

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, July 18th, 2022; 2:00 PM; webex

Scribe: Craig Nielsen

Attendees

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

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. <p>July Meeting:</p> <ul style="list-style-type: none"> Dennis: Still on schedule to go live October 5
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. <p>July Meeting:</p> <ul style="list-style-type: none"> Dennis: Close

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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 <p>July Meeting:</p> <ul style="list-style-type: none"> Dennis/Meredith: Was extended.

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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. <p>July Meeting:</p> <ul style="list-style-type: none"> Meredith: Looking at end of this year or next year, not planning to test anytime soon.

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5	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. <p>July Update: Dave: The File Exchange path/names for each MCE are:</p> <ul style="list-style-type: none"> Model\Distribution\MCO Data Extract File\Anthem Reports CLM-8801-W FQHC Anthem Model\Distribution\MCO Data Extract File\Caresource Reports CLM-8802-W FQHC Caresource Model\Distribution\MCO Data Extract File\MDWise Reports CLM-8803-W FQHC MDWise Model\Distribution\MCO Data Extract File\MHS Reports CLM-8804-W FQHC MHS Model\Distribution\MCO Data Extract File\UHC Reports CLM-8805-W FQHC UHC <p>July Meeting:</p> <ul style="list-style-type: none"> Jean: Coming in Excel, requesting in text/CSV. (MHS requests too) Dennis: Will ping Rebecca and ask if Gainwell can do that.

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6	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. <p>July Update:</p> <ul style="list-style-type: none"> Ralph: Report/exact of members transferred from MCE to FFS: If OMPP wants to move forward with that, we can discuss <p>July Meeting:</p> <ul style="list-style-type: none"> Ginger: UHC indicated they weren't getting at all; working to get UHC the PA reports from Core Ralph: If request is a PA-type report, will ask MCEs to work through Renee Pryor or Meredith if there's a need not already accomplished; same goes for transfers from MCEs to FFS Meredith: That's not something we have set up right now, we can discuss, but everything has a budgetary impact. Jean: Requesting for FFS Stephanie: Gainwell opened defect 11962 for UHC not getting HCC PA extract, might need to take back to think more broadly about what all is needed. Chad: Agree, including look at transfer PAs Joyce: Put in CRs for this, HHW was first program, just didn't think to do so at the time.
7	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 <p>July Meeting:</p> <ul style="list-style-type: none"> Ralph: See item above
8	PA Files – HIP & HHW	Tuan Nguyen	<p>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.</p> <ul style="list-style-type: none"> Dennis: Is now redundant with discussion for 'FFS Member Transfers / PA Reports' above. <p>July Update:</p> <ul style="list-style-type: none"> Ralph: Adding PA information on transfers as a new report or added to an existing report: Any changes to an existing report or new report around PA would have to come from Renee Pryor <p>July Meeting:</p> <ul style="list-style-type: none"> Ralph: See item above
9	August Meeting	Dennis Dowling	Moving to August 22 nd to avoid conflict with MESC
			Review past action items and update statuses

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			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.	Optum	6/20/22	Cynthia Bell needs contact at Optum to help get HCC PA files from secureftp.in.gov (July Update: Should actually be Gainwell PA interface)	Closed

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

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	<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 are 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 continues There are no MCE Dental claims to adjust.</p>

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
19619	2022-03-03	2-Major: No Workaround	1 - High	PENDING CLEAN-UP - Claims / Reference - EOB 9018 and 9019 do not have rounding logic	<p>PENDING CLEAN-UP - 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 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 Implemented	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 BU finalized the review, and the SE's are completing the adjustments based on the BU feedback.</p>
19947	2022-07-05	2-Major: No Workaround	1 - High	The member eligibility is not being copied to the active RIDS when the ID(s) are linked.	<p>Issue: The Eligibility is not being copied to the active RIDS when the ID(s) are linked and we're not moving the eligibility to the active ID.</p> <p>Impact: The member will not be able to get Medical services under their Active ID.</p> <p>Workaround: Identify the RIDS that are affected, and have the eligibility manually added.</p> <p>Severity: 2 Confirmed 7/6/2022</p>	MO Implementation Pending	2022-07-28				Due to be deployed to MO 7/12/2022.
19957	2022-07-06	2-Major: No Workaround	1 - High	Assignment maintenance job failed	<p>The assignment maintenance job failed in June and July 2022. It failed while updating the PMP assignment. In July, it occurred in both Prod and UAT</p> <p>Impact: MCE assignments for managed care member aren't updated in Core.</p> <p>Workaround: Prod Support SE manually updates assignment(s) where the job failed in order to successfully restart the job.</p> <p>Severity: 2 Confirmed 7/7/2022</p>	Open	2022-07-28				PM to create a Sev 3 Workaround request.
19962	2022-07-08	2-Major: No Workaround	1 - High	PIR GT-2750 HCC PA Extracts not being produced for UHC	<p>When United Healthcare came onboard as a new Hoosier Care Connect MCE, the project team misunderstood that Optum EDW was providing PA data to the MCE's when a member transfers from FFS to an MCE. Therefore, UHC was not set up to receive the PA extracts from CoreMMIS.</p> <p>Impact: Since MCE's are supposed to honor outstanding PA's for transfer members, and UHC members may not be benefitting from that policy.</p> <p>Workaround: None</p> <p>Sev: 2 confirmed 7/8 due to impact</p>	Open	2022-08-04				On track for 8/4/2022.

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
19785	2022-05-11	3-Major: With Workaround	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 Implemented	2022-06-02	2022-06-02			<p>Since this was promoted to MO on 6/2/2022, after the June 834 Daily and Audit files ran, the team hoped that the mid-month audit files could be used to verify the defect instead of waiting a full month.</p> <p>The test results from the July run were not as expected. Additional members will need to be set-up for the August cycle.</p>
19863	2022-06-01	3-Major: With Workaround	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>	MO Implemented	2022-07-21	2022-06-21			<p>The SIT test cases for CR 58889 - CC for 57847 HIP Assignment will need to be retested with this defect.</p> <p>Testing is completed and sent to BU on 7/12 for review and approval. The BU estimated the review will be completed by 7/20/2022.</p>