

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, October 16th, 2023; 2:00 PM; Teams

Scribe: Michael Simms

Attendees

State		Gainwell		Anthem		CareSource	
Nonis Spinner		Rebecca Young	X	Gretchen Atkins		Trish Kappes	
Ralph Jones		Bill Anderson		Jean Caster		Samantha Walton	
Dennis Dowling	X	KC Sushant	X	Tracy Silvers	X	Vandita Patel	X
Stephanie Guetig	X	Wanda Williams	X	Elizabeth Bell	X	Jeff Severino	
Keena Baumer	X	Karen Grays		Tuan Nguyen	X	Kristina Vanbelkum	X
Mark Wiley		Rubi Multani	X	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	
Megan Anderson	X	Greg Zimmerer		Amy Tate		Thomas Hurd	
Shannon Effler		Doug Crain		Sabrina Reynolds		Lindsay Gibson	X
Melinda Baker	X	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	X	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		Erin Krehl	
LaRisha Ratliff		Optum		Taylor Fulner		Josh Burger	
Shannon Sellers		Harini Kasamsetty	X	Stoshala Payne		Chastity Howell	
Angela Todd		Harsha Jasti	X	Anastasia Spurgetis	X		
Kathy Leonard		Sandeep Karna	X	Chelsea Trotter		UHC	
Frank Messina		Elizabeth Absalon		Melissa Steever		Kavitha Thomas	X
Avery Penn	X			Chad Nelson		Elizabeth Adams	
Brian Arrowood		Maximus		Nick Hartsfield		Jay Sabilla	
Matthew Walters	X	NaKeita Boyd	X	Jennifer Beaty	X		
Nicole McClain	X	Jennifer Haas		Heather Lovely		Adam Hall	X
Anthony Teal	X	Brian Robinson		Chelsea Duncan		Cynthia Gonzalez Cruz	X
Lillian Warner	X			Shelley Llamas		Sharon Moses	
Doug Wampler	X			Andrea Snowden		Shannon Patchett	X
Fiserv				Kumar Aggala		Judith A Coffey	
Michael Simms				Jared Unsel		Cindy Fulper	
						Andrea Parker	X
						Chris Smith	X

Attendees						
					Michelle Drake	X
					Ravinder Multani	X

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
1	EVV Home Health Project	Mark Hoffman	<p>June Meeting: No updates.</p> <p>July Meeting: Kavita, this will remain open because of the soft edits.</p> <p>August Meeting: Still in soft edit.</p> <p>September Meeting: In soft edits currently.</p> <p>October Meeting: Will up update in November.</p>
2	General update on Public Health Emergency – Open enrollment status update / trending / projections (after COVID)/ 834 Return File	Jason Adams	<p><i>(Notes prior to FFY 2023 removed for brevity)</i></p> <p>June Meeting: 834 Return Files has been added to this agenda item as a part of the Unwind discussions.</p> <p>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/</p> <p>August Meeting: No updates this reporting period.</p> <p>September Meeting: Open enrollment currently underway.</p> <p>October Meeting: Will continue to update accordingly.</p>
3	Post-PHE Operations MCE Test Plans / Additional Office Hours	Angela Todd (Nonis Spinner, Keena Baumer, Dennis Dowling)	<p><i>(Notes prior to FFY 2023 removed for brevity)</i></p> <p>June Meeting: Go-live beginning of next year.</p> <p>July Meeting: Will remain open through the beginning of the year.</p> <p>August Meeting: Will remain open through the beginning of the year.</p> <p>September Meeting: Will remain open through the beginning of the year.</p> <p>October Meeting: Will provide a general update next meeting. Keena – we will update the schedule in January.</p>
4	FFS Member Transfers / PA Reports	Cynthia Bell	<p><i>(Notes prior to FFY 2023 removed for brevity)</i></p> <p>June Meeting: Ginger – RBD will be approved internally. Will send once it's approved.</p> <p>July Meeting: GT12969 currently working through Tech Design.</p> <p>August Meeting: Project currently in SIT per Rita.</p> <p>September Meeting: SIT results reviewed today.</p> <p>October Meeting: Rita – this project in currently in PIR and will remain open until the close of PIR.</p>
5	Fast Track	Sabrina Reynolds	<p><i>(Notes prior to FFY 2023 removed for brevity)</i></p> <p>June Meeting: No updates yet.</p> <p>July Meeting: Will remain open. Project has been assigned to Rita.</p> <p>August Meeting: A/I closed during the August meeting.</p> <p>September Meeting: Michele Okeson, are there any plans for older fast track showing as pending. Keena Baumer will work with the MCEs to resolve.</p> <p>October Meeting: Keena – Joyce ran a file in Core of the open fast-track were closed. MDWise have open pending filds.</p> <p>Michelle – there are 350 currently in 'Pending'. Michaëlle will forward the file to Keena for review.</p>

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
6	Provider Taxonomy	Mark Hoffman	<p>(Notes prior to FFY 2023 removed for brevity)</p> <p>June Meeting: Currently in Business Design. July Meeting: Moving forward. August Meeting: GT13073, anticipating a September implementation. September Meeting: Currently in SIT review. October Meeting: Currently in PIR and will remain open through PIR.</p>
7	CMS Compliance Sub-Capitation	Nicole McClain	<p>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.</p> <p>TMIS CMS Compliance</p> <p>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.</p> <p>September Meeting: Anthem – Received feedback. Caresource – Received feedback. MDwise – Requesting additional feedback. MHS – Requesting additional feedback. UHC – Received feedback.</p> <p>October Meeting: Nicole M – we are awaiting updates/feedback via email regarding how the system are catching retro eligibility.</p> <p>Anthem/MDwise/MHS – each of the MCEs will respond via email.</p>
8	Rendering/Billing Provider linkage	Michael Cook / Stephanie Guetig	<p>October Meeting:</p> <h2>High Priority News</h2> <ul style="list-style-type: none"> • 1010 Edit <ul style="list-style-type: none"> • Weekly Numbers <ul style="list-style-type: none"> • Total-35,122 (unduplicated) <ul style="list-style-type: none"> • FFS-17,299 • Encounter-17,823 • 9,231 rendering providers • 1,821 billing providers <p>https://www.in.gov/medicaid/providers/files/bulletins/BT2023122.pdf</p> <p>Stephanie reviewed the bulletin. Update enrollment files with the state. Will add to the FQHC meeting on Friday.</p>
			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. 9/5/2023 - Harsha has agreed to work with us to help resolve the 835 / ESSR EOB crosswalk. 9/18/2023 – There are no updates this reporting period. 10/16/23 – Harsha is working on a current cross-walk and will update this week.
2	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. 8/28/23 – No updates. 9/18/2023 – No updates. 10/16/23 – Closed
3	Michael Simms	11/20/23	Update the High Priority News numbers from #8 above for the November meeting.	

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.

9/18/2023 – No updates this reporting period.

10/16/23 – 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.

9/18/2023 – No updates this reporting period.

10/16/23 – No updates this reporting period.

MCE Impact Defects (Old Contract)

Old Contract Severity 2, 3 and 4 Critical and High Defects as of 09/12/2023											
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	Creation Date	Discovery Date	Severity	Priority	Functional Area	Title	Description	MCE Impact	State	MO Planned Date	Current Status
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. Severity: 2 Confirmed 6/13/23	Yes	MO Verified	2023-08-24	Due to be deployed to Prod on 09/13/2023. In Prod override as of 6/13/2023.
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 it's 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	2023-09-21	Tracking to the 09/21/2023 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	2023-10-26	Tracking to the 10/26/2023 TRD. This has happened 9 times since 06/06/2023.

Current Contract

Weekly Severity 2, 3, 4 and 5 Defects as of 09/12/2023

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	Discovery Date	Severity	Functional Area	Title	Description	MCE Impact	State	Current Status
20661	2023-07-03	2023-07-03	2-Major: No Workaround	Claims/Encounters	Reg Q2 2023 - Mass Adjustment - Paid Physician Crossover Suspended with recycle status after Mass Adjustment	Impact: Claims will not recycle without SE intervention. Workaround: None Severity: 2 Confirmed 7/11/2023 due to claim impact.	Yes	MO Verified	In Prod override 08/08/2023. Due to be deployed to Prod on 09/13/2023.
20798	2023-09-05	2023-09-01	2-Major: No Workaround	Document Capture/Imaging; Letter Generator; Managed Care; Member	PIR GT-12390 Create a monthly OnDemand Excel FFS Pathway Future Hospice Report.	Impact: Report not generating Workaround: Promote correct changeset to Production	Yes	Closed	Closed 09/12/2023.
20802	2023-09-08	2023-09-06	2-Major: No Workaround	Claims/Encounters	INC0161852 - Anthem missing spreadsheet for CLM-8801-W.xls.0059 - FQHC/RHC Weekly Report	Description: The job running CLM-8801-W.xls.0059 abended because this week's run of the report had to many rows for the version of Excel that the system uses. Rows requested were 86,275 and the number allowed in Excel is 65,536. Workaround: The SE ran the report in a new version of excel which does not have the line restriction. Impact: Anthem did not receive their CLM-8801-W.xls.report this week. The MCE's cannot balance without the report. Severity: 2 confirmed 9/12/2023	Yes	Open	Sev 3 workaround request sent to OMP on 09/12/2023. Approved by Dennis. Pending Stephanie. Tracking to the 09/28/2023 TRD.
20754	2023-08-11	2023-08-11	3-Major: With Workaround	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: The FQHC/RHC have other methods to balance. Severity: 2 Confirmed 08/15/2023 due to balance impact.	Yes	Open	Updated TRD to 09/28/2023. The PM is working with the SE to determine how the field is being populated by the data sent from the clearinghouses.