

Agenda:

- Roll Call by Organization
- Client Eligibility or Client Enrollment Issues
- Provider Encounter/claims/billing/authorization questions or issues
- Crisis System Check-in
- Opportunity for any other topics

Have MCO Member ID cards have been sent and if not when we can expect to see those? (YFA Connections)

Coordinated Care – Yes, member ID cards have been mailed
Amerigroup – Yes, they were mailed out before the start of the year
Molina – Sent out, they were staggered so may be a few more to trickle in
CHPW – Sent out, staggered
Majority of cards should have been received by clients. If card was not received, call the customer service team. Molina customers can also get digital cards thru the app or patient website. Providers can also look up client assignment in ProviderOne.

We have DBHR Guidance Document 18-04 from DSHS about when we can conduct UAs and who pays for them. Is that still accurate, or is there a new document from MCOs about when UAs are covered, when they're not covered, when we need physician referrals, etc.? (NEW Alliance)

That is the latest document to date, although there is an updated UA guidance doc being made and will be sent soon. HCA will follow-up with their staff and will send it out to this group once it is finalized.

On the Greater Columbia call before this, there was a promise to send out new contact list for MCOs. Can we get that sent to this group as well? (Lutheran)

Yes, HCA is updating and will share with group. We will include all 5 plans on the document, in case you have a patient who is from out of region on a different plan.

Crisis plans – is the system looking at that? We're still doing a crisis plan for every outpatient because that's our internal policy, but we're wondering if there are requirements/guidance. (Spokane Public Schools)

HCA still thinks there is a benefit to crisis safety plans. MCOs have met with Spokane BH-ASO to talk about those plans.

BH-ASO – we've met with MCOs about how we would get crisis plans for individuals the MCOs are funding for the crisis system providers. We haven't come to a unified approach yet, so that's something we're still working on.

In the interim, BH-ASO is trying to carry forward every crisis plan that BHO had in the system. It's more of a concern Spokane County, where we have so many providers. Frontier Behavioral Health has stated that if the provider calls in and wants to provide information about someone they're concerned about who may access crisis services, Frontier would document it in their EMR and put a note.

Frontier agrees.

BH-ASO is still maintaining our policy, which is based individuals who indicate a need.

DOH wants and recommends crisis plans on every single client, and is increasingly asking for those.

Rapid Response call notes – 01/16/19

Had a client yesterday who is Medicare/Medicaid dual, and he got assigned to one MCO on Jan. 1 but wants to switch MCOs. Normally that's a quick process, but we were not able to get them changed. We contacted HCA, who referred us to Medicare, who referred us to DSHS, who referred us back to HCA. (YFA Connections)

That is the correct number to call – 800-562-3022. When you call, let them know that you want to change the BHSO (Behavioral Health Services Only) coverage.

If you run into issues, then email the HCAintegratedMCquestions@hca.wa.gov and you can send the ProviderOne number for that individual and we'll help you from there.

HCA will also follow-up with their ProviderOne staff on this.

The standard MCO auths are 14 days, but for our Pregnant & Parenting Women with Children (PPW) program 14 days is negligible in their treatment. Our intake coordinator working with a couple of MCOs to get longer initial authorization & utilization review windows, but wanted to bring this to everyone's attention for continued conversation (NHCC)

Molina – we have been authorizing PPW stays that way for a long time, specifically because we want to continue looking for progress and opportunities to support with our care coordination team. We have discussed internally at Molina to potentially change the process, but that is still under consideration.

If we do get a denial, other than going thru the appeal process, is there another route for us to discuss further treatment times?

Taking conversation offline. Contact ellen.christian@molinahealthcare.com.

Amerigroup – it's worth having a meeting with the MCOs and PPW providers about this. Other MCOs agree. HCA would also like to be included.

Update from HCA about critical incidents questions that have been coming up across the state:

For CPS/child abuse cases that are mandatory reporting requirement to CPS, we will not also require that as a critical incident from MCOs to the HCA thru the critical incident reporting system. Presumably that will trickle down to MCOs not requiring that of providers.

Written guidance will go out to the MCOs stating that the HCA will not be requiring critical incidents reports on cases are required to be reported to CPS.

There were some questions about billing for sub-acute withdrawal stays that are not 24 hours long/not overnight. Gail Kreiger will be hosting a call about this on Friday from 2-3pm.

Providers who are interested in attending should email Jodie.Polehonka@hca.wa.gov with the contact of the person(s) you'd like to be included in that call.

Still have not received definitions from any of the MCOs about what is considered a (critical incident). That used to be in our BHO contract. Related, we have the critical incident form from CHPW but not from the other MCOs. (NEW Alliance)

Latest version of the MCO FAQ will go out no later than Friday this week, and it will include critical incidents information.

Who to contact at Coordinated Care about a client from North Central? (NEW Alliance)

Contact Jennifer Carlisle at JECARLISLE@coordinatedcarehealth.com or 206-890-5983

Follow-up on previous question - Can we have our new clinicians provide services before they get their ProviderOne number? (NEW Alliance, Spokane Public Schools)

Will need to loop back on that one. HCA is bringing that topic to leadership tomorrow and should have an answer for the Friday call.