:<br>• Keena: When they don't move over timely, I send to DFR to work and double check two weeks later, sometimes takes them awhile. |
| 11 | Pregnancy Supplemental File Response – 'E03 - PREGNANCY END DATE IS NOT PROVIDED' | Manju Nair | I believe we are getting this error when we report the second pregnancy while the first MAMA never ended due to the PHE situation. (Submitted this item to Gainwell)<br>(See above) |
| 12 | Pregnancy Supplemental File Response – E04 - PREGNANCY DUE DATE MISMATCH BETWEEN IEDSS AND CORE MMIS | Manju Nair | Not sure why we are getting this error. (Submitted this item to Gainwell)<br>(See above) |
| 13 | HCC - Plan transfer In (add record from other MCEs) coming with 021/28 instead 021/NULL as it says in the CG. | Manju Nair | HOOSIER CARE CONNECT FROM/TO MCE (Page 25)<br>This code indicates the plan the member is transferring from when maintenance type and reason is 021/Null.<br>• Ginger: Nothing to add, example given was reason code 28.<br>• Manju: The issue is plan transfer in coming with 021/28, but should be 021/NULL<br>• Joyce: I'll look at them if you send to me; Haven't done anything with 834 for HCC, will be interesting as to why coming over /28 instead of /NULL<br>• Beth: Meeting internally at Gainwell on this tomorrow; wondering if start/stop reasons from EB files are influencing 834 programs; will include Joyce in conversation. |
| 14 | HCC - Plan transfer In from UHC missing PLAN2PLAN UHC in 2300 HD04 | Manju Nair | (See above) |
| 15 | Old Encounters on 835 | Rebecca Siewart | April Meeting:<br>• Rebecca S. Some old encounter claims will be displaying on 835s<br>• Rebecca Y: Part of old error report work; made updates; now ~1677 encounters that will be going through system and out on 835; Impact MHS, MDwise, & Anthem. |
| | | | **NOTE: The State will be working remotely starting 3/17/2020 following Gov. Holcomb's directive in efforts to slow down the spread of COVID 19. All meetings and business operations will be continued as scheduled.** |

**Action Items**

| Item | Assigned To: | Due Date | Description | Status |
|---|---|---|---|---|
| 1. | MCEs | 5/17/21 | Send distribution lists (potentially one for technical operations and one for projects) | Open |

**Action Items**

| Item | Assigned To: | Due Date | Description | Status |
|------|------|------|------|------|
| 2. | Michelle | 5/17/21 | Send examples of "Receiving a Term on the 834 when a member has been voided" to Joyce | Open |
| 3. | Beth | 4/20/21 | Include Joyce in meeting on HCC - Plan transfer In issues | Open |
| 4. | | | | |

COVID-19

MMIS COVID19 - Premium Vendor - Halt Premium Payment

This project prevents accounts closing for members who are unable to make their premium payment during COVID19. This project applies payments for incoming conditional members for CHIP and MED Works and is continuing daily. This project will complete at the direction of the State. Credits will be given for May monthly vouchers after the Adverse Action day (04/15).

MMIS COVID19 - Eligibility Re-Opens/CoPay/CostShare

We continue to identify and extend Medicaid Eligibility as requested by the State.

There are Provider Enrollment Covid rollback projects that are ready to initiate, pending the end of related Covid emergency measures

GT-5633 – FQHC COVID-19 Vaccines

This project went live on 4/1/2021. The project team is monitoring for any issues. To date, no issues have been identified.

Other Priority Projects

61126 – Hoosier Care Connect (HCC) Reimplementation and United Healthcare Onboarding.

The project implemented on schedule for the 4/1/21 effective date. Daily calls will continue to be held for another week with UHC and State to coordinate Production cutover activities and address operations questions timely. There are no open issues or risks.
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EVV (Electronic Visit Validation):

Project remains in production as of March 31, 2019, configured for Post and Pay. As of the program go live, Jan 1, 2021, OMPP can now audit and recoup paid dollars.

EVV Communication and Training Additional Tasks

This project covers additional communication and training tasks not identified in the CR 61784 scope. This is needed due to low vendor adoption of EVV. Gainwell is mailing out welcome kits to providers who have completed the self-paced training. Gainwell is working with FSSA to present monthly town hall meetings. The first one occurred on 2/11/21. At this time the town hall meetings are through April 2021 but could be extended. Gainwell continues doing one-on-one outreach to EVV applicable providers who have not shown any EVV preparation activity.