

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, June 20th, 2022; 2:00 PM; webex

Scribe: Craig Nielsen

Attendees

State		Gainwell		Anthem		MDwise	
Meredith Edwards		Rebecca Young	X	Gretchen Atkins		Jason Thacker	
Nonis Spinner	X	Rebecca Siewert		Jean Caster	X	Michelle Okeson	
Angela Todd		Bill Anderson	X	Tracy Silvers	X	Raeann Brown	X
Ralph Jones	X	Sharon Ricketts	X	Jason Adams		Marcia Shively	
Dennis Dowling	X	Wanda Williams	X	Tuan Nguyen	X	Bonnie Kegin	
Stephanie Guetig	X	Stephanie Cari		LaDawna Richmond		Jim Matthews	
Keena Baumer		Karen Grays	X	Cynthia Bell	X	MHS	
Craig Nielsen	X	Denise Brown		Trang Cooley	X	Geoff Petrie	
Mark Wiley	X	Xenia Hastings	X	Tracey Welch		Brett Norris	X
Daneida Dooley	X	Jerry Heady		Ferdinand Cajigal		Taylor Fulner	
Natalie Angel		Rubi Multani	X	Ron Stoughton	X	Kumar Aggala	X
Tamra Mitchell	X	Beth Linginfelter	X	Stephen Egan		Stoshala Payne	
Maria Schelli-Merrifield		Ginger Brophy	X	Amy Tate		Anastasia Spurgetis	
Shawna Frazier		Joyce Lee	X	Maura Wenglarz		Chelsea Trotter	X
Susan Beecher		Tisha Arberry	X	Cindy Riley		William Wilson	
Ryan Callahan		Angela Tynes		Natalie Snow		Melissa Steever	
Megan Anderson		Melinda Kent		Sabrina Reynolds		Chad Nelson	
Colin Woods		KC Sushant		Jason Fricke		Brian Schnettgoecke	X
Shannon Effler		Nastassja Daniel		Cynthia Fulper		Jerri Davis	
Paul Fruits		Greg Hershberger	X	Amanda Viser	X	UHC	
Melinda Baker	X	Greg Zimmerer		CareSource		Kavitha Thomas	X
Brian Arrowood		Vanessa Ransom		Trish Kappes	X	Elizabeth Adams	
Taylor Walters		Indea McCombs		Samantha Walton	X	Chris Callahan	
Linda Gaddis	X	Doug Crain	X	Lindsay Gibson	X	Chris Kern	
Roberto Castro		Patrick Nommay		Jeff Severino		Maggie Moss	
Lynne Mong	X	Julie Baca		Kristina Vanbelkum		Pete Dallman	
April Blevens		James Burden		Lindsay Young		Optum	
Michael Cook		Tangudu Deepika		David Rose		Harini Kasamsetty	
Justissa Elion-Epon	X	Shantel Silnes		Akbar Shareef		Harsha Jasti	X
		Virginia Hudson		Gary Ziegler		Venus Trementozzi	
		Jenny Atkins		Resalot Taus		Maximus	
		Dave Murphy	X	Chelsi Hall	X	NaKeita Boyd	
				Jeffrey Kardatzke		Jennifer Haas	
				Vandita Patel	X	HMA	
				Harsh Chetty		Kaitlyn Feiock	

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
1	EVV Home Health Project	Mark Hoffman	<p>Introduced and Presented in January</p> <p>May Meeting:</p> <ul style="list-style-type: none"> No updates this reporting period. <p>June Meeting:</p> <ul style="list-style-type: none"> Greg: Weekly meetings continue, including for integration testing between our system and SanData's; emphasize full implementation date (soft edits, etc.) has moved up to October 5th. Kavitha: We were told to expect updated technical specification with minor changes, but haven't received. Greg: Will follow up; monthly reporting expected out at end of July.
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"> 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 <p>February Meeting:</p> <ul style="list-style-type: none"> 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. <p>March Meeting:</p> <ul style="list-style-type: none"> James: Jenni is interim, Joyce working with MCEs Jason F.: Made progress getting something scheduled, but conflict caused it to fall apart. <p>April Meeting:</p> <ul style="list-style-type: none"> Jenny Atkins is one of the Gainwell stakeholders currently overseeing this item. 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. <p>May Meeting:</p> <ul style="list-style-type: none"> Joyce will follow-up on changing the facilitator to James B. <p>June Meeting:</p> <ul style="list-style-type: none"> Joyce: Will verify and let Craig know to close it out; James is okay with this.

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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"> 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 <p>December Meeting:</p> <ul style="list-style-type: none"> No further questions <p>January Meeting:</p> <ul style="list-style-type: none"> 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. <p>February Meeting:</p> <ul style="list-style-type: none"> Nonis: Provided update on evolving PHE landscape and guidance. <p>March Meeting:</p> <ul style="list-style-type: none"> Keena: No update <p>April Meeting:</p> <ul style="list-style-type: none"> Meredith: Official extension, but can only do every 90 days, but informally expect to be extended through end of 2021. <p>July Meeting:</p> <ul style="list-style-type: none"> Nonis: No update <p>August Meeting:</p> <ul style="list-style-type: none"> Keena: No update <p>September Meeting Update:</p> <ul style="list-style-type: none"> MCE PHE End Workgroup <p>September Meeting:</p> <ul style="list-style-type: none"> Angela: Look for updates from me/Meredith on workgroup for PHE end alignment. <p>October Meeting:</p> <ul style="list-style-type: none"> Meredith: Meeting on 10/26 to discuss <p>November Meeting:</p> <ul style="list-style-type: none"> Meredith: There are no updates. <p>December Meeting:</p> <ul style="list-style-type: none"> Nonis: Still going on, have not received 60 day notice so not January <p>February Meeting:</p> <ul style="list-style-type: none"> 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. <p>March Meeting:</p> <ul style="list-style-type: none"> Meredith: Currently July, another meeting in mid-to-late April to get more information. <p>April Meeting:</p> <ul style="list-style-type: none"> The PHE has been extended 90 days. <p>May Meeting:</p> <ul style="list-style-type: none"> More than likely this will be extended an additional 90 days. <p>June Meeting:</p> <ul style="list-style-type: none"> Dennis: No update

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4	Post-PHE Operations MCE Test Plans	Angela Todd (Meredith Edwards, Kaitlyn Feiock)	<ul style="list-style-type: none"> 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. <p>May Meeting</p> <ul style="list-style-type: none"> 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 <p>June Meeting: Requests from Anthem:</p> <ul style="list-style-type: none"> 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 <p>June Meeting:</p> <ul style="list-style-type: none"> 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. <p>July Meeting:</p> <ul style="list-style-type: none"> Rebecca: working with the state to roll some items back. Meredith: I do not have a timeline yet. <p>September Meeting:</p> <ul style="list-style-type: none"> 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. <p>October Meeting:</p> <ul style="list-style-type: none"> Meredith: Will talk about more during next meeting on 10/26. <p>November Meeting:</p> <ul style="list-style-type: none"> Meredith: continue to work with the state to determine a timeline for PHE end. <p>December Meeting:</p> <ul style="list-style-type: none"> Nonis: If Build Back Better legislation passed may expect an impact. <p>February Meeting:</p> <ul style="list-style-type: none"> Meredith: Nothing to add, but will provide new schedules once determination is made. <p>April Meeting:</p> <ul style="list-style-type: none"> Meredith: we are meeting with the MCEs next week to determine the approach moving forward. <p>May Meeting:</p> <ul style="list-style-type: none"> MCEs want to make sure there is enough "cut over time" after the PHE has been lifted. <p>June Meeting:</p> <ul style="list-style-type: none"> Dennis: Will let everyone know as soon as we can.

5	59372 - Encounters for FQHC and RHC's	Jason Adams	<p>February Meeting:</p> <ul style="list-style-type: none"> • Jason: Implementation date/timeframe/project plan <p>March Meeting:</p> <ul style="list-style-type: none"> • 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. <p>April Meeting:</p> <ul style="list-style-type: none"> • 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 <p>May Meeting:</p> <ul style="list-style-type: none"> • Dennis: Still scheduled for July <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"> • 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 <p>July Meeting:</p> <ul style="list-style-type: none"> • Greg: the dental is on track for the August implementation <p>August Meeting Request: Please provide update on the Dental Wrap Implementation Date</p> <p>August Update:</p> <ul style="list-style-type: none"> • 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. <p>September Meeting:</p> <ul style="list-style-type: none"> • 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. <p>October Meeting:</p> <ul style="list-style-type: none"> • Melinda: Nothing new since Friday, will give an update Wednesday or Thursday. <p>November Meeting:</p> <ul style="list-style-type: none"> • Melinda: at 98-99% of all claims have been paid. <p>December Meeting:</p> <ul style="list-style-type: none"> • Dennis: Nobody to give more specific update <p>February Meeting:</p> <ul style="list-style-type: none"> • Dennis: Getting quiet, but will keep open. • Rebecca Y.: Working on full report for Anthem, should have ready this week. <p>March Meeting:</p> <ul style="list-style-type: none"> • Rebecca Y.: We got this out. • Chad: We get email, just not able to open report. <p>April Meeting:</p> <ul style="list-style-type: none"> • Rebecca: we continuing to move forward. <p>May Meeting:</p> <ul style="list-style-type: none"> • No updates this reporting period. <p>June Meeting:</p> <ul style="list-style-type: none"> • Dennis: Close this item.
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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"> Melinda – Working with Sue Beecher to add an additional field for Patient Number. <p>December Meeting:</p> <ul style="list-style-type: none"> 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. <p>February Meeting:</p> <ul style="list-style-type: none"> Rebecca Y.: I know it's moving forward. <p>April Meeting:</p> <ul style="list-style-type: none"> Melinda: there are no updates this reporting period. <p>May Meeting:</p> <ul style="list-style-type: none"> Melinda: Business Design has been approved.
7	FFS Member Transfers / PA Reports	Cynthia Bell	<p>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> <p>June Meeting:</p> <ul style="list-style-type: none"> Jean: We don't get that coding on 834 when member is transferring from us to FFS, could an indicator be added. Joyce: Is technically possible Sam: Optum said on last call they have a report on this; problem is that we don't have PA information on these but have to manually look up on Optum report. Exists for HCC, but maybe not for HIP/HHW. Ralph: Can someone send email to D&A help desk to investigate/create? Sam: I'd put together to send request to Gainwell; will send to Ralph. Joyce: HCC report from us should be turned off in favor of Optum. Kavitha: We're not getting from EDW Ralph: Email me on that too.
8	GT-8031 - MCE voids for retro eligibility changes - MCE Post Implementation Question	Dave Murphy	<p>There are times that members move to another MCE or move to Fee for Service. On occasion, the former MCE of the member, needs to void a claim. Prior to the project going into production, the MCEs could not perform the void systematically. I am looking for confirmation that 1) Your organization knows that they can now void these claims systematically. 2) Can you confirm your organization has tried the new functionality and you were able to successfully void the claim?</p> <p>June Meeting:</p> <ul style="list-style-type: none"> Lindsay: Excited; we've been reporting week-over-week, if we see outliers, do we reach out to Dave? Rebecca Y.: Yes, let Dave and I know of issues. Dave: We can close now.
9	PE Member Transition Report	Tuan Nguyen	<p>Anthem is receiving our claims reports(Thank you) of members who have claims and are transitioning and these reports include Presumptive Eligible members but we also maybe heard of a separate report for Presumptive Eligible members that are transitioning. Can you verify if there is a separate report for the Presumptive Eligible members?</p> <p>June Meeting:</p> <ul style="list-style-type: none"> Ralph: Let me see if I can find out

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10	PA Files – HIP & HHW	Tuan Nguyen	We are receiving HCC PA Files for Fee for Service Members, but we are not seeing these reports for the HIP and HHW Lines of Business, can you please check on this for us. <ul style="list-style-type: none"> Dennis: Is now redundant with discussion for 'FFS Member Transfers / PA Reports' above.
			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.	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.	Close
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</p>	Open	2022-08-30				<p>This was a SIT defect that was recently found in Prod. Dental encounter adjustments are very rare. TRD moved to 8/30/2022.</p> <p>Gainwell will check weekly to verify there is no volume in inventory.</p> <p>Analysis is active. The clean-up of defect 19457 is a higher priority.</p>
19619	2022-03-03	2-Major: No Workaroun d	1 - High	Claims / Reference - EOB 9018 and 9019 do not have rounding logic	<p>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.</p> <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>	Prod Implemente d	2022-04-05	2022-04-19	2022-05-11	2022-05-11	<p>PENDING CLEAN-UP of 6 claims.</p> <p>This will not be closed until the clean-up is completed. It will remain in Prod Implemented status until then.</p> <p>The SE's are targeting to have the clean-up completed Thursday, 6/23 to account for additional time for final review by the BU.</p>
19785	2022-05-11	3-Major: With Workaroun d	1 - High	834 Daily Files- Not Reporting Aid Category Changes	<p>Issue: Member with May 1,2022 Aid Category changes did not report in the May01.2022 834 Daily File.</p> <p>Impact: MCE(s) will not have current Member eligibility in their systems. There are 8,173 members that had a May 1,2022 Aid Category change.</p> <p>Workaround: The Care Programs Unit can/has identified all members that had an Aid Category Change on May 01, 2022, and change records for those members will be generated under the REQ0024758 Service ticket.</p> <p>Severity: 2 confirmed per MCE impact</p>	MO Implemente d	2022-06-02	2022-06-02			<p>Testing is in process. Due to timing of the cycle, testing will not be completed until after 6/15/2022 once the job is completed.</p>

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
19863	2022-06-01	3-Major: With Workaroun d	1 - High	The HIP Assignment Maintenance Program is not inserting HIP Assignments when the HIP Eligibility has a missing Assignment.	<p>Description: The HIP Assignment Maintenance Program is not inserting HIP Assignments when the HIP Eligibility has a missing Assignment.</p> <p>Impact: Members lose their HIP Enrollment with their prior MCE. MCE(s) no longer have the member on their roster to provide services.</p> <p>Work Around: On a daily basis, the Business Unit will run a sql identifying orphaned HIP Eligibility and add extends the existing HIP Assignment to match the HIP Eligibility.</p> <p>Number of Member Identified There are 16 members identified.</p> <p>Severity: 2 Confirmed - member impact</p>	Open	2022-07-21				The PM is created the Sev 3 Workaround Request. Additional updates were completed and re-sent on 6/14/2022. Changed to a Severity 3 with Stephanie's approval.