

GCACH Provider Readiness Workgroup
December 27, 2018
2:00 PM – 3:00 PM
Meeting Minutes

1. Attendees: Jennifer Flores, Jesse Flores, Pat Flores, Cathy Pipes, Matthew Kuempel, Mariana Marquez Sital, Amanda Casey, Kristy Needham, Gordon Cable, Dana Oatis, Kendra Castaldo, Carol Moser, Martin Sanchez, Jenna Shelton, Diane Halo, Rick George, Alicia Egan, Leslie George, Sara Clark, Lindsey Underwood, Caroline Wilson, Ken Dorais, Mike Berney, Megan Gillis, Samantha Zimmerman, Alice Lind, Mel Roy, Corey Cerise, Claudia Torres, Chris De Villeneuve, Candice Welch, Mary O'Brien, Shereen Hunt, Wally Lee, Cicily Zornes, Katie, Marianne Oliver

2. Go over question log

Question: 69. I have been working on credentialing our licensed therapists in the One Health Port Portal. Do non-licensed individuals that do a group session and non-licensed individuals that provide crisis services need to be credentialed individually through One Health Port?

Answer: Molina: We are credentialing BH providers at the agency level, so we do not need individuals to be credentialed individually credentialed via OneHealthPort. Each individual provider will need their NPI registered via ProviderOne though.

Amerigroup, CHPW, and Coordinated care agree on this.

Comment: They still have to register with Provider one to get the NPI #.

CHPW: Refer to the HCA NPI FAQ's. Yes, they do if they qualify.

Question: Will the MCOs reimburse for services provided to Medicaid clients by non LICSW and PhDs? I know we are credentialed by facility and therefore you guys will pay. But please clarify that we still need to have internal measure in place to pass an audit that we have the right supervision in place.

Answer: Molina: We follow SERI in terms of which providers can provide which services.

Amerigroup – Agrees with Molina.

CHPW: CHPW follows the SERI and HCA guidelines for level of service. Bottom line, the clinician has to be operating within the scope of their license for services provided.

Question: Will services provided to clients have primary coverage and Medicaid. Be paid by MCOs if Primary insurance denies the service due to the provider not being credentialed with the primary insurance carrier?

Answer: Molina: When the primary insurance is a commercial plan, Molina does require some documentation from the primary insurance attached to each claim stating they will not cover the provided services. The only exception is on H and T codes, as they are not covered by commercial plans and will not require an EOB. When the primary insurance is Medicare, Molina does not require an EOB be attached for any Non-Medicare Covered provider specialty or billing CPT/HCPC code.

CHPW: CHPW will cover services not covered by the primary if they are covered under IMC.

Question: We are having trouble configuring our system for providers who bill using multiple taxonomy codes. We are only allowed one taxonomy code in our HIS system. Is it possible to send the primary taxonomy with every charge, regardless of which taxonomy would be appropriate for that service?

Answer: Answer: HCA – it is important to get to the taxonomy that is appropriate to the service that’s being rendered. If you need help with this HCA can get you in touch with a subject matter expert on this.
CHPW: You should bill the most appropriate taxonomy for the service being performed. However, I would refer to the HCA FAQ’s or HCA for response.

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Question: Currently, clients will often be scheduled twice for the same day. Example: A prescriber and a therapist. BHO allows that, but come 1/1/2019, will we get paid by the MCO’s for both services if we continue this practice?

Answer: Answer: As long as they are different CPT Codes.
Molina: Yes. Please use applicable multiple procedure modifiers when appropriate to ensure claims do not inadvertently deny as duplicates. If resources are needed to identify when a multiple procedure modifier should be utilized, please reach out.
CHPW: Yes, in this scenario we would allow both if both are covered services.

Question: For the Taxonomy on the MCO Provider Rosters, do we list the State Taxonomy or the national, or both?

Answer: Molina: Roster template was set up to include the national taxonomy in the primary taxonomy field and the state taxonomy in the secondary taxonomy field if applicable (alternatively, if there is an applicable national secondary taxonomy that could be listed there).
CHPW: National

Question: Will they cover the SUD providers doing an SUD assessment in the school districts?

Answer: Molina: Yes. Per SERI, “May be provided outside a facility when done by a certified outpatient SUD provider following off-site service guideline as defined in WAC.”

Question: We were looking for clarification that we can continue to use the patient Provider One ID and not the MCO assigned ID number in loop 2010BA.

Answer: Molina-You can use either ID number but are encouraging them to use the MCO assigned ID #

Question: When can the provider expect to see the list of inpatient hospitals that will accept Medicaid patients?

Answer: They are currently listed online for each provider under their provider directory. The MCOs will send link to Diane next week and Diane will get them out to the providers. For Molina Greys Harbor is the only one they are not contracted with.

Question: Katie for QBH - They are still having issues registering NPIs with the ProviderOne. What should we do?

Answer: Please email Alice Lind from HCA the email that you received from the person at HCA. Alice.Lind@hca.wa.gov. That way they can help you with this. If you have any problems registering your NPI#s with HCA, please reach out to HCA so they can help with any issues you may be having.

Question: On the ProviderOne website when will it show the individuals MCO they will be assigned to?

Answer: On January 1, 2019 it will show the MCO they are assigned to.

3. Answer from GCACH Board of Directors regarding the Contingency funds
The GCACH Board of Directors have decided to stick with their original decision to distribute the contingency funds by the formula minus the base pay amount.

Diane needs to get ahold of Karen Richardson, Mike Berney, and/or Danika Gwinn to get that formula so GCACH can distribute the contingency funds. GCACH would like to get the formula by next Friday so we can get the payment into the portal to be distributed.

If you still would like to hire a consultant in the next few months, GCACH did receive a reasonable quote from Jet Computers. If you would like the information please contact Diane. Each provider will have to contract individually with them if they would like to hire them as a consultant with the IMC Funds received.

4. Reminder that the Rapid Calls start on 1/2/19
These call start on 1/2/19. The invites went out. Please reach out to Diane if you need to be added to those invites.
5. Next Meeting is January 10th 3:30-4:30pm
6. Future Provider Readiness Workgroup Meetings
January 24th 2-3pm
February 7th 2-3pm
February 21st 3:30-4:30pm