

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, December 18th, 2023; 2:00 PM; Teams

Scribe: Michael Simms

Attendees							
State		Gainwell		Anthem		CareSource	
Nonis Spinner		Rebecca Young	X	Gretchen Atkins	X	Trish Kappes	X
Ralph Jones		Bill Anderson	X	Jean Caster	X	Samantha Walton	X
Dennis Dowling		KC Sushant	X	Tracy Silvers	X	Vandita Patel	
Stephanie Guetig		Wanda Williams		Elizabeth Bell	X	Jeff Severino	
Keena Baumer	X	Karen Grays		Tuan Nguyen	X	Kristina VanBelkum	X
Mark Wiley		Rubi Multani	X	Cynthia Bell	X	Lindsay Young	
Daneida Dooley		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		Greg Zimmerer		Amy Tate		Thomas Hurd	
Shannon Effler		Doug Crain		Sabrina Reynolds	X	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	X	Rita Kurti	X	Amanda Viser	X	Michelle Okeson	X
Chris Maxey		Julie Baca				Raeann Brown	X
Julene Hurst	X	Marcia Reed		MHS		Marcia Shively	X
LaDonna Hayes	X	Xenia Hastings	X	Geoff Petrie		Brigid Murphy	
Amy McConnell		Daniel Holmes		Brett Norris	X	Erin Krehl	
LaRisha Ratliff		Optum		Taylor Fulner		Josh Burger	
Shannon Sellers		Harini Kasamsetty	X	Stoshala Payne		Chastity Howell	
Angela Todd	X	Harsha Jasti		Anastasia Spurgetis			
Kathy Leonard		Sandeep Karna		Chelsea Trotter		UHC	
Frank Messina		Elizabeth Absalon		Melissa Steever		Kavitha Thomas	X
Avery Penn				Chad Nelson		Elizabeth Adams	
Brian Arrowood		Maximus		Nick Hartsfield		Jay Sabilla	
Matthew Walters	X	NaKeita Boyd	X	Jennifer Beaty			
Nicole McClain	X	Jennifer Haas		Heather Lovely		Adam Hall	X
Anthony Teal	X	Brian Robinson		Chelsea Duncan		Cynthia Gonzalez Cruz	
Lillian Warner	X			Shelley Llamas		Sharon Moses	
Doug Wampler	X			Andrea Snowden		Shannon Patchett	
Fiserv				Kumar Aggala		Judith A Coffey	X
Michael Simms				Jared Unsel		Cindy Fulper	
Brent Keith	X					Andrea Parker	X
						Chris Smith	X

Attendees							
					Faith Short	X	Michelle Drake
					Sandeep Kama	X	Ravinder Multani
					Wanda Kilpatrick	X	Will Ray
							Sandy Soelter
							Mulay Vivek
							David Alyea
							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. July Meeting: Kavita, this will remain open because of the soft edits.</p> <p>August Meeting: Still in soft edit. September Meeting: In soft edits currently. October Meeting: Will up update in November. November Meeting: Pilot edits are currently turn on. April 2024 potential PCS EVV edits. December Meeting: Rebecca, these edits are set to post and pay. Will update the timing in Jan. 2024.</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. 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. September Meeting: Open enrollment currently underway. October Meeting: Will continue to update accordingly. November Meeting: No updates. December Meeting: Will update in Jan. 2024.</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. July Meeting: Will remain open through the beginning of the year. August Meeting: Will remain open through the beginning of the year. September Meeting: Will remain open through the beginning of the year. October Meeting: Will provide a general update next meeting. Keena – we will update the schedule in January. November Meeting: No updates. December Meeting: Keena will provide an update in Jan. 2024.</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. July Meeting: GT12969 currently working through Tech Design. August Meeting: Project currently in SIT per Rita. September Meeting: SIT results reviewed today. October Meeting: Rita – this project in currently in PIR and will remain open until the close of PIR. November Meeting: Will confirm that PIR is completed. December Meeting: Rita, PIR is completed, and documentation is currently routing for approval.</p>

Agenda Items			
Item	Topic	Facilitator	Notes (conclusions, discussions, decisions, and next steps)
5	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> <p>November Meeting: Working with Optum EDW to update, will provide an update to the MCEs within the next two weeks. December Meeting: MCE actions are completed. Will update per Pathways project moving forward.</p>
6	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. November Meeting: No updates. December Meeting: Follow-up in Jan. 2024.</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	<p>Reassigned to Tony No updates this reporting period.</p> <p>7/17/23 - Rebecca will reach out to Tony to resolve.</p> <p>8/28/2023 – Will meet with Rebecca on 8/31.</p> <p>9/5/2023 - Harsha has agreed to work with us to help resolve the 835 / ESSR EOB crosswalk.</p> <p>9/18/2023 – There are no updates this reporting period.</p> <p>10/16/23 – Harsha is working on a current cross-walk and will update this week.</p> <p>11/20/2023 – Rebecca/Harsha continue to work this Action Item.12/18/2023 – Rebecca, Gainwell will update the spreadsheet with additional information on EOB by the end of year. Will up follow-up in Jn. 2023 Meeting.</p>
2	Michael Simms	11/20/23	Update the High Priority News numbers from #8 above for the December meeting.	<p>11/20/2023 – Michael will reach out to Stephanie for an update.</p> <p>\12/18/2023 – Will follow up in Jan. 2024.</p>
3	Elizabeth Bell	11/20/23	Please provide the EVV hard launch date (see agenda item #1 above).	<p>Mark Hoffman</p> <p>11/20/2023 – Will keep for next meeting.</p> <p>12/18/2023 – there is no update on the date as of this meeting. Will follow-up during the Jan. 2024.</p>
4	Joyce Lee		Roster History Panel – Review the current profiles to determine if the MCEs can continue to use. Additionally, identify potential training for use of the panel.	<p>12/18/2023 – Gainwell working on a quick reference guide for continued use of the panel. Joyce demo'd the panel. Joyce will confirm the profiles for the changes to the panel (State/CareSource/MedWise/Anthem cannot currently use the panel).</p>

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.

11/20/23 – No updates this reporting period.

12/18/23 – 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.

11/20/23 – No updates this reporting period.

12/18/23 – No updates this reporting period.

Current

Weekly Severity 2, 3, 4 and 5 Defects as of 11/07/2023													
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	MO Planned Date	MO Actual Date	Prod Planned Date	Prod Actual Date	Current Status
20835	2023-09-22	2023-09-22	2-Major: No Workaround	Claims/Encounters: EDI	EDI - Flushed Claims have 8 claims that have and EDI mapping issue.	Description: 8 claims have gone to the flushed report for the same error - 7089 - No UB92 Xaver Record. In evaluation of two of the eight claims, they were not really crossover claims. The claim type was AM and not MA. Impact: The claims are sent to the flushed claims file during financial processing, and the provider is not paid. Workaround: None Severity: 2 Confirmed 9/26/2023	Yes	Prod Implemented	2023-10-12	2023-10-12	2023-10-27	2023-10-25	There will be out-reach and clean-up as the claims will be resubmitted. Leave in Prod Implemented until clean-up is completed.
20855	2023-10-06	2023-10-03	2-Major: No Workaround	Financial	The 835 is missing claims from the Financial cycle.	Description: All claims processed by the Financial cycle are not included in the 835. Due to timing issues there have been days where only partial 835s were sent. Impact: HIP MCOs received partial 835s on 06/17/2023, 06/24/2023, 07/12/2023, and 07/29/2023. Workaround: None Severity: 2 Confirmed 10/10/23 due to MCE Impact	Yes	MO Implemented	2023-11-09	2023-11-02	2023-11-07		Prod Override 10/06/2023. There will be clean-up. This was sent to OMP 10/27/2023. A program will be need created which will take 3 - 6 months. Testing is completed. Sent to BU for review and approval on 11/06/2023.

20896	2023-10-26	2023-10-25	2-Major: No Workaround	Managed Care; Member	<p>PIR GT-12396 Assignment Reason Code is not reported on the 834 Pending</p> <p>Description: GT-12396 MLTSS Phase 2 - Assignment reason code is not reported on the 834 Pending.</p> <p>Impact: The MCE's are not getting the reason code to know the reason the member is being assigned. It appears on the Core panel.</p> <p>Workaround: None</p> <p>Severity: 2 Confirmed 10/31/2023</p>	Yes	MO Implemented	2023-11-02	2023-10-31	2023-12-04	Sent to BU for review and approval on 11/07/2023.
20897	2023-10-26	2023-10-26	2-Major: No Workaround	Managed Care; Provider	<p>PIR GT-12396 Pathway Provider Extract: reporting duplicate rows. The extract query should only generate distinct rows.</p> <p>GT-12396 Pathway Provider Extract: reporting duplicate rows. The extract query should only generate distinct rows.</p> <p>Impact: Impacts MCE to ability to load the extract in a timely manner.</p> <p>Workaround: None</p> <p>Severity: 2 Confirmed 10/31/2023</p> <p>Override: 10/27/2023</p>	Yes	Open	2023-11-16	2023-12-05	Prod Override: 10/27/2023 Tracking to the 11/16/2023 TRD.	
20923	2023-10-30	2023-10-18	2-Major: No Workaround	Provider	<p>The NPI crosswalk file lists providers as both OPR and Rendering</p> <p>Description: For providers that have converted from Rendering to OPR and vice versa, the data in the NPI Crosswalk file shows these providers as active for both Rendering and OPR.</p> <p>Impact: Elevance had one high dollar claim from a provider that they were able to override the error.</p> <p>Workaround: None</p> <p>Severity: 2 10/31/23 until we hear from Elevance</p>	Yes	Open	2023-11-09	2023-11-27	Tracking to the 11/09/2023 TRD.	
20943	11/7/2023	11/6/2023	2-Major: No Workaround	Claims/Encounters; EDI	<p>Claims - Verida Claim Issue with Region Code on Resubmission</p> <p>Description: The five sample claims submitted from Verida, originally were region code 75, however the resubmission received region code 70, which is incorrect.</p> <p>Impact: They will report incorrectly. Specific region codes set up for Verida. The edits disposition differently per region code.</p> <p>Workaround: None</p> <p>Severity: 2 due to claim payment impact and MCE impact.</p>	Yes	Open	11/21/2023	2023-12-14	Tracking to the 11/21/2023 TRD.	