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 17th, 2023; 2:00 PM; Teams
Scribe:	Michael Simms

Attendees

State		Gainwell		Anthem		CareSource	
Nonis Spinner		Rebecca Young	X	Gretchen Atkins		Trish Kappes	X
Ralph Jones		Bill Anderson		Jean Caster	X	Samantha Walton	
Dennis Dowling	X	KC Sushant		Tracy Silvers	X	Vandita Patel	X
Stephanie Guetig		Wanda Williams	X	Elizabeth Bell	X	Jeff Severino	
Keena Baumer	X	Karen Grays	X	Tuan Nguyen	X	Kristina Vanbelkum	
Mark Wiley		Rubi Multani		Cynthia Bell		Lindsay Young	
Daneida Dooley	X	Beth Linginfelter	X	Trang Cooley		David Rose	
Tamra Mitchell	X	Ginger Brophy		Tracey Welch		Akbar Shareef	
Shawna Frazier		Joyce Lee	X	Ron Stoughton	X	Gary Ziegler	
Ryan Callahan		Greg Hershberger		Stephen Egan		Nabin Y Limbu	X
Megan Anderson	X	Greg Zimmerer		Amy Tate		Thomas Hurd	
Shannon Effler		Doug Crain		Sabrina Reynolds	X	Lindsay Gibson	X
Melinda Baker		Patrick Nommay		Cynthia Fulper		Chelsi Hall	X
Taylor Walters		James Burden		Aris Talbot-Brown			
Lynne Mong		Oluwafemi Orola	X	Melissa Lee	X	**MDwise**	
Justissa Elion-Epon	X	Rita Kurti	X	Amanda Viser		Michelle Okeson	X
Chris Maxey		Julie Baca				Raeann Brown	X
Julene Hurst	X	Marcia Reed		**MHS**		Marcia Shively	
LaDonna Hayes	X	Xenia Hastings	X	Geoff Petrie		Brigid Murphy	
Amy McConnell		Daniel Holmes		Brett Norris	X	Erin Krehl	X
LaRisha Ratliff		**Optum**		Taylor Fulner		Josh Burger	
Shannon Sellers	X	Harini Kasamsetty	X	Stoshala Payne		Chastity Howell	X
Angela Todd		Harsha Jasti	X	Anastasia Spurgetis			
Kathy Leonard		Sandeep Karna	X	Chelsea Trotter		**UHC**	
Frank Messina		Elizabeth Absalon		Melissa Steever	X	Kavitha Thomas	X
Avery Penn	X			Chad Nelson		Elizabeth Adams	
Brian Arrowood		**Maximus**		Nick Hartsfield		Jay Sabilla	
Matthew Walters		NaKeita Boyd	X	Jennifer Beaty		███████	
Nicole McClain	X	Jennifer Haas		Heather Lovely	X	Adam Hall	X
Anthony Teal	X	Brian Robinson	X	Chelsea Duncan	X	Cinthia Conzales Cruz	X
				Shelley Llamas	X	Sharon Moses	X
				Andrea Snowden			
Fiserv				Kumar Aggala			
Michael Simms	X						

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
1	EVV Home Health Project	Mark Hoffman	• 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 • Jul 1, 2024 – EVV Home Health hard edit implemented – tentative. Note: The implementation date for the EVV PCS hard edit is Jan 1, 2023 September Meeting: • 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. January Meeting: Greg: Home health is live; I'm sure MCEs are aware of the rolling out of the hard edits for personal care (PCS) over time per Michael Cook; that's only update. February Meeting: Dennis: No update. March Meeting: Agreed to keep open with timeline of dates. Will discuss soft edit data with MCEs in April. April Meeting: Dennis: Is live, not a lot of providers sending data over. May Meeting: Dennis: Keep on here. June Meeting: No updates. July Meeting: Kavita, this will remain open because of the soft edits.
2	General update on Public Health Emergency – Open enrollment status update / trending / projections (after COVID)/ 834 Return File	Jason Adams	*(Notes prior to FFY 2023 removed for brevity)* October Meeting: Nonis: No new information. 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: • 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. • 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. • May 11th is end of PHE. • 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. • Nonis: We will start eligibility actions on March 31st, so first possible disenrollments will be end of April. Have public page for it for members (https://www.in.gov/medicaid/members/member-resources/How-a-return-to-normal-will-impact-some-Indiana-Medicaid-members/), but not the forum for partner questions like MCEs. March Meeting: Medicaid unwind currently underway. April Meeting: Dennis: See link above. May Meeting: Dennis: See link above. June Meeting: 834 Return Files has been added to this agenda item as a part of the Unwind discussions. July Meeting https://www.in.gov/medicaid/members/member-resources/How-a-return-to-normal-will-impact-some-Indiana-Medicaid-members/centers-for-medicare-and-medicaid-services-reports/

Agenda Items

Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
3	Post-PHE Operations MCE Test Plans	Angela Todd (Nonis Spinner, Keena Baumer, Dennis Dowling)	*(Notes prior to FFY 2023 removed for brevity)* October Meeting: Gretchen: Will need to move immediately if unwind begins in next cycle; request regular meetings be scheduled. November Meeting: Dennis: No further update. December Meeting: Dennis: No further update. January Meeting: • 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 March Meeting: • Testing will continue over the next couple months. • Kavita are there some hard dates on when the cost sharing will begin? • Keena - Not as of yet, working with CMS and will provide updates in upcoming meetings. Some testing has begun. April Meeting: Dennis: Don't have anybody on with updates; will reach out as we need. May Meeting: Nonis: I don't have that information and I don't see that Keena has joined. June Meeting: Go-live beginning of next year. July Meeting: Will remain open through the beginning of the year.

4	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. **August meeting:** • 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. **September Meeting:** • Testing is complete. BU approved on 9/5/2022, but confirmation is needed from UHC prior to moving to MO verified. **October Update:** • Ginger: PA reports – Defect 19962 (and 20008) to produce HCC PA extracts for UHC were released to Production on 9/28/22. **November Update:** • Heather: Can we get an update on the status of the MCEs getting PA files for HIP/HHW? **November Meeting:** • Dennis: Need to see where request for similar reports for HIP/HHW stand. December Update: Joyce will be opening a CR for this data December Meeting: Dennis: GT-12748

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
			January Meeting: 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. February Meeting: Dennis: Kickoff soon. March Meeting: Ginger, this project is a lower priority project. Will provide an update next meeting. April Meeting: • Ginger: All MCEs are receiving this file, MHS now has specifications document, should be all that was needed. Joyce did get confirmation that EDW generates file for MRO. • Joyce: For HIP there is MA-RN Retro coverage, but thought CR was specific to HCC. • Ginger: Mentions to do same thing as UHC, confirmed that is the case, fixed that UHC wasn't getting • Heather: We need to see if we're getting FFS MRO file for HIP and HHW from Optum • Jean: We're getting file for members who transition from FFS to HCC, but we're not getting for members that transition to HIP or HHW. • Harsha: I think we are sending for all programs, contains PA information. • Sam: Do we have the names of these files and can they be sent to the distribution? • Jean: We'd still need to know what the PAs were before member came to us. • Harsha: May only be for MRO services. • Joyce: Remains open for requirements. May Meeting: • Ginger: Good conversation last month to clarify scope of project, working on getting external kickoff scheduled, if MCEs want us to include anybody in particular beyond normal, let us know. June Meeting: Ginger – RBD will be approved internally. Will send once it's approved. July Meeting: GT12969 currently working through Tech Design.
5	Fast Track	Sabrina Reynolds	• Sabrina: Do we have a timeline for that testing starting, or dependent on PHE? • Keena: Will have to talk to Nonis and company. January Meeting: • Joyce: Unwind testing will start in February and we'll go over timelines in that session. February Meeting: Ginger: Project number is 13142, but nothing has started yet. March Meeting: Ginger – Working on drafting the test plan. April Meeting: Ginger: Nothing further, some logistics we need to work out. May Meeting: Ginger: No updates yet. June Meeting: No updates yet. July Meeting: Will remain open. Project has been assign to Rita.

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
6	Provider Taxonomy	Mark Hoffman	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. January Meeting: • 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. February Meeting: Dennis: In start-up mode as well. March Meeting: Currently drafting the requirements. April Meeting: Dennis: Looks like it will get started in April. May Meeting: Greg: Would be Mark Hoffman (GT-13073) June Meeting: Currently in Business Design. July Meeting: Moving forward.
7	Member Unlinking	Sabrina Reynolds	April Meeting (added at conclusion of meeting): • Sabrina: What's going on with our members being unlinked? • Joyce: Yes, we're immediately un-linking a lot of reversed links maybe we hold off on unlinking until they approved the relink if its causing havok. May Meeting: Dennis: Joyce working on it, will report more as it comes. June Meeting: Joyce – Gainwell has completed its action items. July Meeting: Still currently working on some RIDs to be unlinked. Will review during the August meeting.
8	Additional Office Hours	Stephanie Guetig	May Meeting (added at conclusion of meeting): • Stephanie: Are MCEs Requesting Additional Office hours for cost share piece? • Jean: We'd be for that. • Nonis: Have determined that it's going to start 1/1/2024 • Ginger: I think we have it covered but we'll have to take an inventory of the projects we have on the books. June Meeting: No updates (Covid Unwind, group with the other unwind item). July Meeting: Will update in August.
9	Closure Files	Jean Caster	May Meeting (added at conclusion of meeting): • Jean: Any update on our closure files? • Nonis: Still working with EDW to be sure will be correct and useful to you. June Meeting: Brian A. – sill working on the details for this item. Will follow-up with Nonis. Per Nonis the files for April have been sent and working on the May file currently. July Meeting: Joyce posted the files. There was a notification sent to the stakeholders.
10	CMS Compliance Sub-Capitation	Nicole McClain	July Meeting: Working on gathering requirements. Will update in August.
			Review past action items and update statuses

Action Items

Item	Assigned To:	Due Date	Description	Status
1	Tony Teal	1/23/23	Work with Rebecca on 835/ESSR EOB Crosswalk	Reassigned to Tony No updates this reporting period. 7/17/23 - Rebecca will reach out to Tony to resolve.
2	Keena Baumer	1/23/23	Share timeline for fast track testing.	Open 7/17/23 - Keena will update the stakeholders.
3	Tony Teal	5/15/23	Decision on how to handle diagnosis column defaulting to space for FFS to MC transfer carved out services.	Reassigned to Tony / Nicole McClain 7/17/23 – No updates.

COVID-19

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 recertification's from the related PHE period.

4/18/22: Joyce/Ginger - the project is currently on hold until after the PHE. \
7/17/23: Joyce – No updates this reporting period.

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.
7/17/23: Joyce – No updates this reporting period.

MCE Impact Defects

Severity 2, 3 and 4 Critical and High Defects as of 06/13/2023										
Severity 4 critical and high priority defects are reviewed in the defect meetings, and can be increased to a Severity 2 after additional review.										
Finding ID	Creation Date	Severity	Priority	Title	Description	State	MO Planned Date	MO Actual Date	Prod Planned Date	Current Status
20341	2023-01-25	2-Major: No Workaround	0 - Critical	Claims - 277U files going to the MCEs missing 277U claims	Description: On 1/4/2023 there are 200 for UHC and 7,000 for Anthem 277U claims that were not flagged as 277U claims. Further analysis will occur to determine if there are additional claim impacted. Root cause has not been identified. Impact: MCEs are not receiving all of their 277U claims. The impacted MCEs cannot balance their 277U claims. Workaround: None Severity: 2 Confirmed 1/27/2023	MO Verified	2023-05-23	2023-05-23	2023-06-14	Prod override date is 05/23/2023 Due to be deployed to Prod on 6/14/2023 in a special release.
20531	2023-04-21	2-Major: No Workaround	1 - High	OPTUM EDW extract process for RCP is sending multiple rows for a single record.	Description: If the MCEs are entering HCP information in the Portal and press enter one or more times in the free text field, then the weekly extract process, will create multiple rows in the extract. OPTUM would like Gainwell to no longer send the free text fields, because OPTUM does not use those fields. Impact: MCEs will not get their RCP report data from OPTUM EDW Workaround: The BU will manually pull and send the report to the MCE.	MO Verified	2023-06-20	2023-06-06		Due to be deployed to Prod on 6/26/2023 in the monthly release.
20588	2023-05-17	2-Major: No Workaround	1 - High	Procedure code G9997 for Notification of Pregnancy not showing on the fee schedule	Description: Procedure code G9997 is not showing up on the Fee Schedule. Impact: The MCEs are not paying for this code since it does not appear on the fee schedule. Providers are not being paid appropriately. Workaround: No workaround to get the code to display. OMPP is aware of the issue Severity: 2 Confirmed 5/18/2023	MO Verified	2023-06-13	2023-05-25	2023-06-14	Due to be deployed to Prod on 6/14/2023 in a special release.
20623	2023-06-12	2-Major: No Workaround	1 - High	Recipient Link Mass Adjustments Failing - Crashing for a memory issue in AWS	Description: Recipient Linked Claim Mass Adjustments are crashing for a memory issue in AWS. Impact: The job has to be manually restarted. Workaround: Restart the job.	Open	2023-06-29			Tracking to the 06/29/2023 TRD. The PM will create a Sev 3 workaround request.
20625	2023-06-13	2-Major: No Workaround	1 - High	Gainwell needs to populate PA data that is required for the Managed Care HCC PA Job	Description: Gainwell needs to populate PA data that is required for the Managed Care HCC PA Job Impact: No impact now, but will be on 7/1/2023 when Kepro sends PA. As of 7/1/2023, Kepro will not be sending the above data. Workaround: None Severity: 2 Confirmed 6/13/23 upcoming vendor impact.	Open	2023-06-27			Tracking to the 06/27/2023 TRD.
20278	2022-12-22	3-Major: With Workaround	1 - High	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 need to manually correct and post the files.	Open	2023-08-29			Tracking to the 08/29/2023 TRD.