

## MCE Gainwell Monthly Technical Meeting

### Meeting Details

Meeting Name: MCE Gainwell Monthly Technical Meeting

Leader/Facilitator: Craig Nielsen, FSSA; Joyce Lee, Gainwell

Location, Date and Time: Monday, May 16<sup>th</sup>, 2022; 2:00 PM; webex

Scribe: Michael Simms

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

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

<b>Agenda Items</b>			
<b>Item</b>	<b>Topic</b>	<b>Facilitator</b>	<b>Notes (conclusions, discussions, decisions, and next steps)</b>
1	EVV Home Health Project	Mark Hoffman	<p>Introduced and Presented in January</p> <p>May Meeting:</p> <ul style="list-style-type: none"> <li>No updates this reporting period.</li> </ul>
2	Providers incorrectly enrolled based on the license information submitted	James Burden	<p>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.</p> <p>December Meeting:</p> <ul style="list-style-type: none"> <li>Raeann: Will follow up for MDwise</li> <li>Kumar: Will follow up for MHS</li> <li>Jean: Will follow up for Anthem; it looks like the list have LPIs on them, team is asking if we can get with NPIs.</li> <li>Shantel: Yes, we can send with NPIs</li> </ul> <p>February Meeting:</p> <ul style="list-style-type: none"> <li>MDwise: Done</li> <li>Anthem: Jean – following up. Jason: Meeting scheduled this week to look at a handful of these.</li> <li>MHS: Kumar: Will give you update.</li> <li>Dennis: All include Shantel</li> <li>Stephanie: Include me too.</li> </ul> <p>March Meeting:</p> <ul style="list-style-type: none"> <li>James: Jenni is interim, Joyce working with MCEs</li> <li>Jason F.: Made progress getting something scheduled, but conflict caused it to fall apart.</li> </ul> <p>April Meeting:</p> <ul style="list-style-type: none"> <li>Jenny Atkins is one of the Gainwell stakeholders currently overseeing this item.</li> <li>Joyce: I believe this item can be closed. Are there any questions from the MCE's? (Jason Adams – we do not have any additional concerns). Dennis will follow-up to determine if this item can closed.</li> </ul> <p>May Meeting:</p> <ul style="list-style-type: none"> <li>Joyce will follow-up on changing the facilitator to James B.</li> </ul>

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3	General update on Public Health Emergency – Open enrollment status update / trending / projections (after COVID)	Jason Adams	<p>November Meeting:</p> <ul style="list-style-type: none"> <li>Gretchen: Seeking feedback from State on what trends we expect moving forward (for instance, trending down with unemployment? Etc.)</li> <li>Natalie: No official estimates, but we don't have a lot of new Medicaid applications</li> <li>Meredith: Further growth not anticipated, working toward projection of any membership changes in other direction</li> </ul> <p>December Meeting:</p> <ul style="list-style-type: none"> <li>No further questions</li> </ul> <p>January Meeting:</p> <ul style="list-style-type: none"> <li>Dennis: Continue through PHE, which is likely to extend through 2021</li> <li>Jeff: Is there a new category for HIP?</li> <li>Nonis: No, it's an existing one.</li> <li>Gretchen: Is cost share distinct from PHE?</li> <li>Nonis: Now intertwined.</li> </ul> <p>February Meeting:</p> <ul style="list-style-type: none"> <li>Nonis: Provided update on evolving PHE landscape and guidance.</li> </ul> <p>March Meeting:</p> <ul style="list-style-type: none"> <li>Keena: No update</li> </ul> <p>April Meeting:</p> <ul style="list-style-type: none"> <li>Meredith: Official extension, but can only do every 90 days, but informally expect to be extended through end of 2021.</li> </ul> <p>July Meeting:</p> <ul style="list-style-type: none"> <li>Nonis: No update</li> </ul> <p>August Meeting:</p> <ul style="list-style-type: none"> <li>Keena: No update</li> </ul> <p>September Meeting Update:</p> <ul style="list-style-type: none"> <li>MCE PHE End Workgroup</li> </ul> <p>September Meeting:</p> <ul style="list-style-type: none"> <li>Angela: Look for updates from me/Meredith on workgroup for PHE end alignment.</li> </ul> <p>October Meeting:</p> <ul style="list-style-type: none"> <li>Meredith: Meeting on 10/26 to discuss</li> </ul> <p>November Meeting:</p> <ul style="list-style-type: none"> <li>Meredith: There are no updates.</li> </ul> <p>December Meeting:</p> <ul style="list-style-type: none"> <li>Nonis: Still going on, have not received 60 day notice so not January</li> </ul> <p>February Meeting:</p> <ul style="list-style-type: none"> <li>Dennis: Will keep everyone notified.</li> <li>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.</li> </ul> <p>March Meeting:</p> <ul style="list-style-type: none"> <li>Meredith: Currently July, another meeting in mid-to-late April to get more information.</li> </ul> <p>April Meeting:</p> <ul style="list-style-type: none"> <li>The PHE has been extended 90 days.</li> </ul> <p>May Meeting:</p> <ul style="list-style-type: none"> <li>More than likely this will be extended an additional 90 days.</li> </ul>

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4	Post-PHE Operations MCE Test Plans	Angela Todd (Meredith Edwards, Kaitlyn Feiock)	<ul style="list-style-type: none"> <li>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.</li> </ul> <p>May Meeting</p> <ul style="list-style-type: none"> <li>Meredith: Brainstorm what MCEs need</li> <li>Gretchen: Ensure Payment files are moving, HIP files in general (Particularly potential plus), Members 66+, etc.</li> <li>Kavitha: Whole Cost Share</li> <li>Bill: Agree with Anthem, also how Medically Frail moves back in</li> </ul> <p>June Meeting: Requests from Anthem:</p> <ul style="list-style-type: none"> <li>How will the potential plus process happen after COVID? Will there be phases and how does that work?</li> <li>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)</li> <li>Confirm Testing Items Received</li> </ul> <p>June Meeting:</p> <ul style="list-style-type: none"> <li>Gretchen: When are we beginning?</li> <li>Angela: Digesting these and coordinating with all systems/schedules</li> <li>Kaitlyn: Sooner rather than later (roughly 60-90 days) to start testing</li> <li>Kaitlyn: Everybody left in basic will have a potential plus applied to them.</li> <li>Kaitlyn: Applications after will be handled like pre-COVID.</li> <li>Nonis: We will start sending out to individuals to give opportunity to report any changes, still no negative actions as a result yet.</li> </ul> <p>July Meeting:</p> <ul style="list-style-type: none"> <li>Rebecca: working with the state to roll some items back.</li> <li>Meredith: I do not have a timeline yet.</li> </ul> <p>September Meeting:</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <p>October Meeting:</p> <ul style="list-style-type: none"> <li>Meredith: Will talk about more during next meeting on 10/26.</li> </ul> <p>November Meeting:</p> <ul style="list-style-type: none"> <li>Meredith: continue to work with the state to determine a timeline for PHE end.</li> </ul> <p>December Meeting:</p> <ul style="list-style-type: none"> <li>Nonis: If Build Back Better legislation passed may expect an impact.</li> </ul> <p>February Meeting:</p> <ul style="list-style-type: none"> <li>Meredith: Nothing to add, but will provide new schedules once determination is made.</li> </ul> <p>April Meeting:</p> <ul style="list-style-type: none"> <li>Meredith: we are meeting with the MCEs next week to determine the approach moving forward.</li> </ul> <p>May Meeting:</p> <ul style="list-style-type: none"> <li>MCEs want to make sure there is enough "cut over time" after the PHE has been lifted.</li> </ul>

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5	59372 - Encounters for FQHC and RHC's	Jason Adams	<p>February Meeting:</p> <ul style="list-style-type: none"> <li>• Jason: Implementation date/timeframe/project plan</li> </ul> <p>March Meeting:</p> <ul style="list-style-type: none"> <li>• Greg: Work will be complete end of month, request currently being evaluated to delay effectiveness to July</li> <li>• Question: What are the three CRs, and is Dental a 7/1 implementation?</li> <li>• 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.</li> </ul> <p>April Meeting:</p> <ul style="list-style-type: none"> <li>• 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</li> </ul> <p>May Meeting:</p> <ul style="list-style-type: none"> <li>• Dennis: Still scheduled for July</li> </ul> <p>June Meeting Request from Anthem: Planned July 28 go-live on target? Dental Vendors requirements or design document (project GT-2638)?</p> <p>June Meeting:</p> <ul style="list-style-type: none"> <li>• Ginger/Rebecca: Will follow up with Dave Murphy</li> <li>• 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</li> </ul> <p>July Meeting:</p> <ul style="list-style-type: none"> <li>• Greg: the dental is on track for the August implementation</li> </ul> <p>August Meeting Request: Please provide update on the Dental Wrap Implementation Date</p> <p>August Update:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> </ul> <p>September Meeting:</p> <ul style="list-style-type: none"> <li>• Dennis: Meeting daily about some of these issues</li> <li>• Anthem: Our reprocessing will be done by 9/24, should see them on 9/29, will attempt earlier on 9/28.</li> </ul> <p>October Meeting:</p> <ul style="list-style-type: none"> <li>• Melinda: Nothing new since Friday, will give an update Wednesday or Thursday.</li> </ul> <p>November Meeting:</p> <ul style="list-style-type: none"> <li>• Melinda: at 98-99% of all claims have been paid.</li> </ul> <p>December Meeting:</p> <ul style="list-style-type: none"> <li>• Dennis: Nobody to give more specific update</li> </ul> <p>February Meeting:</p> <ul style="list-style-type: none"> <li>• Dennis: Getting quiet, but will keep open.</li> <li>• Rebecca Y.: Working on full report for Anthem, should have ready this week.</li> </ul> <p>March Meeting:</p> <ul style="list-style-type: none"> <li>• Rebecca Y.: We got this out.</li> <li>• Chad: We get email, just not able to open report.</li> </ul> <p>April Meeting:</p> <ul style="list-style-type: none"> <li>• Rebecca: we continuing to move forward.</li> </ul> <p>May Meeting:</p> <ul style="list-style-type: none"> <li>• No updates this reporting period.</li> </ul>

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6	FQHC Monthly Reports	Melinda Baker	<p>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.</p> <p>November Meeting:</p> <ul style="list-style-type: none"> <li>Melinda – Working with Sue Beecher to add an additional field for Patient Number.</li> </ul> <p>December Meeting:</p> <ul style="list-style-type: none"> <li>Dennis: Dave managing; moving forward</li> <li>Jean: I think we don't have data from Gainwell for all claims back to 7/1, FQHCs are speaking up</li> <li>Rebecca Y.: Working with SE on Anthem data.</li> </ul> <p>February Meeting:</p> <ul style="list-style-type: none"> <li>Rebecca Y.: I know it's moving forward.</li> </ul> <p>April Meeting:</p> <ul style="list-style-type: none"> <li>Melinda: there are no updates this reporting period.</li> </ul> <p>May Meeting:</p> <ul style="list-style-type: none"> <li>Melinda: Business Design has been approved.</li> </ul>
7	FFS Member Transfers	Cynthia Bell	How can we better identify members transferring to and from FFS? We get indicators for members transitioning between MCEs, but not members transitioning to and from FFS.
			<p>Agenda Items Closed this Meeting:</p> <ul style="list-style-type: none"> <li>HCC Medworks Project</li> <li>List of IEDSS Defects</li> <li>VPN Tunnel</li> </ul>
			Review past action items and update statuses
			<b>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.</b>

## Action Items

Item	Assigned To:	Due Date	Description	Status
1.	MCEs	3/21/22	Send update on Providers incorrectly enrolled based on the license information submitted to Shantel and Stephanie Dennis will follow-up with Joyce.	Open
2.	Optum	6/20/22	Cynthia Bell needs contact at Optum to help get HCC PA files from secureftp.in.gov	Open

## COVID-19 (No updates provided since December)

### COVID-19 Rollback Projects

**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.

4/18/22: Joyce/Ginger - the project is currently on hold until after the PHE.

### 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.

### MCE Impact Defects

Findin g ID	Creation Date	Severity	Priorit y	Title	Description	State	MO Planne d Date	MO Actua l Date	Prod Planned Date	Prod Actua l Date	Current Status
19214	2021-09-10	2-Major: No Workaroun d	1 - High	GT-2638 Mass Adjusted Dental Encounters Denying for Edit 3370 Due to COB Information is not Captured when processing Adjusted Claim	<p>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.</p> <p>Impact: Currently there is not an impact, because mass adjustments of Dental claims, is extremely rare.</p> <p>Workaround: None</p> <p>Severity: Sev 2 confirmed due to impact on claims The EDI Institutional claims that are crossover (claim type C), are being given a 20 region code because of the order of the payors with Medicare being listed first.</p>	Open	2022-06-02				<p>This was a SIT defect that was recently found in Prod. Dental encounter adjustments are very rare.</p> <p>Analysis is active. The clean-up of defect 19457 is a higher priority.</p> <p>Updated TRD to 6/02/2022.</p>
19478	2022-01-11	2-Major: No Workaroun d	1 - High	MCE UB Crossover (Claim type C) claims are being given FFS region code 20	<p>Impact: UHC is not given a 277U nor a 835. Two paid claims and with paid amount zero. 11773 denied claims. it appears that UHC is impacted, however if other MCEs submitted the claims the same way, they would be impacted. 19 claims from 8/18/21 to date. This causes them to remit to the provider (but 0 dollars are paid).</p> <p>Workaround: None</p> <p>Severity 2 confirmed as this impacts claims processing. Description: The claims that set the EOB 9018 - NO PAYMENT MADE, SD/WL IS &gt; IHCP ALLOWED and 9019-FORCE BALANCE FOR SPENDDOWN/WAIVER LIABILITY, could have a financial imbalance, which will cause the claim to flush.</p>	Closed	2022-01-27	2022-01-27	2022-02-09	2022-02-09	Completed and Closed 3/10/2022.
19619	2022-03-03	2-Major: No Workaroun d	1 - High	Claims / Reference - EOB 9018 and 9019 do not have rounding logic	<p>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.</p> <p>Workaround: None:</p> <p>Severity: 2 Confirmed due to impact to claims processing.</p>	MO Verified	2022-04-05	2022-04-19			Due to be deployed to Prod 5/11/2022.

Findin g ID	Creation Date	Severity	Priorit y	Title	Description	State	MO Planne d Date	MO Actua l Date	Prod Planned Date	Prod Actu al Date	Current Status
19634	2022-03-10	2-Major: No Workaroun d	1 - High	Missed requirement in GT-7595 to generate 834 files caused an Error in Prod during PIR.	<p>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.</p> <p>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.</p> <p>Workaround: The BU communicates to the MCE's</p> <p>Severity: 2 Confirmed due to MCE impact</p>	Closed	2022-03-31	2022-03-31	2022-05-04	2022-05-04	Closed 5/5/2022