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 28th, 2023; 2:00 PM; Teams
Scribe:	Michael Simms

Attendees

State		Gainwell		Anthem		CareSource	
Nonis Spinner		Rebecca Young		Gretchen Atkins		Trish Kappes	X
Ralph Jones	X	Bill Anderson	X	Jean Caster	X	Samantha Walton	
Dennis Dowling		KC Sushant	X	Tracy Silvers	X	Vandita Patel	X
Stephanie Guetig		Wanda Williams	X	Elizabeth Bell		Jeff Severino	
Keena Baumer	X	Karen Grays		Tuan Nguyen	X	Kristina Vanbelkum	X
Mark Wiley		Rubi Multani		Cynthia Bell	X	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		Lindsay Gibson	
Melinda Baker		Patrick Nommay		Cynthia Fulper		Chelsi Hall	X
Taylor Walters		James Burden		Aris Talbot-Brown			
Lynne Mong	X	Oluwafemi Orola	X	Melissa Lee	X	**MDwise**	
Justissa Elion-Epon		Rita Kurti	X	Amanda Viser		Michelle Okeson	X
Chris Maxey	X	Julie Baca				Raeann Brown	
Julene Hurst	X	Marcia Reed		**MHS**		Marcia Shively	
LaDonna Hayes		Xenia Hastings		Geoff Petrie		Brigid Murphy	X
Amy McConnell		Daniel Holmes		Brett Norris	X	Erin Krehl	
LaRisha Ratliff		**Optum**		Taylor Fulner		Josh Burger	
Shannon Sellers		Harini Kasamsetty		Stoshala Payne		Chastity Howell	
Angela Todd		Harsha Jasti		Anastasia Spurgetis	X		
Kathy Leonard		Sandeep Karna		Chelsea Trotter		**UHC**	
Frank Messina		Elizabeth Absalon		Melissa Steever		Kavitha Thomas	
Avery Penn				Chad Nelson		Elizabeth Adams	
Brian Arrowood		**Maximus**		Nick Hartsfield		Jay Sabilla	
Matthew Walters	X	NaKeita Boyd		Jennifer Beaty	X	▮▮▮▮▮	
Nicole McClain	X	Jennifer Haas		Heather Lovely	X	Adam Hall	X
Anthony Teal	X	Brian Robinson	X	Chelsea Duncan	X	Cinthia Gonzalez Cruz	
Lillian Warner	X			Shelley Llamas	X	Sharon Moses	
				Andrea Snowden		Shannon Patchett	X
Fiserv				Kumar Aggala		Judith A Coffey	X
Michael Simms	X			Jared Unseld	X		

Agenda Items			
Item	**Topic**	**Facilitator**	**Notes (conclusions, discussions, decisions, and next steps)**
1	EVV Home Health Project	Mark Hoffman	June Meeting: No updates. July Meeting: Kavita, this will remain open because of the soft edits. August Meeting: Still in soft edit.
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)* 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/ August Meeting: No updates this reporting period.
3	Post-PHE Operations MCE Test Plans	Angela Todd (Nonis Spinner, Keena Baumer, Dennis Dowling)	*(Notes prior to FFY 2023 removed for brevity)* June Meeting: Go-live beginning of next year. July Meeting: Will remain open through the beginning of the year. August Meeting: Will remain open through the beginning of the year.
4	FFS Member Transfers / PA Reports	Cynthia Bell	*(Notes prior to FFY 2023 removed for brevity)* June Meeting: Ginger – RBD will be approved internally. Will send once it's approved. July Meeting: GT12969 currently working through Tech Design. August Meeting: Project currently in SIT per Rita.
5	Fast Track	Sabrina Reynolds	*(Notes prior to FFY 2023 removed for brevity)* June Meeting: No updates yet. July Meeting: Will remain open. Project has been assign to Rita. August Meeting:
6	Provider Taxonomy	Mark Hoffman	*(Notes prior to FFY 2023 removed for brevity)* June Meeting: Currently in Business Design. July Meeting: Moving forward. August Meeting: GT13073, anticipating a September implementation.
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. ==August Meeting: Closed==

Agenda Items

Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
8	Additional Office Hours	Stephanie Guetig	*(Notes prior to FFY 2023 removed for brevity)* June Meeting: No updates (Covid Unwind, group with the other unwind item). July Meeting: Will update in August. August Meeting: Will update as office hours become available.
9	Closure Files	Jean Caster	*(Notes prior to FFY 2023 removed for brevity)* • 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. <mark>August Meeting: Closed</mark>
10	CMS Compliance Sub-Capitation	Nicole McClain	July Meeting: Working on gathering requirements. Will update in August. August Meeting: **T-MSIS CMS Compliance: DQ 455: % of claim headers with a valid value for Plan ID Number that do not have a corresponding ELG Managed Care Participation.** [TMIS CMS Compliance](#) August Meeting: Currently awaiting MCE feedback. MCEs should have received the files. **Anthem** – Jean Caster is currently reviewing the files. Will send an update via email. **Caresource** – Chelsi has received 7 records, 5 are denied. The remaining 2 are currently under review by the claims dept. **MDwise** – Michelle MDwise is revising internal process to resolve claims. **MHS** – Jared, all are retro changes. Will email updates. **UHC** – Kavita all the changes have been adjusted. Will follow-up with the compliance officer.
			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. 8/28/2023 – Will meet with Rebecca on 8/31.
2	Keena Baumer	1/23/23	Share timeline for fast-track testing.	Open 7/17/23 - Keena will update the stakeholders. <mark>8/28/2023 – Closed</mark>

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. 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.
8/28/23: 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.
8/28/23: No updates this reporting period.

MCE Impact Defects (Old Contract)

						**Old Contract Severity 2, 3 and 4 Critical and High Defects as of 08/22/2023**								
						Severity 4 critical and high priority defects are reviewed in the defect meetings, and can be increased to a Severity 2 after additional review.								
Findi	Creation Date	Discovery Date	Severity	Priority	Functional Area	Title	Description	MC Imp	State	MO Planned	MO Actual	Prod Planned	Prod Actual D	Current Status
20597	2023-05-23	2023-05-23	2-Major: No Workaround	0 - Critical	Claims/Encounters	AWS Testing- EDI claim with PWK segment does not trigger Region code 21 and attachment not displayed on the claim	AWS Account testing – EDI claim with PWK segment does not trigger Region code 21 and attachment not displayed on the claim. This is a Prod issue. Impact: Claims could edit incorrectly for a service that requires an attachment. We could have denied claims incorrectly. There are 1,263 claims impacted. Each claim will need to be reviewed to determine a editing and monetary impact.	Yes	MO Verified	2023-06-29	2023-06-29			Due to be deployed to Prod 08/30/2023.
20623	2023-06-12	2023-06-12	2-Major: No Workaround	1 - High	Claims/Encounters	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. The code is in Prod override. Severity: 2 Confirmed 6/13/23	Yes	Open	2023-08-24				**In Prod override as of 6/13/2023.** Due to be deployed to MO 08/24/2023.
20637	2023-06-21	2023-06-21	2-Major: No Workaround	1 - High	Claims/Encounters	Claims - Fee schedule is posting the incorrect service category description	Description: Something is happening in the data pull for the fee schedule where we are seeing things on the fee schedule like T1016 HH showing up under MRO when its not in the rules as covered for MRO. Impact: The Fee Schedule is posted to the web site and could lead to confusion on PA and coverage. Workaround: None Severity: 2 Confirmed 6/22/2023	Yes	Open	2023-08-23				Tracking to the 08/23/2023 TRD.
20278	2022-12-22	2022-12-22	3-Major: With Workaround	1 - High	Claims/Encounters; EDI	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. Severity: 3 with OMPP approval 2/10/2023	Yes	Open	2023-03-12				Tracking to the 03/12/2023 TRD.

				MCE				
Weekly Severity 2, 3, 4 and 5 Defects as of 08/22/2023								
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 II	Functional Area	Title	Description	MCE Impac	State	MO Planned Dat	Current Status	Agin
20661	Claims/Encounters	Reg Q2 2023 – Mass Adjustment – Paid Physician Crossover Suspended with recycle status after Mass Adjustment	Reg Q2 2023 – Mass Adjustment – Paid Physician – Suspended claim type B's are in recycle status Impact: Claims will not recycle without SE intervention. Workaround: None Severity: 2 Confirmed 7/11/2023 due to claim impact.	Yes	Open	2023-08-24	**In Prod override 08/08/2023.** Due to be deployed to MO 08/24/2023.	56
20751	Provider	Monthly MCSIS Medicaid Terminations Report (PRV-0031-M) did not get loaded to OnDemand	Monthly MCSIS Medicaid Terminations Report, PRV-0031-M did not get loaded to OnDemand Description: The monthly MCSIS Medicaid Terminations Report (PRV-0031-M) did not make it to OnDemand the last two months. This is due to an invalid date. Impact: There is no user or vendor impact beside the report availability being delayed until a developer corrects the date value to get the report to OnDemand. Workaround: None Severity: 2 Confirmed 08/16/2023 4 Confirmed 8/15/2023	No	Open	2023-08-31	**In Prod Override 08/10/2023** Updated TRD to 8/31/2023. PM is creating a Sev 3 workaround request.	52
20754	Claims/Encounters; HC Portal; Finance	The Remittance Advise (RA) truncating digits off the patient control number	Description: The RA is truncating digits off the patient control number. Impact: The FQHC's are not able to balance their accounts. Workaround: None. Severity: 2 Confirmed 08/15/2023 due to balance impact.	Yes	Open	2023-08-29	Tracking to the 08/29/2023 TRD. Sev 3 Workaround request sent to State on 8/17/2023. Awaiting Melinda's approval.	17
20770	Managed Care; Member	MGDJM_AUTO_ASSIGN_RPT needs to be added to the IWS script	Description: The MGDJM_AUTO_ASSIGN_RPT will not run. It needs to be added to the IWS script Impact: No Member or eligibility impact. The Auto Assign monthly report showing Members, MCE and plan assignment is not getting generated. There is a performance standard, and the team cannot do the QA without the report. Workaround: None	No	MO Implementation Pending	2023-08-31	Due to be deployed to MO 08/22/2023.	
20771	Managed Care; Member; Provider	Portal Not Displaying CMO/MCE Contiguous Segments	Description: The Provider Portal is not displaying all Managed Care/NEMT Assignment that the Member has in MMIS for the Inquiry DOS, when the Member has two or more contiguous segments for the same MCE/NEMT during an inquiry period. Instead the Portal is only reporting the 1st segment of the contiguous segment. Please see attached documentation. Impacts Include: Members that have NEMT and Manage Care Assignment, Providers, Managed Care Entities and NEMT. Workaround: No Severity 2 Confirmed 08/18/2023	Yes	Open	2023-08-31	On track for the 08/31/2023 TRD	11

				Description					
20750	Document Capture/Imaging; Managed Care; TPL	Managed Care reports not in OnDemand	Description: MGD-0060-D Enrollment Roster Errors Report is not appearing in OnDemand. Impact: Enrollment Roster Errors Reports are not generating Workaround: The fix has been placed to override which will take care of newly produced reports. Missing reports may still need to be moved to OnDemand manually. The BU can run the SQL. Override: 08/10/2023 Severity: 3 with State approvals 08/18/2023 2 Confirmed 08/16/2023	No	Open	2023-08-31	**In Prod Override 08/10/2023** Tracking to the 08/31/2023 TRD. Sev 3 Workaround request approved by the State on 8/17/2023.	20
20667	System Wide	The AD Manager Plus link on CoreMMIS Welcome page does not work	Description: The link to the AD Manager Plus on CoreMMIS Welcome page does not work. This link should take you to the reset password took and the page cannot be reached. Impact: The user cannot reset the password to log into CoreMMIS. Workaround: The user will need to call the Help Desk. Severity: 4 Confirmed No System Impact.	Yes	UAT Implemented	2023-07-27	Due to be deployed to Prod 08/30/2023.	54
20680	Provider	The monthly provider file send to Lexis Nexis does not identify the disclosed entity type of Board of Directors.	Description: The monthly provider file send to Lexis Nexis does not identify the disclosed entity type of Board of Directors, therefore when Gainwell receives the data back from Lexis Nexis it appears to be provider information and not disclosed entity (people) information. Impact: Currently this has is very minor impact, but with the implementation of GT-10319 (July 26) this will cause additional records to incorrectly show on a report. This could cause user confusion for the Provider business unit and the State. This does not impact Lexis Nexis' processing of the data. Workaround: None Severity: 4 Confirmed 7/11/2023 No major system impact MCE: No		UAT Implemented	2023-08-03	Due to be deployed to Prod 08/30/2023.	49
20702	TPL	TPL - Remove conflicts for code that was in ODC override verses for AWS	Description: Some of the code that was in override, in ODC for TPL-0026-M, TPL NON-PHARMACY COST AVOIDANCE STATISTICS BY PROGRAM report, did not make it into AWS. Impact: Some of the changes were not reflected in the AWS version. The report was not running correctly. Workaround: The code is now in AWS override 7/18/2023. Severity: 4 Confirmed 7/20/2023 Override: 07/18/2023	No	MO Implemented	2023-08-24	**In Prod override 07/18/2023** Testing is in process.	58

| 20746 | Claims/Encounters; Provider | GT-11168 – PIR Defect – The NPI pulled on report is inactive for the provider | Description: GT-11168 – FQHC/RHC Report User Interface: If the provider has NPIs that are inactive; they are pulling in the report query.

Impact: Bad data in the report

Workaround: None

Override: 08/04/2023

MCE Impact: No | No | Open | | 2023-08-31 | **In Prod Override 08/04/2023**

Updated the TRD to 08/31/2023. | 24 |