MCE Gainwell Monthly Technical Meeting

Meeting Details

Meeting Name:	MCE Gainwell Monthly Technical Meeting
Leader/Facilitator:	Dennis Dowling, FSSA; Joyce Lee, Gainwell
Location, Date and Time:	Monday, March 21st, 2022; 2:00 PM; webex
Scribe:	Craig Nielsen

Attendees

Anthem		State		Gainwell	
Gretchen Atkins		Meredith Edwards	X	Rebecca Young	
Jean Caster		Nonis Spinner		Rebecca Siewert	
Tracy Silvers	X	Angela Todd		Bill Anderson	X
Jason Adams	X	Ralph Jones	X	Sharon Ricketts	
Tuan Nguyen	X	Dennis Dowling	X	Wanda Williams	
LaDawna Richmond		Stephanie Guetig	X	Stephanie Cari	
Cynthia Bell	X	Keena Baumer	X	Karen Grays	X
Trang Cooley		Craig Nielsen	X	Denise Brown	X
Tracey Welch		Mark Wiley		Xenia Hastings	X
Ferdinand Cajigal		Daneida Dooley	X	Jerry Heady	
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		Susan Beecher	X	Tisha Arberry	X
Natalie Snow		Ryan Callahan		Angela Tynes	X
Sabrina Reynolds	X	Megan Anderson		Melinda Kent	
Jason Fricke	X	Colin Woods		KC Sushant	X
Cynthia Fulper	X	Shannon Effler	X	Nastassja Daniel	
MHS		Paul Fruits		Greg Hershberger	X
Geoff Petrie		Melinda Baker	X	Greg Zimmerer	
Brett Norris	X	Brian Arrowood		Vanessa Ransom	
Taylor Fulner		Taylor Walters		Indea McCombs	
Kumar Aggala	X	Linda Gaddis		Doug Crain	
Stoshala Payne		Roberto Castro		Patrick Nommay	
Anastasia Spurgetis	X	Lynne Mong	X	Julie Baca	
Chelsea Trotter	X	April Blevens		James Burden	X
William Wilson		Michael Cook		Tangudu Deepika	
Melissa Steever		**CareSource**		Shantel Silnes	
Chad Nelson		Trish Kappes	X	Virginia Hudson	
Brian Schnettgoecke	X	Samantha Walton	X	Jenny Atkins	
Jerri Davis	X	Lindsay Gibson	X	**Optum**	
MDwise		Jeff Severino		Harini Kasamsetty	X
Jason Thacker		Kristina Vanbelkum	X	Harsha Jasti	X
Michelle Okeson	X	Lindsay Young		Venus Trementozzi	
Raeann Brown		David Rose		**Maximus**	

Attendees					
Marcia Shively		Akbar Shareef		NaKeita Boyd	X
Bonnie Kegin		Gary Ziegler		Jennifer Haas	
Jim Matthews		Resalot Taus		**HMA**	
UHC		Chelsi Hall		Kaitlyn Feiock	
Kavitha Thomas	X	Jeffrey Kardatzke			
Elizabeth Adams		Vandita Patel			
Chris Callahan		Harsh Chetty			
Chris Kern					
Maggie Moss					
Pete Dallman				Liz Bell	X

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
1	EVV Home Health Project	Mark Hoffman	Introduced and Presented in January
2	Providers incorrectly enrolled based on the license information submitted	Shantel Silnes	Gainwell is still awaiting confirmation from Anthem, MHS, and MDWise that claims paid by the MCEs for the list of rendering providers that were enrolled incorrectly have been reviewed, recouped, or offset based on the MCEs final decision. Emails were sent on 10/1/21 and 10/25/21 as well as claims information sent to four of the five MCEs the week of 10/25 for review. (Gainwell has confirmation from CareSource and UH at this time.) Gainwell needs this feedback to close out an action item. December Meeting: • Raeann: Will follow up for MDwise • Kumar: Will follow up for MHS • Jean: Will follow up for Anthem; it looks like the list have LPIs on them, team is asking if we can get with NPIs. • Shantel: Yes, we can send with NPIs February Meeting: • MDwise: Done • Anthem: Jean – following up. Jason: Meeting scheduled this week to look at a handful of these. • MHS: Kumar: Will give you update. • Dennis: All include Shantel • Stephanie: Include me too. March Meeting: • James: Jenni is interim, Joyce working with MCEs • Jason F.: Made progress getting something scheduled, but conflict caused it to fall apart.

Agenda Items

Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
3	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. October Meeting: • Meredith: Meeting on 10/26 to discuss November Meeting: • Meredith: There are no updates. December Meeting: • Nonis: Still going on, have not received 60 day notice so not January February Meeting: • Dennis: Will keep everyone notified. • Meredith: Would have expected 60-day notice already if was to end in April, so now expecting July or later. New timelines from CMS (12-month rather than 6-month), looking at impacts of using either model or mixture. March Meeting: • Meredith: Currently July, another meeting in mid-to-late April to get more information.

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
4	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. October Meeting: • Meredith: Will talk about more during next meeting on 10/26. November Meeting: • Meredith: continue to work with the state to determine a timeline for PHE end. December Meeting: • Nonis: If Build Back Better legislation passed may expect an impact. February Meeting: • Meredith: Nothing to add, but will provide new schedules once determination is made.

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
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 Request: 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. October Meeting: • Melinda: Nothing new since Friday, will give an update Wednesday or Thursday. November Meeting: • Melinda: at 98-99% of all claims have been paid. December Meeting: • Dennis: Nobody to give more specific update February Meeting: • Dennis: Getting quiet, but will keep open. • Rebecca Y.: Working on full report for Anthem, should have ready this week. March Meeting: • Rebecca Y.: We got this out. • Chad: We get email, just not able to open report.

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 **October Meeting:** • Ginger: Sent out Vendor test plan this morning; we can run through that after this call. **November Meeting:** • Ginger: an updated test plan was sent this morning from Julie Baca. Will move forward with vendor testing execution (January implementation). **December Meeting** • Ginger: Believe all the MCEs are done; awaiting validation step from Optum. 80% complete on SIT testing; trying to get groups complete to send to State for review. **February Meeting:** • Ginger: Did implement at end of January, but as PHE is still in effect, changes will not be in effect until after.

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
			March Meeting: • Chad: Will this be part of the timeline once we get end-of-PHE notice? • Meredith: I'll put on agenda.

| 7 | List of IEDSS Defects Affecting Eligibility | Michelle Okeson | 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.)

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			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
			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.) October Meeting: • Meredith: No update on errors or defects • Ginger: Haven't heard of any further instances November Meeting Update: • Keena: 220652 – I was told by IEDSS that this fix already went into place. Is it working correctly on your end? • Keena: 214516 – This one went into effect also but we are still catching some of these errors and reporting them to IEDSS to research further. November Meeting: • Keena: 22065 – there are no additional findings from this defect. • 214516 – Ginger – there have been no additional findings. • 222624 – PHE edits are in place that are not retaining the SO Flag. There is currently no release date (will remain until PHE has ended) • 219434 – Feb 12, 2022, release date for implementation of fix. December Meeting: • Keena: Will look at ones prior to November meeting and let know after. February Meeting: • Keena: I submitted something last month along with last month's meeting, will send something again. March Meeting: • Keena: None new to report

Agenda Items

Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
8	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. October Meeting: • Joyce: 7595: Session scheduled to review Business Design with goal to review by end of month; 8174: Finished SIT, only one DSNP that will utilize interface, rest will use existing MCE interface. November Meeting: • Joyce – 7595 – Business Design was sent earlier today. • DSNP – is currently implemented. December Meeting: • Joyce: 7595 – scenarios will go out in a couple weeks to be review February Meeting: • 7195: Scheduled to go to production this month. • 8174: Went to production already. March Meeting: • Greg: They're in PIR, we don't have anything to report, going well. • Dennis: Close for next month.

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
9	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. October Meeting: • Ginger: We have all of the contacts now, so we'll be getting initial information out and looking to schedule. November Meeting Update: • Jason: When should we look for Anthem to be ready for MCE migration so we can be as prepared as possible? November Meeting: • Ginger – I will be reaching out via email today to schedule the VPN cut over. December Meeting: • Ginger: Met with a couple of the MCEs; we are moving forward with preparations / IP address validation; sent emails a couple weeks ago February Meeting: • Ginger: MHS is done, meeting with CareSource, trying to schedule with Anthem. • Jason: Just sent email asking for conversation tomorrow if possible. March Meeting: • Jason: Been in contact w/ Ginger, Gainwell working through internal issues, been placed on hold until April. • Chad: Ginger reached out and said additional things needed, awaiting responses, still actively working.
10	FQHC Monthly Reports	Melinda Baker	Several of the FQHCs state that they are not receiving their monthly reports from the MCEs. Some have said that they get them from a couple of the MCEs but not all and some don't get any. Seeking to confirming that the MCEs have valid email addresses and check to see if they have had any bounce backs. November Meeting: • Melinda – Working with Sue Beecher to add an additional field for Patient Number. December Meeting: • Dennis: Dave managing; moving forward • Jean: I think we don't have data from Gainwell for all claims back to 7/1, FQHCs are speaking up • Rebecca Y.: Working with SE on Anthem data. February Meeting: • Rebecca Y.: I know it's moving forward.

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
11	Gainwell's first name / last name defect	Jason Adams	When will the list of "untruncated" full first names and full last names (and RID) be sent? And as a follow up question to that, how often will updated lists be sent? Daily? Weekly? Do we have a projected resolution date? December Meeting: • Joyce: I sent out last week to all MCEs • Gretchen: We did get; can we make sure when fix goes in can we get heads up? • Joyce: Yes, will communicate when we promote code and trigger for those members. Was our 834 roster table didn't match our base member table. There were quite a few members. • Shannon: What is the date that this will be fully resolved? • Joyce: End of February • Shannon: MCEs may desire expedited fix • Samantha: We're fine until end of February February Meeting: • Joyce: Changes will go into production this week. March Meeting: • Joyce: That fix went in with CR GT-7595 last month. • Dennis: Will close this item.
12	Post-Partum 12-Month	Kumar	• Kumar: Pregnancy implementation for post partum - Think they're going to start on April 1st. • Joyce: IEDSS Change. • Keena: Will now stay on for 12 months. • Kumar: Members who are already in post-partum period during April, do they get extended to 12 months? • Keena: Not sure about exact dates, will ask Nonis. • Meredith: Still in PHE, so no one is getting termed. • Kumar: Can you send any updates in email? • Shannon: Can you provide specific updates you're seeking? • Kumar: Yes, will send email with questions. Feedback from Nonis in interim: This will be implemented in April, but we will continue to maintain coverage for pregnant women during the PHE as we have been doing. Once the PHE has ended, when we go to re-evaluate coverage for women whose pregnancy ended in the past, we will do a "lookback" to see how long ago it ended. If it was 12 or more months prior to the date on which we are taking action, we'll evaluate her for non-pregnancy coverage. If it was fewer than 12 months ago, we will maintain her pregnancy coverage until that 12th month passes. March Meeting: • Shannon: Have communicated with MHS about this, so everyone should be aware
			Review past action items and update statuses
			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.	Shantel Silnes	1/24/22	Send NPIs of Providers incorrectly enrolled based on the license information submitted to Anthem	Open
2.	MCEs	3/21/22	Send update on Providers incorrectly enrolled based on the license information submitted to Shantel and Stephanie	Open
3.	Kumar Aggala	3/21/22	Send 12-month Post-partum period questions via email	Open

COVID-19 (No updates provided since December)

COVID-19 Rollback Projects

MMIS COVID19 Rollback - Prior Authorization Phase 2 (GT-8947) - To date, PA PHE measures remain in place. They were rolled back in Sept 2021 and then reinstated. The State sponsor has informed the team to hold on this change. The State is now not sure if the rollback will need to happen at this time.

Other Reference Rollback (GT-5962) – Significant reference updates were required to address COVID-19 and this CR is to roll back the updates. To date none have been rolled back.

Provider Enrollment Part 2 – Revalidation, Recertification, Risk Levels (GT-8025) This project includes the resetting of dates for Revalidation, Recertification and updating Risk Levels. The system changes were implemented on Oct 20, 2021. This project continues post implementation of the system changes, as the Provider Enrollment team works through the pent-up revalidations and recertifications from the related PHE period.

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 January monthly vouchers after the Adverse Action day (12/16). 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.

COVID Response: Provide nursing facility enhanced reimbursement for COVID positive members (GT-8730)

This project implemented on Dec 1, 2021 implementation. This allows for a $230 addition to the daily rate for qualifying nursing facilities (specialty 030), limited to 21 days, through Oct 31, 2021. This change is retroactive to Sept 22nd, and the Claims business unit is scheduling the claims adjustments.

MCE Impact Defects

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
19214	2021-09-10	2-Major: No Workaround	1 - High	GT-2638 Mass Adjusted Dental Encounters Denying for Edit 3370 Due to COB Information is not Captured when processing Adjusted Claim	Mass Adjusted Dental Encounters are denying for Edit 3370 due to process is not capturing COB information from Mom to process Daughter claim. Per SE this is a production defect. Impact: Currently there is not an impact, because mass adjustments of Dental claims, is extremely rare. Workaround: None Severity: Sev 2 confirmed due to impact on claims	Open	2022-04-19				This was a SIT defect that was recently found in Prod. Dental encounter adjustments are very rare. Analysis active. Updated TRD to 4/19/2022.

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
19559	2022-02-02	2-Major: No Workaround	1 - High	GT-2737 PIR MCE Premium extract incorrectly including SCHIP members	Post implementation review of the Cost Share project (GT-2737) found the MCE extract was being generated even with cost share being turned off due to the PHE. Review of the extract files being generated found a SCHIP member incorrectly included in an extract. Code needs to be modified to exclude SCHIP members and to only send MCEs a trailer record while Cost Share is turned off. Impact: No impact. The files were not sent to the MCEs. Workaround: None. Severity: Sev 2, due to involvement with external vendors.	MO Implemented	2022-02-15	2022-02-10			Testing is in process. The testing after February's adverse action was successful, but March's adverse action needs to run on 3/17/2022 to complete the testing.
17031	2019-04-26	3-Major: With Workaround	1 - High	TA1 returned with 006 Error, but SFTP user name is empty	When the user authentication service is unavailable, the inbound HIPAA X12 batch files are returned as unaccepted. Impact: This happens approximately once every 3-4 months. Workaround: The user resubmits file or EDI support reprocesses the file. Severity: 3 Confirmed and approved by Dennis and Stephanie 1/7/22.	Open	2022-04-28				On track for 4/28/2022
19593	2022-02-15	2-Major: No Workaround	1 - High	Claims - Missing MCE ICN in 277U Files -	Description: When the 277U process runs and the Financial runs on Friday, the timing could cause some claims to not be captured in the 277U file. Impact: The MCE does not know what claims are denied if they do not appear on the 277U files without additional research on their part. Workaround: None Severity: Confirmed 2, Outside entity	MO Implemented	2022-03-31	2022-03-08			Testing is complete. Sent to BU on 3/11/22 for review and approval.
19619	2022-03-03	2-Major: No Workaround	1 - High	Claims / Reference - EOB 9018 and 9019 do not have rounding logic	Description: The claims that set the EOB 9018 - NO PAYMENT MADE, SD/WL IS > IHCP ALLOWED and 9019-FORCE BALANCE FOR SPENDDOWN/WAIVER LIABILITY, could have a financial imbalance, which will cause the claim to flush. Impact: There are a maximum of six claims are flushed for these edits, however research would need to be done to determine if each is due to a financial balance reason. Workaround: None: Severity: 2 Confirmed due to impact to claims processing.	Open	2022-03-29				On track for 3/29/2022.

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
19621	2022-03-03	2-Major: No Workaround	1 - High	Issue causing 270 batch transactions to fail	The EVS numbering scheme should be allowing over 28M transactions per day, including real time270, IVR, portal, and batch 270. However, it is resetting at just over 1M which creates duplicate transaction numbers and causes the batch 270 job to fail. It is more likely to occur at the first of the month. Code Change Impact: The 270 batch inquiry fails to produce a 271 response. The provider may have to resubmit. Workaround: The Prod Support SE has to put the 270 batch job on hold until after midnight. Severity: 2 Confirmed due to Provider Impact.	Open	2022-03-17				This is the code change for 19623. Due to be deployed to MO on 3/17/2022.
19623	2022-03-04	2-Major: No Workaround	1 - High	Issue causing 270 batch transactions to fail	The EVS numbering scheme should be allowing over 28M transactions per day, including real time270, IVR, portal, and batch 270. However, it is resetting at just over 1M which creates duplicate transaction numbers and causes the batch 270 job to fail. It is more likely to occur at the first of the month. Data Model Change Impact: The 270 batch inquiry fails to produce a 271 response. The provider may have to resubmit. Workaround: The Prod Support SE has to put the 270 batch job on hold until after midnight. Severity: 2 Confirmed due to Provider Impact.	Open	2022-03-17				This is the Data Model change for 19621. Due to be deployed to MO on 3/17/2022.
19634	2022-03-10	2-Major: No Workaround	1 - High	Missed requirement in GT-7595 to generate 834 files caused an Error in Prod during PIR.	The MMIS is producing the MGD-0834-M report for the 834 VT files created under GT 7595. However, the record counts listed under the MGD 0834-M report does not balance when compared to the 834 VT file. Impact: The record counts listed under the MGD 0834-M report does not balance when compared to the 834 VT file. The MCEs cannot balance the reports. There is no impact to member eligibility or providers. Workaround: The BU communicates to the MCE's Severity: 2 Confirmed due to MCE impact	Open	2022-03-31				On track for 3/31/2022
19622	2022-03-04	3-Major: With Workaround	1 - High	The CLIA batch process failed to insert multiple records for same provider	The CLIA batch process failed to insert multiple records for same provider Impact: Batch job fails and CLIA data is not updated. Workaround: The SE will manually insert the record in order for the job to be successful. Severity: 2 Confirmed 3/8/22 This is the first time since go-live that this has happened.	MO Implemented	2022-03-24				Deployed to MO on 3/15/2022.