MIHMS Provider Forum No. 9

August 6, 2009

Today's Agenda

- Overall Project Update – "Milestones"
- Phase 1 Update for Provider Re-enrollment
- Resolving MeCMS Stalled Claims
- Policy Changes for MIHMS
- Talking with Provider Software Vendors
- Question and Answer Session

Project Milestones

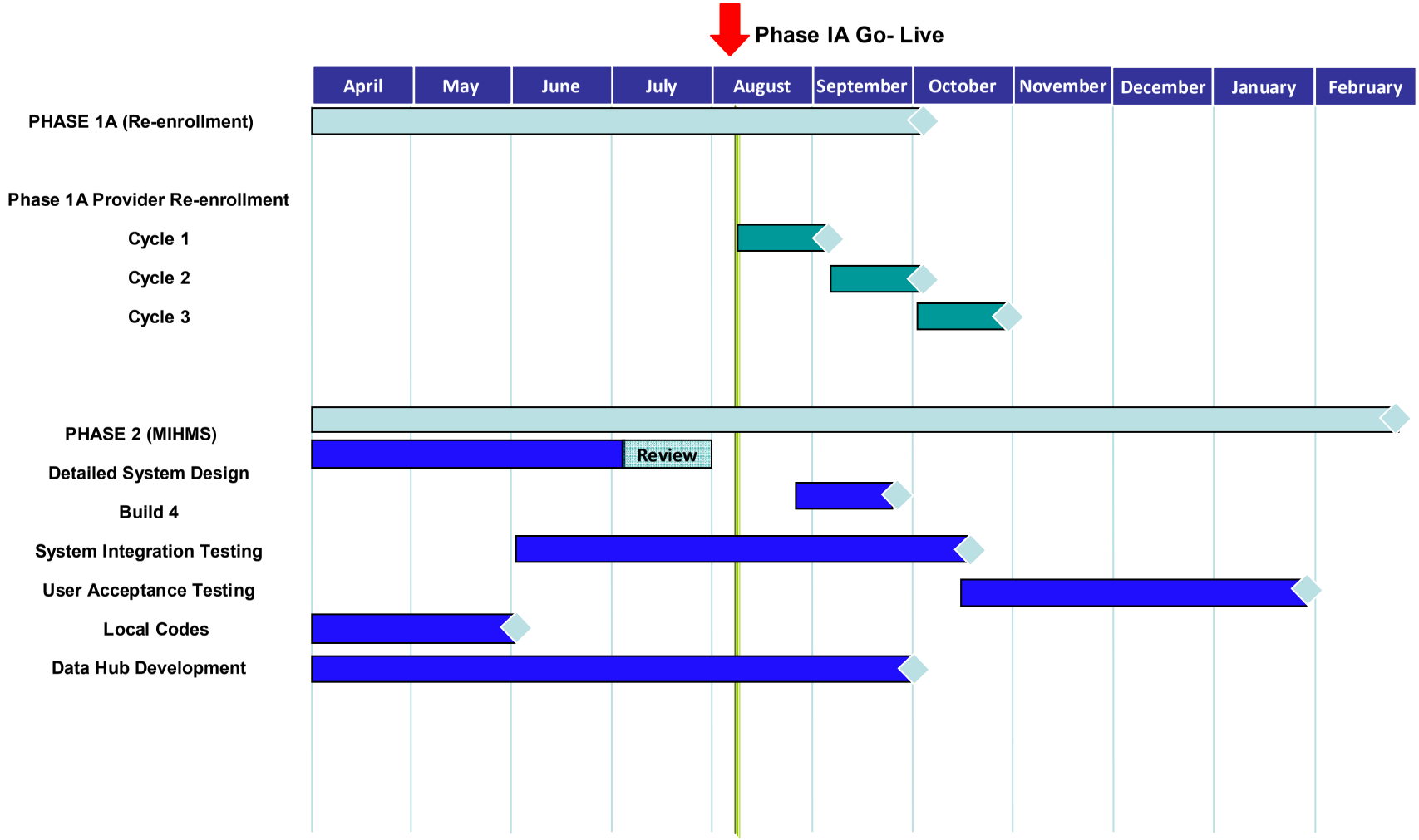
Recent Accomplishments

- ✓ Testing completed for Re-enrollment
- ✓ Run-out Strategy Planning Sessions conducted
- ✓ Detailed System Design review underway
- ✓ GAP Specification Design is in review
- ✓ Consolidated work plan for DHHS Systems to support NPI

Upcoming Milestones

- ✓ Conduct provider re-enrollment
- ✓ Finalize Detailed System Design – 8/14/09
- ✓ Submit IAPD Update to CMS – including Run-out Strategy Approach
- ✓ Communicate provider billing changes for MIHMS
- ✓ Communicate with software vendors

Project Milestones



Phase 1 Update

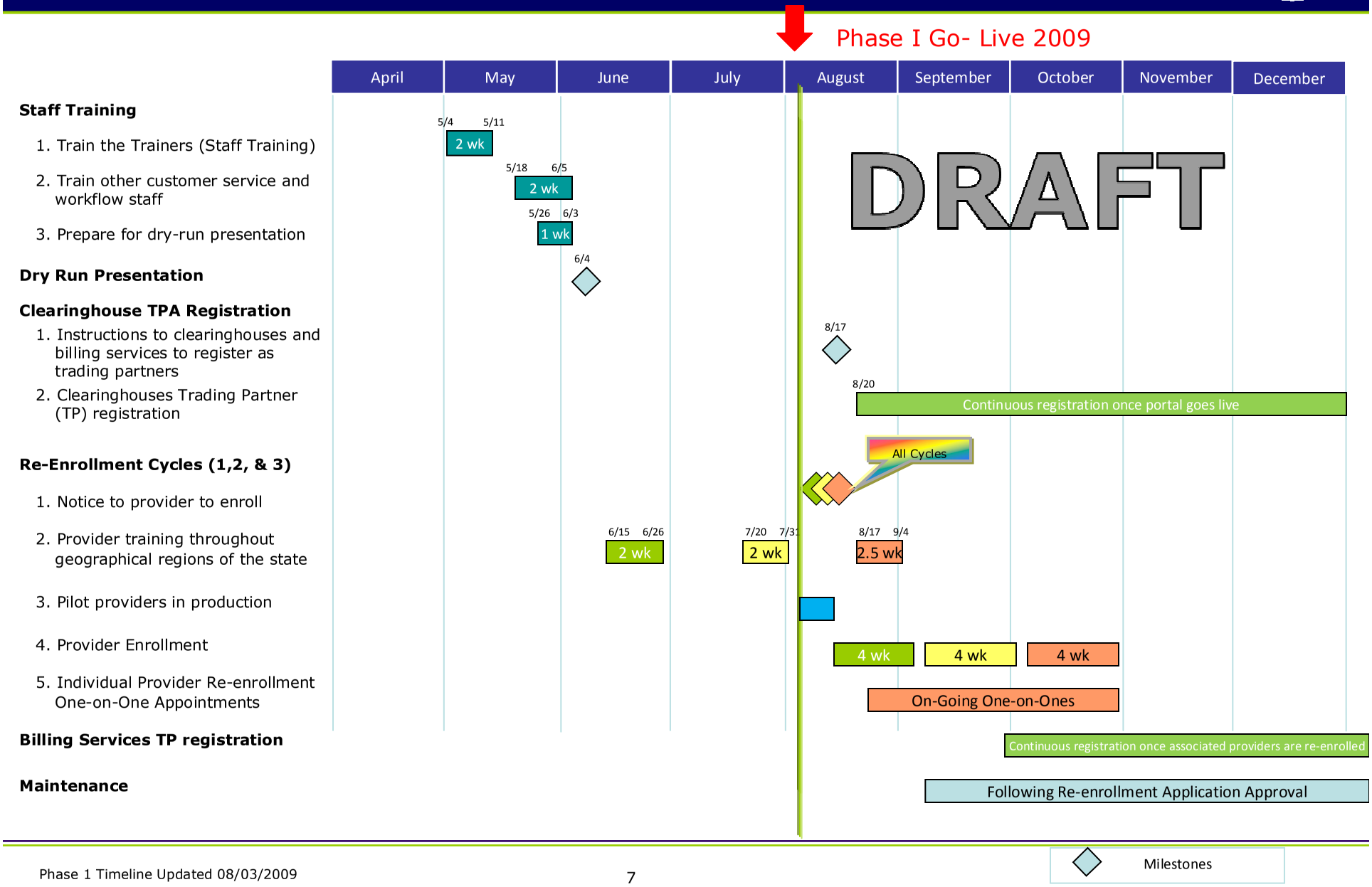
Phase 1 Update for Provider Re-Enrollment

- Review Updated Timeline
- Pilot providers in production
- Re-enrollment Date Implemented
  - Four-week cycles back-to-back
- Providers listed by cycle at http://www.maine.gov/dhhs/oms/pdfs_doc/fiscal_agent/prov_list.xls
- Contact provider re-enrollment for assistance

MaineCare Provider Services
11 State House Station
Augusta ME 04330-0011

Phone: (800) 321-5557, Option 6
TYY: (800) 606-0215
e-mail: MaineCare2010.DHHS@maine.gov

Provider Training and Re-Enrollment Process



Resolution of MeCMS Stalled Claims

Stalled Claims Overview

- Stalled Claims – Overview
- Stalled Claims- Summary
- Stalled Claims- Details
- Resolution Plan

Stalled Claim - Overview

The claims submitted by provider and not reached a finalized status within a reasonable time.

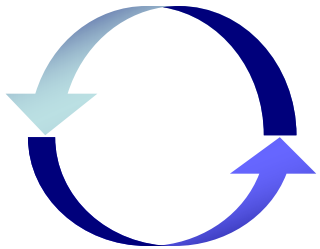
Impact

Provider

Providers have provided services to members without getting paid.

MECMS

A lot of time is spent on resolving these claims in a very ad-hoc manner



State

State may have a financial liability for the claims that have not been resolved.

MIHMS Project

The conversion of data will be a challenge if these issues are not resolved in MECMS

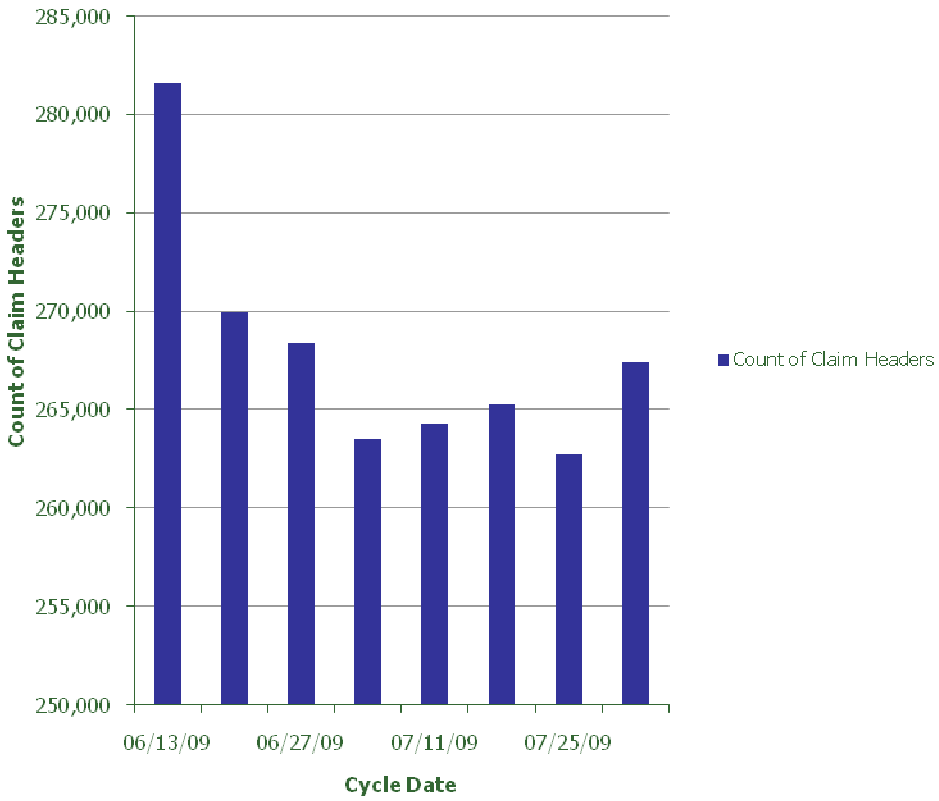
Any or all the claims lines that cannot be processed without external intervention (either correction of system or manual work around).

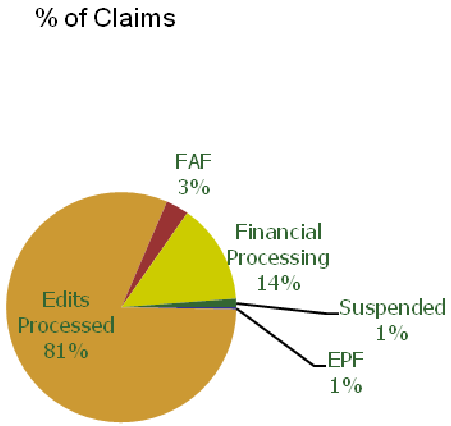
Scope

All the claim lines in error status + All the claim lines in non-final status for at least 28 days

Stall Claims	Description
Suspended Claims	All the claim lines in suspended status for at least 28 days
Edit Processed	All the claim lines in edit processed status for at least 28 days
Edit Processing Failure (EPF)	All the claim lines in EPF status
Fund Allocation Failure (FAF)	All the claim lines in FAF status
Financial Processing	All the lines with the application status of 90, 96, 97, 100, 110 and 120 for at least 28 days and all the claim lines with the status of 98, 99, 101 and 135**

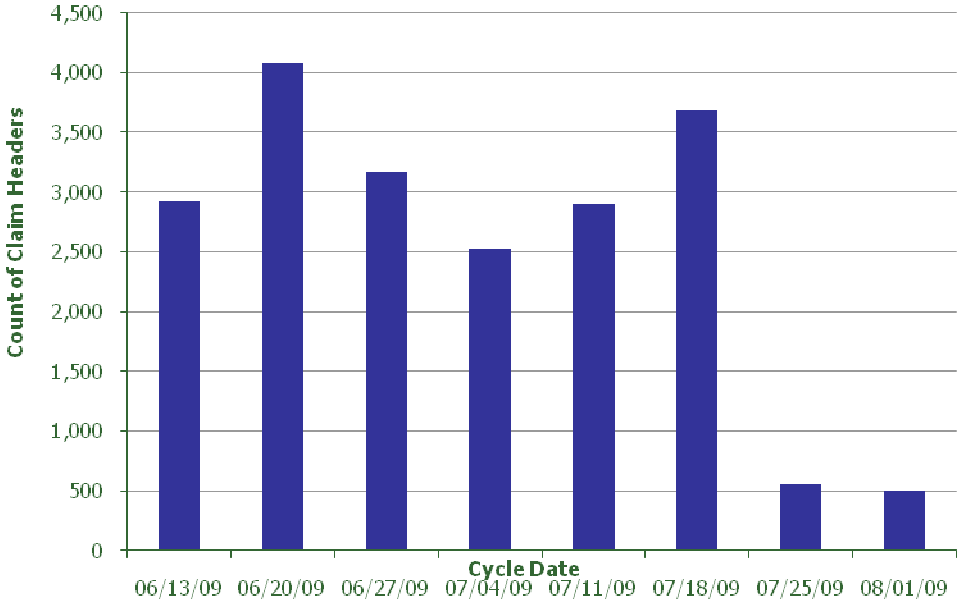
Summary





Cycle Date	Count of Claim Headers
08/01/09	267,392
07/25/09	262,736
07/18/09	265,272
07/11/09	264,286
07/04/09	263,497
06/27/09	268,366
06/20/09	269,958
06/13/09	281,616

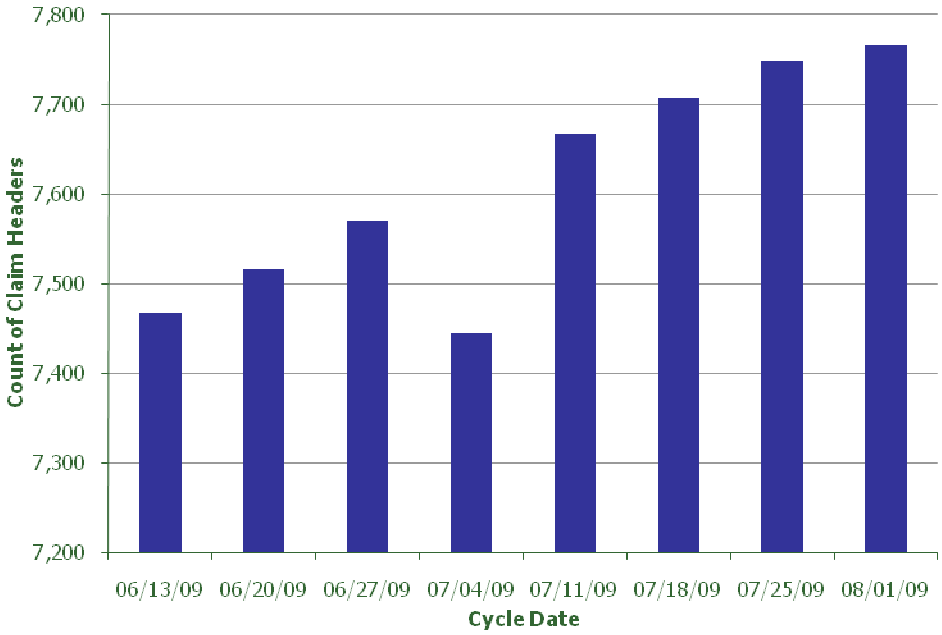
Stalled Claims – Edit Processing Failure(EPF)



Cycle Date	Count of Claim Headers
08/01/09	500
07/25/09	550
07/18/09	3,679
07/11/09	2,903
07/04/09	2,522
06/27/09	3,164
06/20/09	4,074
06/13/09	2,921

Claims with application status of Edit Processing Failure (75).

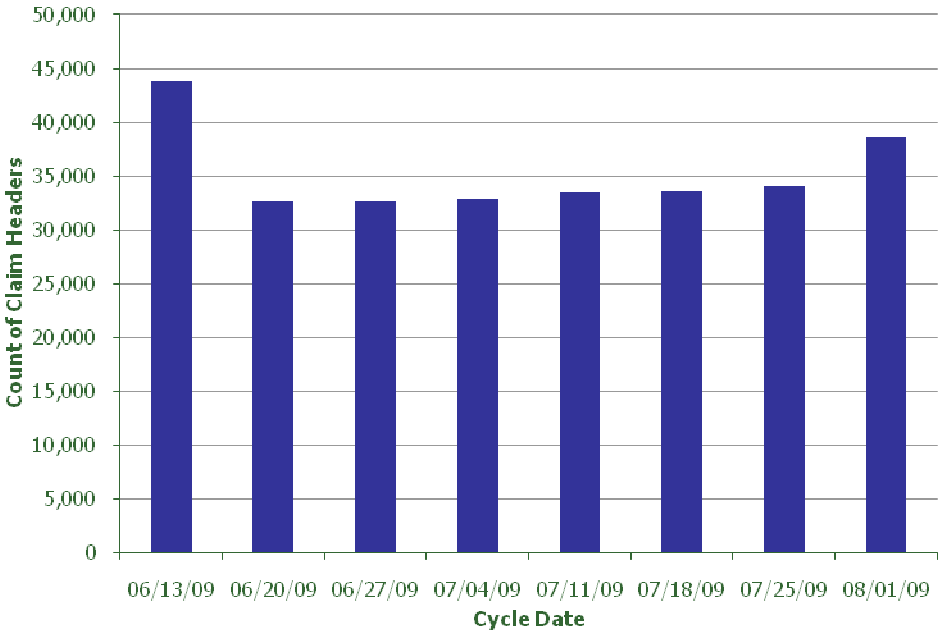
Stalled Claims – Fund Allocation Failure



Cycle Date	Count of Claim Headers
08/01/09	7,766
07/25/09	7,749
07/18/09	7,707
07/11/09	7,667
07/04/09	7,444
06/27/09	7,570
06/20/09	7,516
06/13/09	7,468

Claims with application status of Fund Allocation Failure (95).

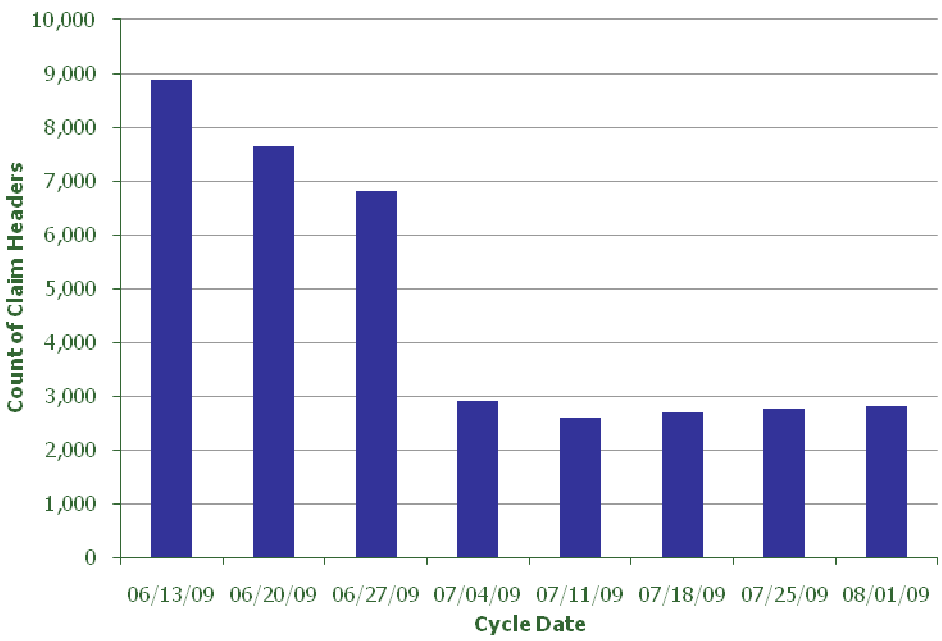
Stalled Claims – Stuck in Financial Processing



Cycle Date	Count of Claim Headers
08/01/09	38,633
07/25/09	34,033
07/18/09	33,605
07/11/09	33,447
07/04/09	32,812
06/27/09	32,590
06/20/09	32,593
06/13/09	43,791

Claims with application statuses of Available for OFIN, Failed in OFIN Transfer, In Oracle Financial, Available for RA Generation and RA Generation Failure (90, 98, 100, 110 and 135).

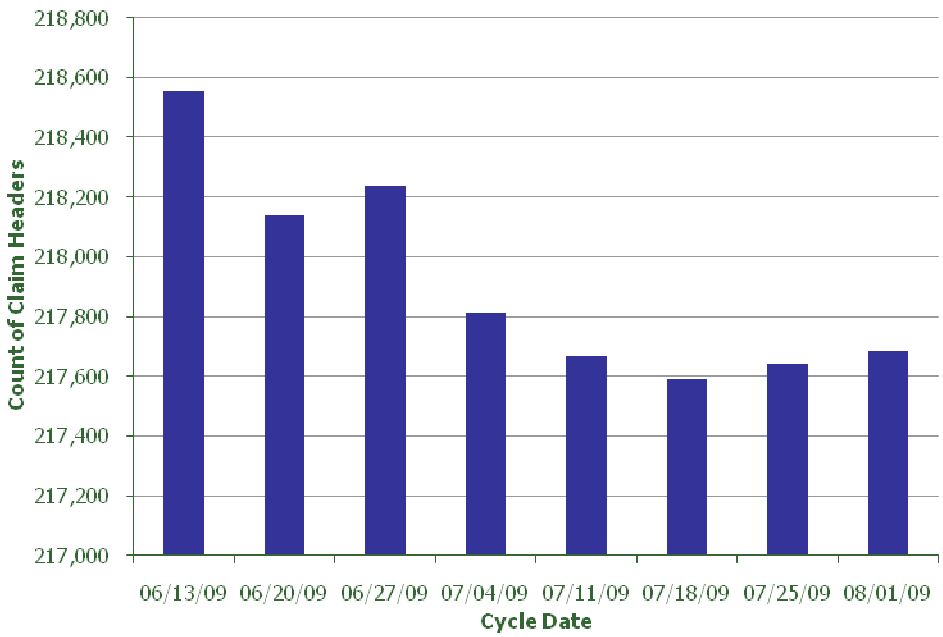
Stalled Claims – Suspended



Cycle Date	Count of Claim Headers
08/01/09	2,808
07/25/09	2,761
07/18/09	2,691
07/11/09	2,600
07/04/09	2,906
06/27/09	6,805
06/20/09	7,638
06/13/09	8,881

Claims with business status of Suspended (74).

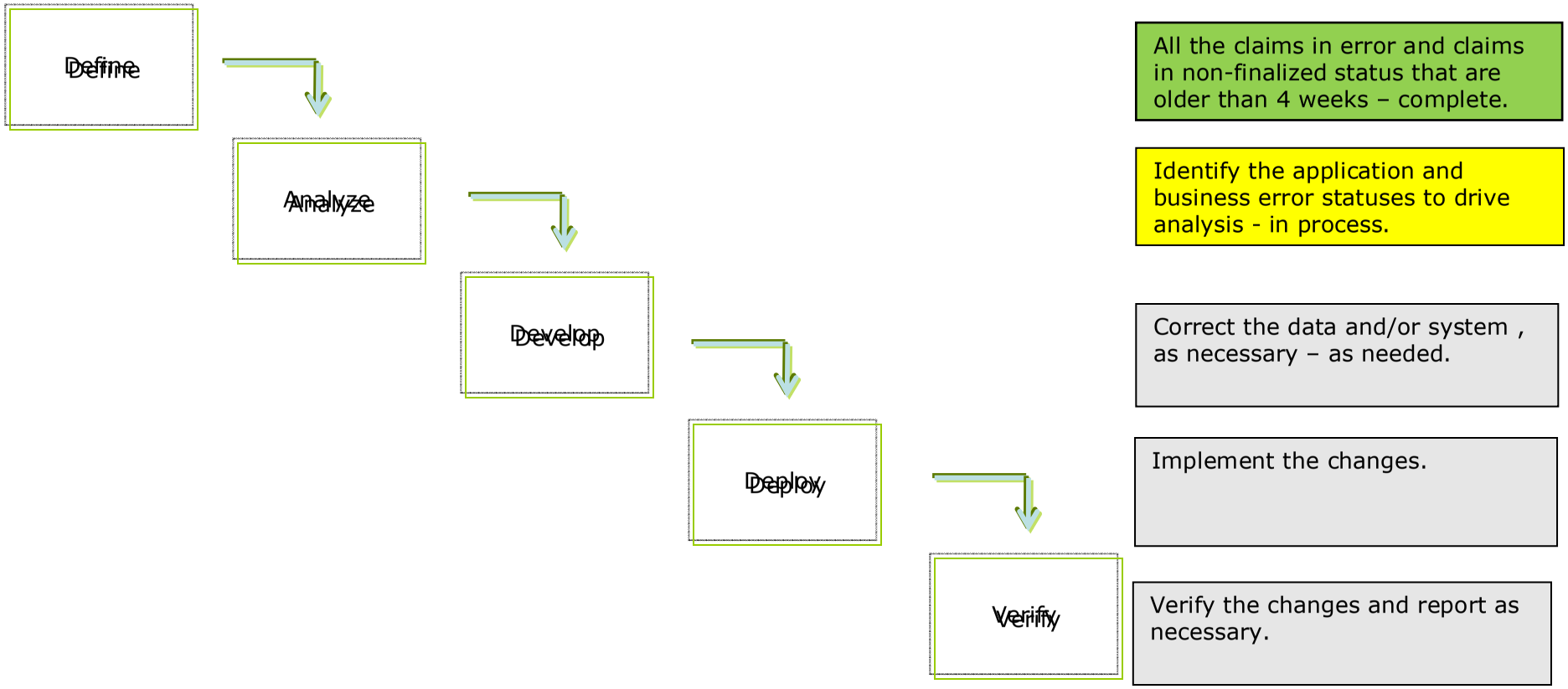
Stalled Claims – Edit Processed



Cycle Date	Count of Claim Headers
08/01/09	217,685
07/25/09	217,643
07/18/09	217,590
07/11/09	217,669
07/04/09	217,813
06/27/09	218,237
06/20/09	218,137
06/13/09	218,555

Claims with application status of Edit Processed (70) and all business statuses except Suspended (74).

Resolution Plan



All the identified claims are planned to be resolved by Feb-2010.

Policy Changes for MIHMS

MaineCare Policy Changes for MIHMS

- ✓ Focused on the elimination of Local Codes
- ✓ Proposed Now
- ✓ Implemented with MIHMS "Go-Live"
- ✓ Posted to the MaineCare web site

MaineCare Policy Changes for MIHMS

CDC State Supplied Immunizations

- ✓ Providers will be required to bill both the CPT code for the vaccination and the corresponding CPT code for the administration of the vaccine
- ✓ Providers will be reimbursed a standard rate for the administration, regardless of the source of the vaccination
- ✓ Elimination of currently used local codes relating to state supplied vaccinations in MBM Sections 3, 31, 103 and 90

Interpreter Services

- ✓ All references in Chapter III for Interpreter services will be removed and can be found in Chapter 1, General Admin.
- ✓ Those providers who bill on a UB-04 should use Revenue Code 0569 and HCPCS code T1013 when billing for interpreter services

MaineCare Policy Changes for MIHMS

Section 2: Adult Family Care Homes

- ✓ Elimination of local codes AFH and AFH2
- ✓ Provider education on how to bill on UB-04 regarding reimbursement for aforementioned codes

Section 3: Ambulatory Care Services

- ✓ Elimination of local codes
- ✓ Providers will be required to bill both the CPT code for the vaccination and the corresponding CPT code for the administration of the vaccine
- ✓ Continue to bill on CMS1500
- ✓ Providers will not be able to bill for Norplant due to FDA guidelines

MaineCare Policy Changes for MIHMS

Section 31: FQHC Services and
Section 103: Rural Health Center Services

- ✓ Elimination of Local Codes
- ✓ Sections 31 and 103 services will be submitted on the UB04
- ✓ To bill for a member's co-pay, "A7" will be entered in field locator 39
- ✓ For Sections 31 and 103, claims will require both the HCPCS or CPT code and the corresponding revenue code
- ✓ Providers will reference the procedure code look-up and bill State supplied vaccinations and the administration of the vaccinations using the SL modifier
- ✓ Providers will not be able to bill for Norplant due to FDA guidelines

MaineCare Policy Changes for MIHMS

Section 21: Home and Community Benefits for Members with Mental Retardation or Autistic Disorder

- ✓ Elimination of local codes, addition of modifiers and rate changes

Section 29: Community Benefits for Members with Mental Retardation and Autistic Disorder

- ✓ Addition of modifier

MaineCare Policy Changes for MIHMS

Section 30: Family Planning Services

- ✓ Movement from provider specific codes and rates to HIPAA compliant codes and standard rates
- ✓ Providers will not be able to bill for Norplant due to FDA guidelines
- ✓ Interpreter services codes will be removed and providers will be referred to Chapter One, General Administrative Policies and Procedures

MaineCare Policy Changes for MIHMS

Section 40: Home Health Services

- ✓ Local codes will become HIPAA compliant codes or be removed
- ✓ Submit claims on UB-04 form using both HCPCS and Revenue codes
- ✓ Begin to use appropriate Occurrence codes
- ✓ Code the Type of Bill (TOB) as 2,3, or 4 in the 2nd digit
- ✓ Providers will no longer be reimbursed for routine supplies
- ✓ Non-routine supplies will be reimbursable under Section 60

MaineCare Policy Changes for MIHMS

Section 68: Occupational Therapy and Section 85: Physical Therapy Services

- ✓ Elimination of local codes ZT489 and ZT499 for Occupational Therapy collateral services
- ✓ Elimination of local code PTA05 for Physical Therapy Assistants collateral services
- ✓ Addition of procedure code for group services

MaineCare Policy Changes for MIHMS

Section 19: Home and Community-Based Benefits for the Elderly and for Adults with Disabilities and

Section 96: Private Duty Nursing and Personal Care Services

- ✓ Removal of all local codes
- ✓ Unbundling of monthly case management codes
- ✓ Providers can bill on a CMS 1500 or UB-04 depending on the provider type and the service being rendered

MaineCare Policy Changes for MIHMS

Section 109: Speech and Hearing

- ✓ Codes for providers, regardless if they are an agency or an independent provider will be the same, though the rates will be different
- ✓ Providers will no longer be reimbursed for collateral contact services
- ✓ Local codes mapped to HIPAA codes; new CPT and HCPCS codes will be implemented

MaineCare Policy Changes for MIHMS

Section 150: VD Screening Clinic Services

- ✓ Reimbursement will continue as a bundled rate
- ✓ Local codes will be moved to HIPAA compliant codes

Software Vendor Communication

Provider Software Vendor Communication

- ✓ Role of software vendors among options for claims submission
  - **Providers submitting claims in-house via purchased or developed software**
  - Direct Data Entry claims submission via web portal
  - Clearinghouse / Billing Agency
- ✓ Roster of vendors developed
- ✓ Meeting with all vendors for the purpose of sharing the nature of billing changes for MIHMS and to open a direct communication channel

Provider Software Vendor Communication

- ✓ **Medicare Part B Electronic Data Interchange Directory** of vendors that have successfully tested their ANSI X12 version 4010A1 software for New England Medicare Part B data requirements.

http://www.maine.gov/dhhs/oms/provider/emc/emc_software_vendors.html

- ✓ **MaineCare Provider Software Vendors, Clearinghouses and Billing Agencies**

http://www.maine.gov/dhhs/oms/provider/emc/emc_software_vendors.html#SoftwareVendors

Thank You!

Thank you for your participation!

Next Forums will be:

- Thursday, September 3, 1:00 p.m.
- Monday, September 28th, 1:00 p.m.

Related Links

- ✓ For a copy of this presentation and Other Fiscal Agent Updates: http://www.maine.gov/bms/member/innerthird/fiscal_agent.html

- ✓ MaineCare's Listserv to Receive Provider Updates: http://www.maine.gov/dhhs/bms/member/innerthird/listserv.shtml

- ✓ Invitations to our monthly MIHMS Provider Forums: Please send your name, contact e-mail, and provider name to MaineCare2010.DHHS@maine.gov

- ✓ If you have other questions or suggestions, please send them to MaineCare2010.DHHS@maine.gov