MIHMS Provider Forum No. 13

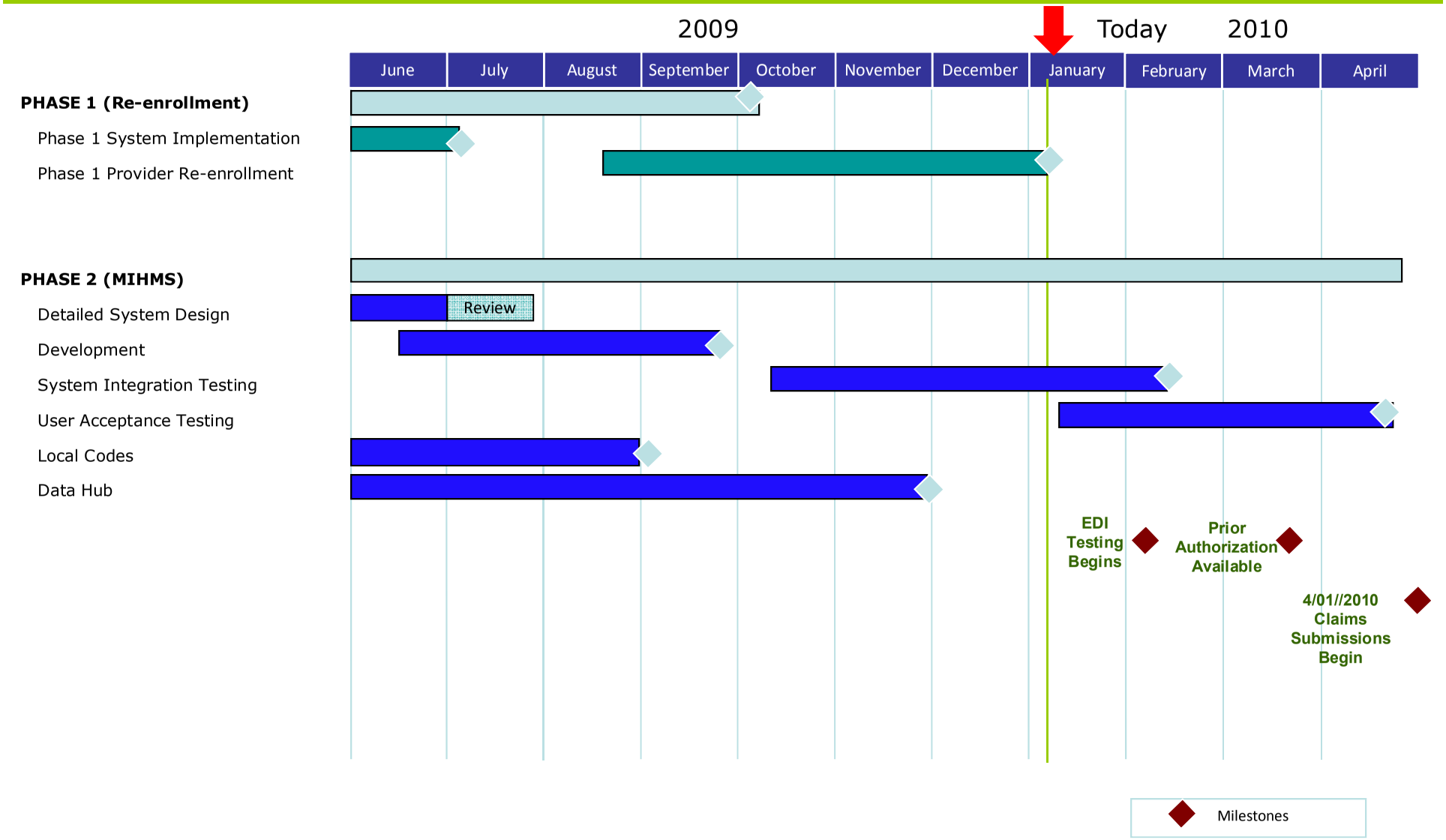
January 11, 2010

Today's Agenda

- Project Update
- Provider Training Update
- Prior Authorization Update
- Provider Portal Demonstration
- Question and Answer Session

Project Update

Schedule


2009
Today
2010
June
July
August
September
October
November
December
January
February
March
April
PHASE 1 (Re-enrollment)
Phase 1 System Implementation
Phase 1 Provider Re-enrollment
PHASE 2 (MIHMS)
Detailed System Design
Review
Development
System Integration Testing
User Acceptance Testing
Local Codes
Data Hub
EDI Testing Begins
Prior Authorization Available
4/01//2010 Claims Submissions Begin
Milestones

Project Update

Accomplishments

- ✓ Provider Registration Live in Production August 2009
- ✓ Provider Maintenance Live in Production December 2009
- ✓ EDI Testing Provider Portal January 2010

Revised Implementation Dates

- ✓ Re-enrollment date for providers was extended to January 9th.
- ✓ Prior authorization for client services to be live for providers March 1st.
- ✓ Claims processing for services provided on or after April 1, 2010; Available to providers April 1, 2010.

Project Update

Revised Cutover Dates:

- ✓ MeCMS will process claims with dates of service March 31st 2010 and prior.
- ✓ MIHMS will process claims with dates of service beginning April 1, 2010.
- ✓ Providers must re-enroll in MIHMS to receive payments in MIHMS.
- ✓ Following re-enrollment for MIHMS and until MeCMS closes, providers will need to submit any provider changes or updates to both MeCMS and MIHMS

Re-enrollment Update

MIHMS Provider Enrollment Progress - Executive Summary

*** DRAFT ***

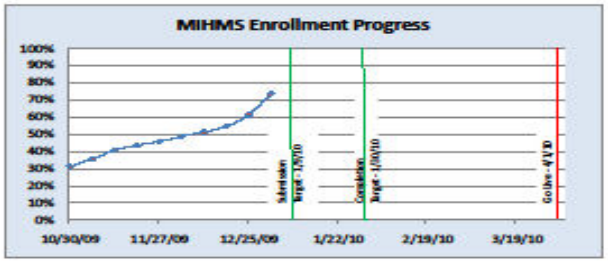
Friday, January 01, 2010

Active MECMS Entities [7]	3681
Entities not yet Enrolled in MIHMS	968
MIHMS Provider Enrollment Progress [1]	74%

Summary of Entities by Provider Type [2] [3]

Provider Type	# Entities	# Enrolled	# Not Enrolled	1 Week Change	% Complete
Ambulatory Health Care Facilities/Clinics	105	97	8	0	92%
Behavioral Health Services	493	376	117	1	76%
Case Management	170	158	12	1	93%
Chiropractic Services	154	123	31	-2	80%
Dental Service Providers	268	200	68	3	75%
Education Related Services	392	335	57	1	85%
Epsdt	4	4	0	0	100%
Eye & Vision Services	128	113	15	0	88%
Home Care Services	50	45	5	2	90%
Hospitals - In State [5]	36	34	2	0	94%
Hospitals - Other / Out Of State [4][5]	12	5	7	0	42%
Hospitals - Reid [5]	8	7	1	1	88%
Indian Health Services	6	4	2	-1	67%
Laboratory Services	62	43	19	0	69%
Medical Imaging	22	15	7	0	68%
Non-Medicaid Vendors	30	17	13	0	57%
Nursing & Custodial Care & Residential	281	242	39	-1	86%
Pharmacy/Dme/Supplies	275	219	56	6	80%
Physicians/Assistants/Nursing	922	599	323	9	65%
Podiatry	58	44	14	0	76%
Private Psych Hospital	5	5	0	0	100%
Rehabilitative & Restorative Services	313	259	54	1	83%
Speech, Language And Hearing Services	164	122	42	2	74%
State Psych Hospital	1	1	0	0	100%
Transportation/Ambulance	166	141	25	2	85%
Waiver Services [6]	369	246	123	5	67%

[1] For this report, a single entity is considered re-enrolled if at least 1 billing provider is re-enrolled
[2] A single entity may have multiple billing providers in multiple provider types
This effect inflates the provider type entity counts by approximately 22%
[3] Excludes "Billing Agency" provider type
[4] Only includes hospitals with MaineCare provider agreements
[5] Provider Relations has scheduled meetings with each Hospital to complete enrollments by 12/23/09
[6] MR Waiver Services – Outreach and Tips for Re-enrollment published week of 12/7/09
[7] Active Entity count adjusted 1/6/2010 to remove entities without payments in 2009



Provider Training Update

Training Update

- ✓ 2 Hospital Sessions and 1 combination UB04/CMS 1500 have occurred to date.
- ✓ Overall the evaluations are quite good despite some technical and logistic challenges which arose during two of the sessions.
- ✓ Registration has been overwhelming and additional sessions have all ready been scheduled.
  - Changes are posted to the website:

http://www.maine.gov/dhhs/oms/forms/mihms_phase_2_training.shtml

Provider Training Update

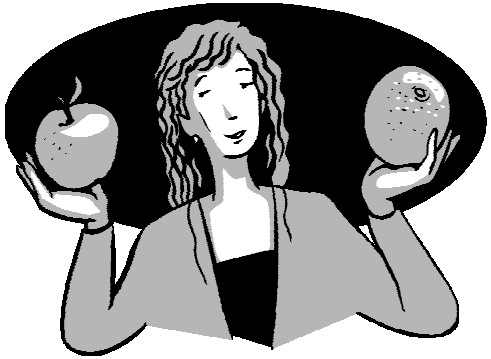
- ✓ Follow-up sessions, that we hope will also be available via the web are planned for late February/early March.
- ✓ Preparing for the launch of the new Learning Management System (LMS) is underway
  - The LMS is web based training that is available to all Registered Trading Partners and will provide anytime access to staff training

Prior Authorization

Prior Authorization

- ✓ May be submitted starting 3/1/10 to allow time for approval prior to go-live date of 4/1/10
- ✓ PAs in MeCMS through February 2010 that will be valid after 4/1 will be converted to MIHMS.
- ✓ Submission options include:
  - Direct Data Entry (DDE) via portal
  - Batch upload of 278 transactions
  - Automated Voice Response (AVRS)
  - Fax or mail. PA Fax number: 866-598-3963 (eff 3/1/10)
- ✓ No longer have a single unit processing
  - Now the type will guide who will complete the initial review.

Prior Authorization versus Referrals



- **Authorizations:** Authorizations indicate that the health plan has been reviewed and approved, pended (for further information) or denied the services requested.

- **Referrals:** Referrals indicate that a member has approval to visit a specialist or obtain certain services for a set period of time or set number of visits.

Who Can Process Prior Authorizations?

Prior Authorizations are managed by multiple entities referred to as “Processing Units” in MIHMS.

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Who Can Process Prior Authorizations?

1. **APS**
   - Behavioral services for adults, children and substance abuse services.
2. **Schaller Anderson (Aetna)**
   - Out of State Professional Services
   - Out of State Inpatient Admissions
   - Podiatry Prior Authorization requests
3. **OCFS (Office of Child and Family Services):**
   - MaineCare non-covered services or services with Non-Standard pricing
   - Services for Non-MaineCare clients
   - Services rendered by Non MaineCare providers (e.g., dentistry)
   - Or combination of above

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Who Can Process Prior Authorizations?

4. **OACPD (Office of Adults with Cognitive and Physical Disabilities)**
   - Waiver Services
5. **CSHN (Children with Special Needs)**
   - All services
   - Submit the PA request directly to CSHN staff

6. **OMS (Office of MaineCare Services)**
   - Out-of-State Transportation, Medical Eye Care, EPSDT Optional-Service, and In-State Inpatient Admission
7. **GHS (Unisys/Goold Health Systems)**
   - In-State Surgery, In-State Professional Services, DME Rental and Supplies, DME Urgent, EPSDT Optional-DME, Dentures, Orthodontia, Dental, In-State Transportation, Hearing Aids, and Vision.

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Questions

Do you have any questions?

Thank You!

Thank you for your participation!

Next Forum will be:

Thursday, February 11th at 1pm

In Florian Hall

Related Links

- ✓ For a copy of this presentation and Other Fiscal Agent Updates: http://www.maine.gov/dhhs/oms/fiscal_agent_project_index.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
- ✓ To re-enroll in MIHMS or to visit the provider Health PAS portal: https://mainecare.maine.gov/
- ✓ If you have other questions or suggestions, please send them to MaineCare2010.DHHS@maine.gov