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, August 22nd, 2022; 2:00 PM; webex
Scribe:	Craig Nielsen

Attendees

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

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
1	EVV Home Health Project	Mark Hoffman	Introduced and Presented in January May Meeting: • No updates this reporting period. June Meeting: • 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. July Meeting: • Dennis: Still on schedule to go live October 5

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
2	General update on Public Health Emergency – Open enrollment status update / trending / projections (after COVID)	Jason Adams	November Meeting: • Gretchen: Seeking feedback from State on what trends we expect moving forward (for instance, trending down with unemployment? Etc.) • Natalie: No official estimates, but we don't have a lot of new Medicaid applications • Meredith: Further growth not anticipated, working toward projection of any membership changes in other direction December Meeting: No further questions January Meeting: • Dennis: Continue through PHE, which is likely to extend through 2021 • Jeff: Is there a new category for HIP? • Nonis: No, it's an existing one. • Gretchen: Is cost share distinct from PHE? • Nonis: Now intertwined. February Meeting: • Nonis: Provided update on evolving PHE landscape and guidance. March Meeting: Keena: No update April Meeting: • Meredith: Official extension, but can only do every 90 days, but informally expect to be extended through end of 2021. July Meeting: Nonis: No update August Meeting: Keena: No update September Meeting Update: MCE PHE End Workgroup September Meeting: • Angela: Look for updates from me/Meredith on workgroup for PHE end alignment. 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. April Meeting: The PHE has been extended 90 days. May Meeting: More than likely this will be extended an additional 90 days. June Meeting: Dennis: No update July Meeting: Dennis/Meredith: Was extended. **August Update:** • **HHS renews the COVID-19 PHE; NAMD expects a full 90 day renewal and another renewal likely in October** • **Renewal will probably go full 90 days** • **HHS committed to providing 60 days advance notice** • **Updated PHE landing page on HHS.gov to include text of letter sent to governors sent back in January 2021** • **Aug 14, 2022 will receive 60 day notice if this renewal is the last**

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

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
4	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. April Meeting: • Melinda: there are no updates this reporting period. May Meeting: • Melinda: Business Design has been approved. July Update: Dave: The File Exchange path/names for each MCE are: • 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 July Meeting: • Jean: Coming in Excel, requesting in text/CSV. (MHS requests too) • Dennis: Will ping Rebecca and ask if Gainwell can do that.

Agenda Items

Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
5	FFS Member Transfers / PA Reports	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. June Meeting: • 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. July Update: • Ralph: Report/exact of members transferred from MCE to FFS: If OMPP wants to move forward with that, we can discuss July Meeting: • 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.
6	Encounters that fail billing provider validation	Jean Caster	Request for Optum to include the encounters that fail billing provider validation (reported on 277U code 132) on the ESSR so that we have more specific Edit/EOB Code and Descriptions to help determine root cause.
7	ESSR data change	Stephanie Guetig	EDW change the order of the Original ICN and the Region 49 ICN ESSR so the MCEs can load the data correctly
			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.				

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	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 are extremely rare. Workaround: None Severity: Sev 2 confirmed due to impact on claims	Open	2022-08-30				This was a SIT defect that was recently found in Prod. Dental encounter adjustments are very rare. TRD moved to 8/30/2022. Gainwell will check weekly to verify there is no volume in inventory. Analysis continues. Encounter Dental claims were submitted to adjust. The SE is targeting the 8/30/2022 TRD.
20025	2022-08-01	2-Major: No Workaround	1 - High	Expired NEMT assignments not being updated when eligibility changes retroactively	Long expired NEMT assignments are not updated when the eligibility changes retroactively. This is preventing proper updates to adjacent HIP assignments. Impact: NEMT and HIP assignments are not accurate and up-to-date. Workaround: None. Severity: 2	MO Implemented	2022-08-04	2022-08-11			Back in MO for testing which is in process.

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	Issue: Member with May 1,2022 Aid Category changes did not report in the May01.2022 834 Daily File. 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. 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. Severity: 2 confirmed per MCE impact	MO Verified	2022-06-02	2022-06-02	2022-08-17		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. Due to be deployed to Prod 8/17/2022.
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.	Description: The HIP Assignment Maintenance Program is not inserting HIP Assignments when the HIP Eligibility has a missing Assignment. Impact: Members lose their HIP Enrollment with their prior MCE. MCE(s) no longer have the member on their roster to provide services. 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. Number of Member Identified There are 16 members identified. Severity: 2 Confirmed - member impact	MO Verified	2022-07-21	2022-07-21	2022-08-17		The SIT test cases for CR 58889 - CC for 57847 HIP Assignment will need to be retested with this defect. Due to be deployed to Prod 8/17/2022.
19957	2022-07-06	3-Major: With Workaround	1 - High	Assignment maintenance job failed	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 Impact: MCE assignments for managed care member aren't updated in Core. Workaround: Prod Support SE manually updates assignment(s) where the job failed in order to successfully restart the job. Severity: 2 Confirmed 7/7/2022	MO Verified	2022-07-28	2022-07-28			Defect 19957 could not be deployed to Prod on 8/10/2022 because of code dependency on CO 19847 for CR GT-9229 - Modify Auto Assignment.

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
20013	2022-07-27	3-Major: With Workaround	1 - High	GT-8031 PIR Defect - Retro Eligibility Changes Not Allowing Voids	Description: When a member is assigned a new MCE, the intent was to allow the old MCE the opportunity to void the appropriate claims. There are cases that retro eligibility changes were done and it appears the member was not valid for the prior MCE, at the time the original claim was processed. The logic must change to not check prior eligibility and instead look at the submitter ids.

Impact: The members prior MCE cannot void the claim if retro eligibility changes were made for the original date of service. If the eligibility was not changed, then the void functions as expected.

Workaround: If the MCE sends the ICNs to the BU, they can manually be voided.

Severity; 2 confirmed 7/28/2022 | Open | 2022-08-23 | | | | On track for 8/23/2022. |