

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, September 19th, 2022; 2:00 PM; webex

Scribe: Craig Nielsen

Attendees

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

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 <p>August Meeting:</p> <ul style="list-style-type: none"> Joyce: Still shooting for October, not aware of any changes to schedule. Dennis: Date may change on soft go live into November <p>September Update:</p> <ul style="list-style-type: none"> User acceptance testing with Gainwell and Sandata and System Testing between the MCEs and Sandata both continue. Weekly User Acceptance Testing meetings with the State and Gainwell and System Integrated Testing meetings with the MCEs, the State and Gainwell are occurring. Starting Sept 8 Home Health provider Welcome Kits will be sent to Gainwell in preparation for the EVV Home Health implementation. Virtual training sessions for providers are planned for September, October, and November. An EVV educational session is scheduled during the IHCP Works seminar in October. EVV Home Health project milestone dates are: <ul style="list-style-type: none"> 1. Oct 5, 2022 – EVV Home Health Soft Launch (this date is being discussed and may change) 2. Jan 1, 2024 – Providers are required to submit EVV with Claims – OMPP can recoup money if needed (Assuming approval of Good Faith Effort exemption) – tentative 3. Jul 1, 2024 – EVV Home Health hard edit implemented – tentative. Note: The implementation date for the EVV PCS hard edit is Jan 1, 2023 <p>September Meeting:</p> <ul style="list-style-type: none"> Kavitha: When will decision be made on soft launch date? Last Thursday, Greg had said there'd be notification by end of day Friday. Bulletin said it would be no later than November 5th. MCEs need direction on when to turn on the soft edit. Stephanie: Sounded like it was going to get pushed out; SanData would do their part but Gainwell wouldn't do their portion until October.

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2	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: No further questions</p> <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: Keena: No update</p> <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: Nonis: No update</p> <p>August Meeting: Keena: No update</p> <p>September Meeting Update: MCE PHE End Workgroup</p> <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: Meredith: Meeting on 10/26 to discuss</p> <p>November Meeting: Meredith: There are no updates.</p> <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: The PHE has been extended 90 days.</p> <p>May Meeting: More than likely this will be extended an additional 90 days.</p> <p>June Meeting: Dennis: No update</p> <p>July Meeting: Dennis/Meredith: Was extended.</p> <p>August Update:</p> <ul style="list-style-type: none"> 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 <p>September Meeting:</p> <ul style="list-style-type: none"> Dennis/Keena: No change; earliest end date would be January 2023 Gretchen: Need to test billing (and all files) with intricacy and complexity of turning all back on.

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3	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: Meredith: Will talk about more during next meeting on 10/26.</p> <p>November Meeting: Meredith: continue to work with the state to determine a timeline for PHE end.</p> <p>December Meeting: Nonis: If Build Back Better legislation passed may expect an impact.</p> <p>February Meeting: Meredith: Nothing to add, but will provide new schedules once determination is made.</p> <p>April Meeting: Meredith: we are meeting with the MCEs next week to determine the approach moving forward.</p> <p>May Meeting: MCEs want to make sure there is enough "cut over time" after the PHE has been lifted.</p> <p>June Meeting: Dennis: Will let everyone know as soon as we can.</p> <p>July Meeting: Meredith: Looking at end of this year or next year, not planning to test anytime soon.</p> <p>August Meeting: Dennis: No further update.</p> <p>September Meeting: Dennis: Spoken to above.</p>

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4	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. <p>August Meeting:</p> <ul style="list-style-type: none"> Dennis: GT1184 has been opened to work on CSV file. <p>September Meeting:</p> <ul style="list-style-type: none"> Dennis: 9/16/22 - Estimating of Requirement and business design phase is done; Requirement drafting starts on 9/21/22

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5	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. <p>August meeting:</p> <ul style="list-style-type: none"> Ginger: Was a defect on that (19962) is in testing Model Office, they did find issues and is in failed retest so SE is working to correct, tentative go live date is as soon as we can verify that it's working as expected; can let UHC know when we've got a file in Model file exchange. Kavitha: That would be appreciated. Stephanie: Looks like Gainwell opened defect 20008 also related to PA extracts. Kavitha: Looking at interface spec, three files we're supposed to receive, would help us to know guidance / how to interpret the data on those files. <p>September Meeting:</p> <ul style="list-style-type: none"> Testing is complete. BU approved on 9/5/2022, but confirmation is needed from UHC prior to moving to MO verified.

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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. August Meeting: <ul style="list-style-type: none"> Ralph: I reached out to Meredith, she's okay with us looking into adding those to the report; in process of doing that and developing a timeline. September Update: JIRA Project ID is DA-28764. EDW will send a notification to all MCEs by 9/23 that includes the details of the changes and the implementation dates. September Meeting: <ul style="list-style-type: none"> Ralph: Working through plan, should have out to MCEs later this week (9/23). One caveat – small bucket of these that we can't get into ESSR Report because of invalid providers.
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 August Meeting: <ul style="list-style-type: none"> Stephanie: Preference is to flip order of original and reprocessed Region 49 claim number so MCEs have most recent iteration of the claim ID. Chelsi: I don't know if there are other behind the scenes adjustments that don't result in Region 49, but we want this for any adjustments. Ralph: Will put in with same change above. September Meeting <ul style="list-style-type: none"> Ralph: Adding to project above, will go in with it. Stephanie: Joyce says defect fix that may resolve issue. Joyce: Kay finished up testing, we just need to review the output and if okay approve it.
8	QRTP Project	Ginger Brophy	August Meeting: <ul style="list-style-type: none"> Ginger: Will be scheduling vendor meetings soon and sending out Requirements / Business Design soon; should be ready to test in a couple of weeks. For MCEs will be new start/stop reason code on 834. September Meeting: SIT Plan reviewed with the State today.
9	Interoperability and Patient Access	Craig Nielsen	Scheduling brief discussions with MCEs on best practice for member authentication
			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.	CareSource, MHS, MDWise	10/17/22	FSSA requested schedules brief discussions with MCEs on best practice for member authentication	Already received availability and/or held discussion with Anthem/Elevance and UHC

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: There originally was no impact because mass adjustments of were extremely rare, but Encounter Dental claims were submitted to adjust.</p> <p>Workaround: None</p> <p>Severity: Sev 2 confirmed due to impact on claims</p>	Open	2022-09-29				<p>This was a SIT defect that was recently found in Prod. Dental encounter adjustments are very rare.</p> <p>Encounter Dental claims were submitted to adjust. TRD updated due to SIT defects on high priority CR GT-10931 - EDI Mapping</p> <p>Updated TRD to 9/29/2022.</p>
20025	2022-08-01	2-Major: No Workaround	1 - High	Expired NEMT assignments not being updated when eligibility changes retroactively	<p>Long expired NEMT assignments are not updated when the eligibility changes retroactively. This is preventing proper updates to adjacent HIP assignments.</p> <p>Impact: NEMT and HIP assignments are not accurate and up-to-date.</p> <p>Workaround: None.</p> <p>Severity: 2</p>	MO Verified	2022-08-04	2022-08-11	2022-09-28		<p>Testing is complete. BU approved on 9/5/2022. Due to be promoted to Prod with the monthly release on 9/28/2022.</p>

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
19957	2022-07-06	3-Major: With Workarou nd	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>	MO Verified	2022-07-28	2022-07-28			Defect 19957 Must be deployed to Prod with CO 19847 for CR GT-9229 - Modify Auto Assignment because of code dependency. Change has been placed in Prod Override.
20013	2022-07-27	3-Major: With Workarou nd	1 - High	GT-8031 PIR Defect - Retro Eligibility Changes Not Allowing Voids	<p>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.</p> <p>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.</p> <p>Workaround: If the MCE sends the ICNs to the BU, they can manually be voided.</p> <p>Severity; 2 confirmed 7/28/2022</p>	MO Implement ed	2022-09-01	2022-09-01			Additional test scenarios identified. Testing resumed.