



Quarterly Meeting of MCOs and Tribes

May 8, 2015

MCO-Tribal Meeting Agenda

- I. Introductions**
- II. Opening Statements**
- III. Follow-up from Last Meeting**
- IV. Questions/Issues/Ideas**
- V. Planning for Next Meeting**
- VI. Closing Statements**

INTRODUCTIONS

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OPENING STATEMENTS

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FOLLOW-UP FROM LAST MEETING

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MCO Responses to Questions

At the February 13, 2015 meeting, we ran out of time before we could address every question that was on the agenda. At the end of the meeting, MCOs agreed to provide written responses to every question prior to today's meeting to help move issues along.

Responded yesterday (emailed and printed for today's meeting):

- Amerigroup
- Coordinated Care
- Columbia United Providers
- United Health

Not yet responded:

- Community Health Plan of Washington
- Molina

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MCO Contact Information

Managed Care Plan	General Contact Information	Single Point of Contact for Tribes
	Customer Service: 1-800-600-4441 Website: www.amerigroup.com Provider line: 1-800-454-3730	Kris Lee Director of External Affairs Kristine.lee@amerigroup.com 206 674 4473 (direct), 206 674 4466 (fax)
	Customer Service: 1-800-315-7862 Website: https://www.cuphealth.com/home Provider line:	Connie Mom-Chhing cmomchhing@cuphealth.com 360 553 7886
	Customer Service: 1-800-440-1561 Website: www.chpw.org Provider line: 1-800-440-1561	Thomas Melville Contract Administrator thomas.melville@chpw.org 206 652 7282 (direct), 206 521 8834 (fax)
	Customer Service: 1-877-644-4613 Website: www.coordinatedcarehealth.com Provider line: 1-877-644-4613	Daniel Mero Provider Relations Representative dmero@centene.com 253 370 9262 (direct), 877 644 4602 (fax)
	Customer Service: 1-800-869-7165 Website: www.molinhealthcare.com Provider line: Phone: 1-800-869-7175	Crystal Cutter External Provider Service Representative crystal.cutter@molinahealthcare.com 425 424 1174 (direct), 877 814 0342 (fax)
	Customer Service: 1-877-542-8997 Website: www.uhcommunityplan.com Provider Line: 1-877-542-9231	Debra Butler Senior Physician Advocate debra_butler@uhc.com 360 871 8013 (direct), 855 576 1243 (fax)

SPECIFIC QUESTIONS/ISSUES/IDEAS

Tribal Questions/Ideas

1. Timeliness Rules - HCA's timeliness rules are 1 year from service date for initial claim submission and 2 years from service date for final claim submission. Recently, HCA reviewed a Tribal claim to an MCO that was denied for lack of timeliness in spite of the claim being submitted 9 months after service date.

- *What are the MCOs' timeliness rules for claims?*
- *If an MCO's timeliness rules diverge from HCA's timeliness rules, why is that?*
- *Is there a difference in timeliness rule for a Tribe/Urban health program that is contracted with an MCO versus not contracted with an MCO?*

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Tribal Questions/Ideas

2. Optometry Claims – Some MCOs subcontract their vision benefit administration. Tribes are having their optometry claims denied by those subcontractors, and the subcontractors are not responding to repeated requests for clarification/explanation.

- *What should a Tribe/Urban health program do when a subcontractor like this is not responsive?*

3. Ownership Disclosure – Some MCOs are telling Tribes that they need to disclose to the MCO their ownership structure to comply with 42 CFR 455.104. However, 76 Federal Register 22 contained federal guidance that Tribes/Urban health programs are exempt from this disclosure requirement.

- *What should Tribes/Urban health programs do if the MCO, or its subcontractor, is requesting information that they are not obligated to provide?*

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Tribal Questions/Ideas

4. Lack of Specialty Providers in Network – Many issues with access to specialty providers. In some regions of the state (such as Grays Harbor), MCOs have a lack of in-network specialty providers (such as dermatology and rheumatology). Only one endocrinologist in the Olympia area will accept an MCO. Patients from Grays Harbor County are having to travel to Pierce or King County for specialty care. Some other providers are imposing other limits, such as requiring appointments to be scheduled only on the first day of the month and only accepting patients from certain ZIP codes. Some specialty providers in Pierce and King Counties will only accept patients who live in those counties.

- *If an MCO does not have enough in-network specialty providers in the region and there is an appropriate specialty provider out-of-network, how does a Tribe/Urban health program get an MCO referral and authorization for an AI/AN patient to see the out-of-network provider?*
- *What are the applicable rules for this?*

Tribal Questions/Ideas

5. Long Wait Times for Specialty Providers in Network – In some regions, the wait times for appointments with in-network specialty providers can be several months.

- *How long of a wait time constitutes lack of access to care?*

6. Coverage Issues for Diagnostic Services - Grays Harbor Community Hospital and Grays Harbor Physician's Services only accept Molina or Amerigroup. Restricts patient access for diagnostic imaging and procedures as well as specialty providers.

- *Do the MCOs know of a way for patients to get diagnostic imaging and procedures done at facilities where specialty providers only accept other MCOs for payment?*

Tribal Questions/Ideas

7. MCO Single-Points-of-Contact –Some MCO single-points-of-contact are not responding at all to emails and phone calls from Tribes. Others respond in three days. Some MCO single-points-of-contact are telling Tribes to contact the MCO's provider relations line.

- *What do MCOs consider to be a timely response to requests made to their single-points-of-contact?*
- *If the Tribe/Urban health program is reaching out to the single-point-of-contact specifically because they cannot get resolution through the MCO's ordinary channels, shouldn't the MCO single-point-of-contact take ownership of the query?*

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MCO Questions/Ideas

1. MCO Systems – Each MCO has its own system for authorization of service, billing, and appeals for denied claims.

- *Would the Tribes/Urban health programs and MCOs be interested in presentations from each of the MCOs on how things work in their system?*

2. Working with Tribes/Urban health programs – MCOs are trying to learn how to work with Tribes/Urban health programs effectively and efficiently.

- *What is the best way for MCOs to work with Tribes/Urban health programs?*

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MCO Questions/Ideas

3. Race Code – A number of AI/AN clients have been found to have inaccurate race code indicators in ProviderOne. This may be related a Healthplanfinder update, but HCA is still trying to troubleshoot the cause.

- *Can there be a more collaborative way to ensure that AI/AN status is correctly reflected in ProviderOne?*
- *Could MCOs consider post-payment review? Or an additional data element on a claim to bypass the race code denial?*
- *Can we brainstorm other potential ways to solve this problem?*

4. Tribal Contacts – MCOs sometimes have questions for Tribes/Urban health programs.

- *Could the Tribes/Urban health programs provide a single-point-of-contact for MCOs to use?*

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Questions/Ideas

Other questions, issues, concerns, ideas...

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PLANNING FOR NEXT MEETING

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Planning for Next Meeting

Scheduling

- Next MCO-Tribal meeting to be held in August 2015
- HCA-MCO monthly on Friday, August 14, 2015
- Some Tribes have requested a different day of the week to facilitate attendance by persons who cannot attend Friday meetings

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Planning for Next Meeting

Topics and Presentations

Any topics or issues that anyone would like to learn more about that:

- **MCOs** could present on or be prepared to answer questions?
- **Tribes/Urban Indian Health Programs** could present on or be prepared to answer questions?

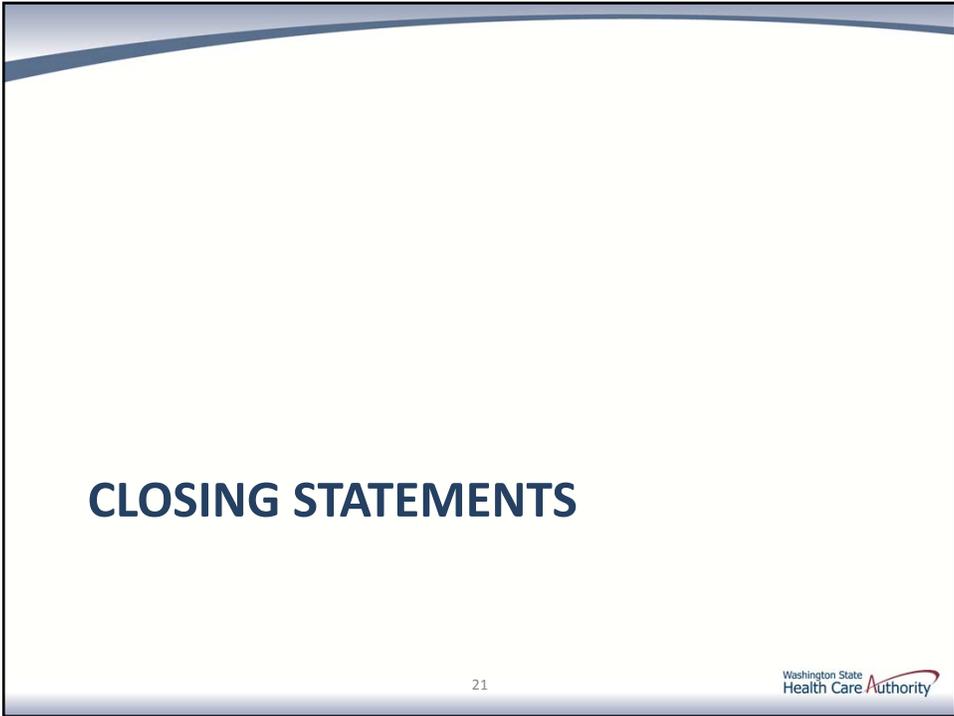
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Planning for Next Meeting

What would everyone like to see for the next quarterly meeting to make these meetings more effective and efficient?

Is there anything you would like to see HCA do to help make these meetings more effective and efficient?

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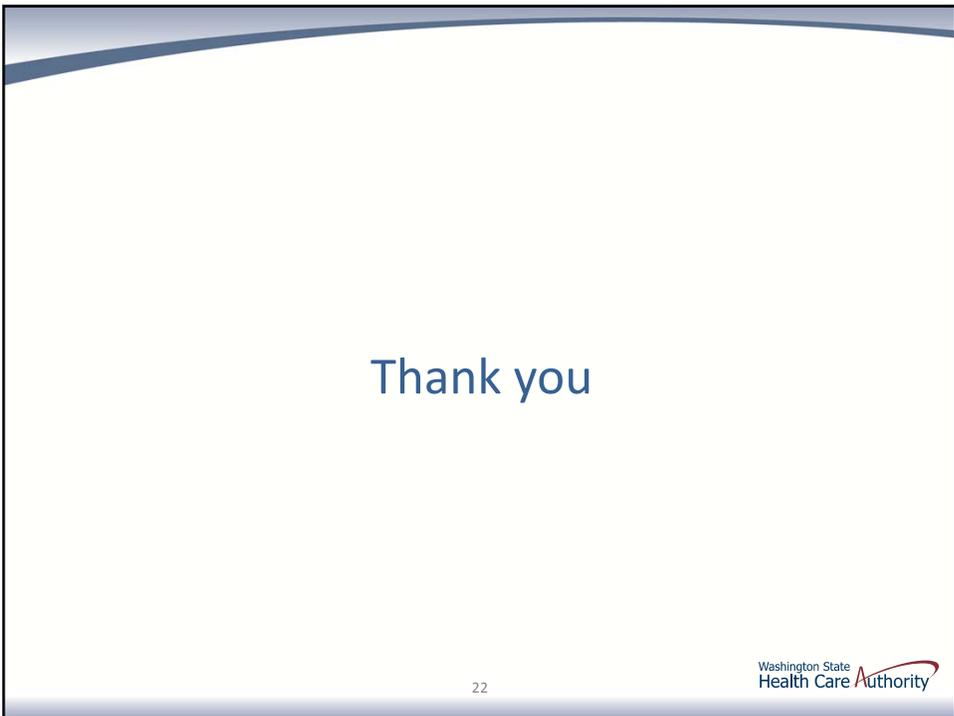


CLOSING STATEMENTS

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Washington State
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Thank you

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Washington State
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