MCE Gainwell Monthly Technical Meeting

Meeting Details

Meeting Name:	MCE Gainwell Monthly Technical Meeting
Leader/Facilitator:	Dennis Dowling, FSSA; Rebecca Siewert, Gainwell
Location, Date and Time:	Monday, September 20th, 2021; 2:00 PM; webex
Scribe:	Craig Nielsen

Attendees

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

Attendees

Jim Matthews		Elizabeth Adams		Vandita Patel		X

Agenda Items

Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
1	Open Meeting	Dennis	Review past action items and update statuses
2	General update on Public Health Emergency – Open enrollment status update / trending / projections (after COVID)	Jason Adams	November Meeting: • Gretchen: Seeking feedback from State on what trends we expect moving forward (for instance, trending down with unemployment? Etc.) • Natalie: No official estimates, but we don't have a lot of new Medicaid applications • Meredith: Further growth not anticipated, working toward projection of any membership changes in other direction December Meeting: • No further questions January Meeting: • Dennis: Continue through PHE, which is likely to extend through 2021 • Jeff: Is there a new category for HIP? • Nonis: No, it's an existing one. • Gretchen: Is cost share distinct from PHE? • Nonis: Now intertwined. February Meeting: • Nonis: Provided update on evolving PHE landscape and guidance. March Meeting: • Keena: No update April Meeting: • Meredith: Official extension, but can only do every 90 days, but informally expect to be extended through end of 2021. July Meeting: • Nonis: No update August Meeting: • Keena: No update September Meeting Update: • MCE PHE End Workgroup September Meeting: • Angela: Look for updates from me/Meredith on workgroup for PHE end alignment.

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3	Post-PHE Operations MCE Test Plans	Angela Todd (Meredith Edwards, Kaitlyn Feiock)	• MCEs to provide OMPP with a list of processes each will need to test before resuming normal operations post PHE. Include timelines for testing, test files needed, and other system engagement. May Meeting • Meredith: Brainstorm what MCEs need • Gretchen: Ensure Payment files are moving, HIP files in general (Particularly potential plus), Members 66+, etc. • Kavitha: Whole Cost Share • Bill: Agree with Anthem, also how Medically Frail moves back in June Meeting: Requests from Anthem: • How will the potential plus process happen after COVID? Will there be phases and how does that work? • How will open applications be handled? We would like the state to consider terming all open applications with a current term date and start fresh with a current applications. (we prefer no retro term dates) • Confirm Testing Items Received June Meeting: • Gretchen: When are we beginning? • Angela: Digesting these and coordinating with all systems/schedules • Kaitlyn: Sooner rather than later (roughly 60-90 days) to start testing • Kaitlyn: Everybody left in basic will have a potential plus applied to them. • Kaitlyn: Applications after will be handled like pre-COVID. • Nonis: We will start sending out to individuals to give opportunity to report any changes, still no negative actions as a result yet. July Meeting: • Rebecca: working with the state to roll some items back. • Meredith: I do not have a timeline yet. September Meeting: • Angela: We had slated for Sept. though that didn't happen, now looking at perhaps November for testing and if PHE doesn't end this year and goes into 2022, trying to get timeline together for what testing would look like, coordination with IEDSS, etc. More to come.

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4	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? January Meeting: • Craig: We have analyzed, but no decision, we have also received the next wave rule and are analyzing it as well. February Meeting: • Craig: No update on state decision; next wave rule suspended before being published in Federal Register March Meeting: • 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 April Meeting: • Craig: Will not make July 1, 2021 • Jeff: Caresource: Yes, were close to ready on 4/1, some pieces released, more to come. May Meeting: No Update June Meeting: • Kavitha: We plan to be ready for 7/1, there are a couple of things we will be seeking approval on portal language and will reach out. • MDwise: On Track • CareSource: On Track • MHS: No response • Anthem: Been testing; will follow up July Meeting: • Kavitha: I will follow-up on this • MDwise: No update • Jeff: No update, currently working with a vendor does the state have any update? • Dennis: planning for the 1st of the year. • Jeff: I am comfortable with closing. Any additional information from the state would help. • Anthem/Jason: we are compliant as of 7/1 • Jason/Kavitha: I can confirm, this can be closed. August Meeting Update: • MHS: The required Patient and Member API implementation occurred on July 1, 2021. We are on track to implement the payer to payer data exchange on 1/1/2022. September Meeting: • Dennis: Don't believe we'll make first of the year (2022). • Jeff: Okay with closing.

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5	59372 - Encounters for FQHC and RHC's	Jason Adams	February Meeting: • Jason: Implementation date/timeframe/project plan March Meeting: • 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 May Meeting: • Dennis: Still scheduled for July June Meeting Request from Anthem: Planned July 28 go-live on target? Dental Vendors requirements or design document (project GT-2638)? June Meeting: • Ginger/Rebecca: Will follow up with Dave Murphy • Scott: As far as I know, 7/1 for Medical and Behavior health is still happening; Dental may still be later but retro'd back to 7/1 July Meeting: • Greg: the dental is on track for the August implementation August Meeting Update: • Please provide update on the Dental Wrap Implementation Date August Update: • Melinda: Several providers have reached out saying they're not getting wrap payments. Codes that are coming over with claims data are showing inaccurate or missing ARC codes. • Melinda: Providers will be billing with D9999, MCEs are supposed to pay at 0 (not deny) and sent to Gainwell which will process wrap payment on it. 9/29/21 is the projected go live date. September Meeting: • Dennis: Meeting daily about some of these issues • Anthem: Our reprocessing will be done by 9/24, should see them on 9/29, will attempt earlier on 9/28.

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6	HCC Medworks Project update	Jason Adams	February Meeting: • Jason: requirements and workgroups? • Ginger: Updates sent 2/12/21 March Meeting: • Ginger: Appreciated update, moving forward April Meeting: • Ginger: Moving forward • LaDawna: Will need to know when • Ginger: Expect testing in August timeframe May Meeting: Request updates on test-plans and timelines for December, 2021 go-live: • Jason: Current timeline (mentioned may be earlier) and test files related to that • Meredith: Connected to PHE timing; working on test plans • Ginger: Working on figuring it out, no timeline quote yet June Meeting Request from Anthem: Requires coding changes for MCE's - possibility of a work group? June Meeting: • Ginger: We've had to move the release date out, had indicated August for vendor testing, will probably move out to November. • Kavitha: Will sample premium file take until November? • Ginger: We should be able to get that out earlier, maybe September. July Meeting: • Ginger: the implantation date has moved out to January. Currently in SIT. The updated Business Design was sent out last month. • Jason: how many network member are included • Nonis: a total of 3,072 members in MEDworks. 2,445 are in fee-for-service. Anthem has 431, MHS has 192, and UHC has 3. • Gretchen: we would like to be a part of regression testing. August Meeting Update: the high level schedule for the vendor testing is below: • Provide Cost Share Premium MCE interface file example to MCEs – 8/30 • Provide test plan to MCEs and Optum – 9/10 • Touchpoint call – 9/20 (immediately following MCE Tech mtg call) • Data Prep/834s – 11/1-24 • Kickoff call – 11/15 (immediately following MCE Tech mtg call) • Execution – 11/29-12/17 (between Thanksgiving and Christmas) August Update: • Ginger: Expect to have Premium Vendor MCE interface file by end of month for MCEs to pull off of file exchange, • Kavitha: Can you provide location? • Ginger: Yes, we will September Meeting Update: • Ginger provided example via email September Meeting: • Ginger: Go live still January, do we have update from MHS? • Kumar: We are on track

Agenda Items

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7	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:** • Meredith: We are working on creating new capitation category codes; potential June go live. **May Meeting:** • Meredith: For HIP – We'll have expansion which will cover plus and basic and state plan only (frail); continuing to meet; hoping to provide to MCEs shortly; you'll seeing headings have changed in new contracts; discussing if they'll load at Gainwell prior to CMS approval. • Joyce: New descriptions which will go out on companion guide. • Bill: Both 834 and 820? • Joyce: Yes, June go-live at discretion of Meredith and team. • LaDawna: What is timeframe for companion guides? • Max: Already submitted to EDI team for review • Joyce: Drafts within next couple of weeks **June Meeting:** Request from CareSource to address GT-6643 (New HIP State Plan Expansion Cap Categories) concerns after seeing the requirements documents compared to discussion with state actuary about how these changes are being implemented. **June Meeting:** • Joyce: That one is going in end of this month. • Sam: Trying to clarify what to expect. • Joyce: Will send my responses to you. **July Meeting:** • Joyce: this was implemented on 6/30. I will follow-up with Mark to make sure the correct files are sent out. • Dennis: this will be close next month. **August Meeting Update:** • After the implementation of the new Frail capitation categories, we still have quite a few members with FB or FP on the last received 834. (They were received prior to the implementation.) Since we can no longer calculate the cap category ourselves (we do not receive the Newly Eligible indicator), will Gainwell be sending us all members on a daily 834 so we can update our systems? **August Meeting:** • Joyce: Send members over to your contact • Rebecca: Send to Xenia **September Meeting:** • Joyce: I think these were members that were stated to be in the wrong cap category • Raeann: Michelle sent members to Xenia • Xenia: Yes, still working to get the rest of the records (~4,000) via 834 generation out to MDwise

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8	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) (See above) June Meeting: • Kumar: We are receiving for supplemental files, not sure why we are getting this as our data matches 834s. • Rebecca: Is related to PHE. July Meeting: • Rebecca: the initial NOP recorded there will not have an end date. Looking into logic for 834s. • Nonis: are the records being stopped? Keena and I will look into. August Meeting: • Keena: Both have defects open: E03 (219215); E04 (217216); released sometime in November September Meeting: • Keena: No updates, should be released sometime in November.

				Could these be shared with MCEs? We run into issues with eligibility and are told that they are due to known IEDSS issues. It would be helpful to know what to look for. (An example is mid-month terms due to IEDSS only sending the future segment to Gainwell. It causes a gap in eligibility for the member.)
9	List of IEDSS Defects Affecting Eligibility	Michelle Okeson		**June Meeting:** • Ginger: We do still occasionally get this example were IEDSS where IEDSS doesn't send the current eligibility segment with future or retro; causes Core to close down the BP. Then a few days later will get a new current segment, but BP doesn't always reopen. • Keena: IEDSS is working on this, put in a fix last week or today; two more fixes to go into effect in September to fix this; we are fixing as found in the interim. • RaeAnn: Can this be shared before we discover these independently? • Keena: I can get with IEDSS and Nonis and we can get to you. **July Meeting:** • Nonis: we are tracking the defects monthly. • Keena: 217895- no gender is being indicated. Currently working to fix the gender. • 218783 – Working to change the file. • 216854 – Talked with Angie about this defect last week. The conformation date should be the date to act on. • 219171 – The date of death is being corrected. • 219126 – their acting on the record • 219216 – Because of the Public Health Emergency, Keena is looking into this with IEDSS. • Ginger: the CDE files are not in the proper format, as a result the files are not processing correct. I will provide examples. **August Meeting Update:** • 217895- this is the defect regarding gender. This could cause issues for MCES regarding billing if they have no gender listed for member in file they receive from CORE. • 218783-zipcode update. if members zip code is updated and changed in our system it may not automatically transfer to MCE's databases. • 216854 - This one may affect the MCE's it is when a medically frail and no pay come over on the same day. It was causing people to close for the no pay. • It probably won't affect us until the PHE is over and no pay's start again. • 219171 - Date of Death defect, erroring out dates of death due to trailing spaces in names • 219126 - Inserting frail for people not disabled • 219216 - Pregnancy end date issues. Not a pregnancy issue this is for processing an MA D application. So, this one should be removed from this list. • 217216 - EO4 Response file issue. Currently even though the end dates are in sync we also check for the due dates and if they have a mismatch E04 is sent on the response file. • 216150 / 216151 / 216148 – these are the three defects for the mid-month closure issues…they are scheduled to be released 9/11/21 • 219215 – This is to fix the EO3 Response file that the MCE's are receiving when they update the NOP for a member. • Michelle: There was a comment made that the two defects referenced in the June meeting (for implementation in September) were not on the list provided by Keena. She was going to provide information on those as well. **August Meeting:** • Keena: 219216 should be removed **September Meeting:** • Keena: There were two recently, gave information to Ginger because was issue between IEDSS and Gainwell (220652: Pregnancy end dates not in correct format) and one other (214516: When suspended member comes out of jail

Agenda Items

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			they get unsuspended, system will auto-authorize all of those back months which were suspended, though would be fixed in release 13, one defect still requires research.)
10	List of Issues requiring Manual Correction by Gainwell Managed Care	Michelle Okeson	Could these be shared with MCEs? (For example, retro NEMT assignments that must be overwritten.) It would be helpful to know what the issues are and how they are being addressed. June Meeting: • Raeann: Can these known manual corrections be shared as well? • Ginger: By Gainwell or IEDSS? Will need to check with Business Unit. • Raeann: This example Gainwell. • Rebecca: We fix as we find, might not be a list per se, but can talk internally with team. • Mark W.: Are these defects? • Rebecca: Often one-offs. July Meeting: • Rebecca: currently working with Kenna and team to resolve the list. I will forward list to Michelle Okeson and team. August Meeting Update: • Michelle: We did not receive a list of manual corrections being done by Gainwell. August Meeting: • Michelle: Expected regularly • Rebecca: Nobody has received a list of these recently • Joyce: Example is HHW to HIP downgrades, you're getting monthly from OMPP • Rebecca: We'll take offline and talk internally • Tuan: Can we get a list of defects which impact the MCEs? • Dennis: At bottom of this agenda; none at the moment September Meeting: • Xenia: We gave list of the types of corrections we do and that seemed adequate. • Raeann: Can be closed.
11	COBA Box 33 billing rules	Jason Adams	Medicaid vs Medicare June Meeting: • Jason: Is there a difference in rules between Medicaid and Medicare, and if so, what are those? • Tracy: We know there's a difference, Medicare asks for Billing Address; State asks for Service Location. • Rebecca Y.: Confirm Tracy; we require Service Location. • Tracy: We won't make a one-to-one match then because of this difference; will pay and be sending encounters as received from Medicare; if it fails your validation it will be reported on 277U, which we don't always get in a timely manner. • Rebecca: 277U issue wasn't on your side, was on our side, still working Mid-March (17th) one. We will report those Box 33 errors back. I don't know if it would factor into rates. • Dennis: Don't know either, will need to leave open. July Meeting: • Jason: I am not sure that we have a solution. • Rebecca: I will follow-up with Rebecca. August Meeting: • Rebecca: There are differences between what Medicare requires in box 33 and what we do. • Stephanie: CR GT-3459 in deferred status to address this; never gotten traction. September Meeting: • Rebecca: Will have to follow-up on CR status.

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12	Outage	Jeff Severino	Jeff: In future communications, could you specify what the impacts to the MCEs would be and what the 'catch-up' plan is? July Meeting: • Gretchen: Crucial to our processing, got empty files, any way to know when files are being combined would be helpful. August Meeting: • Dennis: Greg Z. was going to put into his plan. September Meeting: • Dennis: We can close if no objection from Jeff • Jeff: That's fine if at the end of the day they have it covered from Gainwell's perspective to have solid communication plan. • Rebecca: Yes, we do.
13	Two New Projects	Jeff Severino / Jason Adams	Last week I received two notices from Joyce about new projects that have never been mentioned before: GT-7595 Generate 834 (Historied Non-Current MCE) – Charter received; do business design documents exist? If not, when should we expect to receive those? GT-8174 D-SNP Eligibility Verification - did not receive charter or business design documentation (received charter for GT-7753). Can we get an overview of these? I want to ensure we understand the scope so we can folks engaged. August Meeting Update: • Joyce sent charters for these projects August Meeting: • Jeff: This meeting is supposed to give us advanced warning of these coming out, but these were a surprise, so resourcing is in a rushed state. • Greg: We only review those which are scheduled, maybe we talk about new projects which are on the books, will take under consideration. • Joyce: Came out of this meeting. • Stephanie: Can we talk about how to restructure that Thursday discussion. • Dennis: Yes. September Meeting: • Joyce: GT-7595: We have another requirements session later this week. GT-8174: We're in technical design and will start SIT shortly. • Greg H.: Both are being added to the Thursday meeting for review as well.
14	GT-8232 (VPN Tunnel Migration)	Jason Adams	Do we have any timelines available? September Meeting: • Ginger: I'm still missing a contact for MHS and the State. Does EDW have access to Core? If so, need them as well. • Dennis: Will get you IOT contact and reach out to EDW. • MHS: Will send. • Ginger: Don't have release date yet.
			==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.	Keena	7/19/21	Get with IEDSS and Nonis and we can get list of IEDSS Defects Affecting Eligibility to MCEs Dennis: this item can be closed. MDwise: Requested to remain open	Open
2.	Dennis / Kumar	10/18/21	Get Points of Contact to Ginger for VPN Tunnel Migration	Open

COVID Updates

COVID-19

COVID-19 Rollback Projects

Prior Auth – This involves a significant amount of Reference updates. The State has requested to reinstate the Prior Authorization back to the configuration for the Public Health Emergency (PHE). The changes are in process. The PAUM business unit is "retraining" the staff.

Other Reference Rollback – Significant reference updates were required to address COVID-19 and this CR is to roll back the updates. Gainwell is working with the State Sponsor to understand which of the Reference updates will be rolled back and the timing.   To date none have been rolled back.

COVID-19 PHE Efforts Continuing Include

Premium Vendor - Halt Premium Payment – This project prevents accounts closing for members who are unable to make their premium payment during COVID19. Gainwell continues to apply payments daily for incoming conditional members for CHIP and MED Works. Credits will be given for October monthly vouchers after the Adverse Action day (09/16). This project will complete at the direction of the State.

Eligibility Re-Opens/CoPay/CostShare - We continue to identify and extend Medicaid Eligibility as requested by the State.

MCE Impact Defects

None currently listed