

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, January 23rd, 2023; 2:00 PM; Teams

Scribe: Craig Nielsen

Attendees

State		Gainwell		Anthem		MDwise	
Nonis Spinner		Rebecca Young		Gretchen Atkins	X	Michelle Okeson	X
Ralph Jones	X	Bill Anderson	X	Jean Caster	X	Raeann Brown	X
Dennis Dowling	X	Sharon Moses		Tracy Silvers	X	Marcia Shively	
Stephanie Guetig	X	Wanda Williams	X	Elizabeth Bell	X	Bonnie Kegin	
Keena Baumer	X	Karen Grays	X	Tuan Nguyen	X	Jim Matthews	
Craig Nielsen		Denise Brown		Cynthia Bell	X	Josh Burger	
Mark Wiley		Xenia Hastings		Trang Cooley		Kevin Garrett	
Daneida Dooley	X	Rubi Multani	X	Tracey Welch		MHS	
Tamra Mitchell	X	Beth Linginfelter	X	Ron Stoughton	X	Geoff Petrie	
Shawna Frazier		Ginger Brophy	X	Stephen Egan		Brett Norris	X
Susan Beecher		Joyce Lee	X	Amy Tate		Taylor Fulner	
Ryan Callahan		Angela Tynes		Sabrina Reynolds	X	Kumar Aggala	
Megan Anderson		Melinda Kent		Jason Fricke		Stoshala Payne	
Shannon Effler		KC Sushant	X	Cynthia Fulper	X	Anastasia Spurgetis	X
Paul Fruits		Nastassja Daniel		Amanda Viser		Chelsea Trotter	
Melinda Baker	X	Greg Hershberger	X	Aris Talbot-Brown		Melissa Steever	X
Brian Arrowood		Greg Zimmerer		CareSource		Chad Nelson	X
Taylor Walters		Indea McCombs		Trish Kappes	X	Brian Schnettgoecke	
Linda Gaddis		Doug Crain	X	Samantha Walton	X	Jerri Davis	
Roberto Castro		Patrick Nommay		Lindsay Gibson		Nick Hartsfield	
Lynne Mong		Julie Baca		Jeff Severino		Jennifer Beaty	
Michael Cook		James Burden		Kristina Vanbelkum	X	Heather Lovely	X
Justissa Elion-Epon	X	Tangudu Deepika		Lindsay Young		Chelsea Duncan	X
Chris Maxey		Shantel Silnes		David Rose		Shelley Llamas	X
Julene Hurst	X	Virginia Hudson		Akbar Shareef		UHC	
LaDonna Hayes	X	Jenny Atkins		Gary Ziegler		Kavitha Thomas	X
Amy McConnell		Dave Murphy		Resalot Taus		Elizabeth Adams	
LaRisha Ratliff		Optum		Chelsi Hall		Chris Callahan	
Shannon Sellers		Harini Kasamsetty		Jeffrey Kardatzke		Chris Kern	
Angela Todd		Harsha Jasti	X	Vandita Patel	X	Maggie Moss	
Maximus		Venus Trementozzi		Harsh Chetty		Pete Dallman	
NaKeita Boyd	X	Sandeep Karna	X	Nabin Y Limbu	X	Sandy Soelter	
Jennifer Haas		Elizabeth Absalon					
Brian Robinson		Fiserv					
HMA		Michael Simms	X				
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. <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. <p>October Meeting: No Update</p> <p>November Meeting: Greg: Not pilot as live for everyone, but soft edits in.</p> <p>December Meeting: Greg: 'Pilot Mode' October thru January, no difference to production</p> <p>January Meeting: Greg: Home health is live; I'm sure MCEs are aware of the rolling out of the hard edits for personal care over time per Michael Cook; that's only update.</p>

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2	General update on Public Health Emergency – Open enrollment status update / trending / projections (after COVID)	Jason Adams	<p>(Notes prior to FFY 2023 removed for brevity)</p> <p>October Meeting: Nonis: No new information.</p> <p>November Update: Nonis: We did not receive notice that the PHE will end in January, so our assumption is that it will continue to April. Here are some dates to watch, recognizing that congressional action could impact any of these:</p> <ul style="list-style-type: none"> We assume the PHE will be renewed effective January 11, 2023 and last for a full 90 days. We assume the administration will maintain its commitment to provide 60 days' advance notice before ending the PHE. If this new PHE is the last PHE, the 60-day threshold would come on February 10, 2023. The new assumed end date of the PHE would be April 11, 2023. An April end of PHE means that the Medicaid continuous enrollment requirement would expire on April 30, 2023. Based on the April 30, 2023 expiration of the continuous enrollment requirement, the first possible date on which a Medicaid coverage termination could be made effective is May 1, 2023. An April end of the public health emergency means that the 6.2 percentage point Federal Medicaid Assistance Percentages (FMAP) enhancement under current law will extend through June 30, 2023. <p>November Meeting:</p> <ul style="list-style-type: none"> Jean: Can we assume that if it ended 90-days after January date, does everything just shift by 90-days forward? Dennis: Basically, somethings begin on a quarterly begin date so may be slight differences from 90 days. <p>December Meeting:</p> <ul style="list-style-type: none"> Dennis: Wait until January for next update. Jean: Are we going to bill some folks sooner, or does billing start for all at same time? Asking because of 'back billing'. Keena: Billing will start at same time for all, but wouldn't be billing in April if it ends in April. <p>January Meeting:</p> <ul style="list-style-type: none"> Dennis: PHE still going, but unwind will begin soon
3	Post-PHE Operations MCE Test Plans	Angela Todd (Nonis Spinner, Keena Baumer, Dennis Dowling)	<p>(Notes prior to FFY 2023 removed for brevity)</p> <p>October Meeting: Gretchen: Will need to move immediately if unwind begins in next cycle; request regular meetings be scheduled.</p> <p>November Meeting: Dennis: No further update.</p> <p>December Meeting: Dennis: No further update.</p> <p>January Meeting:</p> <ul style="list-style-type: none"> Keena: Testing will be in February with Gainwell reaching out for dates; Tentatively copays starting in July and premiums going into effect in August Gretchen: Cost share will be reset, will fast track/traditional/etc. ramp up together? Is the plan that it's the April group that will start, or the 25% group? Joyce: Need to submit question to Nonis Gretchen: Is everyone in sync with the redetermination dates we have? Joyce: You get the redetermination dates on your 834s, can go by those Sam: We did look at some from one of the PHE lists we got, but some were really old, from multiple years ago. Joyce: Need to submit to Keena so can look them up in IEDSS Jean: When we first started into PHE, didn't we also change some PHE redetermination dates to 12/31/2299 or 2024 or 2034 Joyce: We were resetting eligibility end dates, those weren't redetermination

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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: Rebecca Y.: I know it's moving forward.</p> <p>April Meeting: Melinda: there are no updates this reporting period.</p> <p>May Meeting: Melinda: Business Design has been approved.</p> <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: Dennis: GT1184 has been opened to work on CSV file.</p> <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 <p>October Meeting: No Update</p> <p>November Meeting: Dennis: Is GT-11844 (typo in prior note), is moving forward.</p> <p>December Update: Dennis: In construction.</p> <p>January Meeting:</p> <ul style="list-style-type: none"> Tracy Silvers: Will we get sample before it goes live? Greg: We will be doing testing before go live

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. <p>October Update:</p> <ul style="list-style-type: none"> • Ginger: PA reports – Defect 19962 (and 20008) to produce HCC PA extracts for UHC were released to Production on 9/28/22. <p>November Update:</p> <ul style="list-style-type: none"> • Heather: Can we get an update on the status of the MCEs getting PA files for HIP/HHW? <p>November Meeting:</p> <ul style="list-style-type: none"> • Dennis: Need to see where request for similar reports for HIP/HHW stand. <p>December Update: Joyce will be opening a CR for this data</p> <p>December Meeting: Dennis: GT-12748</p> <p>January Meeting:</p>
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			<ul style="list-style-type: none"> Joyce: I did get confirmation from EDW that they generate for FFS members that are transitioning, so it would be duplication of effort; called MRO not PA. Jean: Don't we want more than just MRO? Joyce: Yes, but you'll have duplication with MRO. Ginger: Correction: GT-12969 is MCE FFS PA file.
7	QRTP Project	Ginger Brophy	<p>August Meeting:</p> <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. <p>September Meeting: SIT Plan reviewed with the State today.</p> <p>October Update:</p> <ul style="list-style-type: none"> GT-8937 – We are currently conducting internal testing and are on track for December release. A meeting with the State, MCEs and other vendors was held on 9/7 to review the approved Requirements and Business Design. Notes were sent out on 9/13/22. <p>November Update</p> <ul style="list-style-type: none"> Ginger: We are still on track for December release, finishing up internal testing, will be meeting with state next week for first review. MCEs could see QRTP stop/start reason codes on 834 since QRTPs are not eligible for managed care, small group. <p>December Update:</p> <ul style="list-style-type: none"> Ginger: On track for 12/28, expecting state's approval for testing by COB tomorrow to stay on track for that date. <p>January Meeting:</p> <ul style="list-style-type: none"> Ginger: Went into production in December, but program itself not effective until March 1st.
8	Diagnosis Codes for FFS to MC Transfer Carved Out Services	Heather Lovely	<p>Can diagnosis codes be added to the current Fee for Service to Managed Care Transfer Carved Out Services that are currently sent? There are columns for diagnosis but all are blank.</p> <p>November Meeting:</p> <ul style="list-style-type: none"> Joyce: Is Rebecca question and she's off today (back next week). <p>December Meeting:</p> <ul style="list-style-type: none"> Rebecca: Can reach out to Heather Chad: Following up on getting more of the attributes populated. Ralph/Harsha: Will take a look and let you know. <p>January Meeting:</p> <ul style="list-style-type: none"> Heather: Will look to see if Rebecca reached out.

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9	ESSR EOB Edit	Joyce Lee	<p>December Meeting:</p> <ul style="list-style-type: none"> Joyce: Was brought up in weekly touch point, we don't produce ESSRs, EDW does, don't know if it was CareSource or United? Chelsea: Struggling to link 835 EOB reasons to ESSR EOB reasons, trying to understand root cause for failure and which scenarios do we need to focus on for remediation efforts. Reached out in the past, and referred back and forth between Gainwell and Optum, but still not able to link everything together. Ralph: Who can I work with from Gainwell? (Rebecca) Tracy: Also monthly Top 10 report that's Gainwell report, three edits are always top three that are result of another edit and makes more difficult to get to bottom of them. Does it have to just be top ten? Stephanie: Asked Rebecca to look into this, is easier with FFS because you can deduce some things from how payment is affected. Rebecca: We filter out more than three. Joyce: We execute an on demand report that identifies those denials. Stephanie: System will show other reasons as it cycles through adjudication. Chelsi: Is it also possible for us to receive the details associated? Joyce: Would be a change and be loaded to File Exchange for MCEs to retrieve. Rebecca: Will send list of codes to exclude to Joyce. <p>January Meeting</p> <ul style="list-style-type: none"> Rebecca: Code send was done Joyce: Can be closed
10	Fast Track	Sabrina Reynolds	<ul style="list-style-type: none"> Sabrina: Do we have a timeline for that testing starting, or dependent on PHE? Keena: Will have to talk to Nonis and company. <p>January Meeting:</p> <ul style="list-style-type: none"> Joyce: Unwind testing will start in February and we'll go over timelines in that session.
11	Provider Taxonomy	Greg Hershberger	<p>The MCEs requested that Gainwell revise the existing MCE Provider Extracts to include the Provider Taxonomy tables (T_PR_TAXONOMY and T_PR_TAXONOMY_CDE). This change was requested by the MCEs in the Gainwell Care Programs MCE weekly touchpoint. This data is available in the EDW. Gainwell created a CR on behalf of the MCEs. The CR is 13073 (MCE Provider Taxonomy Tables Extracts). The State CRB asked why this change is needed.</p> <p>January Meeting:</p> <ul style="list-style-type: none"> Tracy: Because effective dates were taken into consideration in the billing provider validation, but MCEs don't know it because it's not on NPI crosswalk. EDW was just showing us rendering providers and we're interested in billing providers for their validation. Joyce: The tables go to the EDW, but the data we send to the providers are the raw tables. Dennis: We should have enough information to update in Jira and approve. Kavitha: It may be in EDW, but we don't receive it. Trish: We don't have context to tie together, which is why we need to add taxonomy.
			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.	Ralph Jones / Harsha Jasti	1/23/23	Can diagnosis codes be added to the current Fee for Service to Managed Care Transfer Carved Out Services that are currently sent?	Reassigned to Ralph/Harsha
2.	Ralph Jones	1/23/23	Work with Rebecca on 835/ESSR EOB Crosswalk	Open
3.	Rebecca Young	1/23/23	Send list of codes to exclude to Joyce to construct an alternative report	Closed
4.	Keena Baumer	1/23/23	Share timeline for fast track testing	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

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
20278	2022-12-22	2-Major: No Workaround	0 - Critical	Claims - Large 277U files are not posting to File Exchange properly.	Description: When the 277U files are too large they're not posting to File Exchange properly and this is causing issues with the MCE's not getting their 277U transactions timely. Impact: The MCEs cannot post or review their claims. Workaround: EDI team needs to manually correct and post the files. Severity: 2 Confirmed 12/27/2022	Open	2023-04-25				TRD updated to 4/25/2023 due to higher priorities. The Sev 3 workaround request was sent to OMPP on 01/09/2023. The BU will review the files for additional rejections once they are retrieved from archive.

Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
20289	2023-01-04	2-Major: No Workarou nd	1 - High	Agency for Waiver/MRO is not displaying in Portal EVS	Agency for Waiver/MRO is not displaying in Portal EVS. This issue was first reported on 12/01/2022 by the state. CareSource reported the issue to them and submitted a list of HIP 15 Member IDs with MRO for which they were unable to see the agency information in the portal. Impact: Providers will be unable to access the waiver/MRO agency information for HIP members. Workaround: There is no workaround to have access to this information unless the end user has MMIS. Severity: Sev 2 Confirmed 1/5/2023 due to provider and member impact	Open	2023- 02-28				Tracking to the 02/28/2022 TRD.
19957	2022-07-06	3-Major: With Workarou nd	1 - High	Pending Implementation of GT-9229: Managed care 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 Must be deployed to Prod with CO 19847 for CR GT- 9229 - Modify Auto Assignment because of code dependency. The Assignment Maintenance change has been placed in Prod Override. There is an Auto Assignment correction that is not in Override due to overlapping code with GT-9229. This is the reason that it needs to go with GT-9229. CR GT-9229 is being evaluated for an new release date.
20262	2022-12-08	3-Major: With Workarou nd	1 - High	Long running job caused issues with PRF sync	Description: Long running job caused issues with PRF sync Impact: MCEs got their PRF Rollover response files a day late. Workaround: The code is in override. Severity: 2 confirmed 12/9/22 MCE impact	MO Verified	2023- 01-17	2022- 12-27	2023- 01-25		The code is in Prod override. Due to be deployed to Prod on 01/25/2023 with the monthly release.