

TPL Workgroup Meeting
July 15, 2014; 9:30 AM-11:30 AM
AHCCCS, 701 E Jefferson, Phoenix - Gold Salmon Rooms, 3rd Floor

Attendees (Based upon sign-in Sheets & Roll Call)

ADHS

Ruth Zona, Madonna Fritz

Aetna

Maurice Hill*

AHCCCS

Jacqueline Solomon, Dwanna Epps, Mary Kaehler, Mark Heck, Cheryl Kelly, Gina Aker, Terri Speaks, Kerri Gaffield-Polva, Kathy Cheever, Celia Renovato

Bridgeway

Mary Hendrix, Christine Davis, Jeff Adams

Care1st

Brent Ratterree

CMDP

Malynda Ryder, Wayne Binnicker

DDD

Health Choice

Sara Sauter*

Health Net

Bruce James, Erika Holden*

HCA

Mia Villa, Kim Lenzi, Alice Mayfield

Mercy/Mercy Maricopa

Tammy Romero, John Monte, Maurice Hill, Wendy Lytie, Sean Bangert

NARBHA

Cheri Burein, Denise Taylor

PHP

Gina Bode*, Ruth Garcia McCaw*

UAHP

Maria Sanchez, Dennis Thompson

United Healthcare

Sandy Jones

Deniese Hardesty

UHCCP

Helen Bronski, Deb Alix

*Attended via GoTo Meeting/Conference Call

Welcome

Gina welcomed everyone and did roll call.

Process Flow Chart

Mary reviewed the flow chart. She noted there are still many questions with the current lead file editing. Several plans brought up the issue that AHCCCS TPL lead file editing does not match the editing that plans get in HMS. AHCCCS should consider having one standard set of information required fields, and values whether you are going to HMS data base or sending in a lead file and try to match that up with what is going on in the editing that AHCCCS is doing.

The on-line DB lists required fields for HMS lead processing. Some current AHCCCS lead editing: AHCCCS is reviewing all of this logic.

- If you are sending in Medicare information, that will cause your lead to be rejected at AHCCCS editing.
- If no match on member, it will be rejected.
- If no match on carrier name, it will be rejected.
- If there is a term date sitting in verified PMMIS file, AHCCCS will not write over that term date with the information coming in from a health plan lead
- They are checking on duplicate records.

If you picked up a long term care member in an acute plane, and it has COB information written from the ACE system, it won't override that either. This will be looked at.

- *Question: regarding term date issue – Is this editing at AHCCCS before it goes to HMS?*
- *Answer: Mary answered yes.*

- *Question: So if we feel there is a termination date that is actually preceding what is on file, it won't be looked at?*
- *Answer: Mary replied yes.*

- *Question: Is the same true for this editing as for AHCCCS editing but not true for on line system?*
- *Answer: Mary said it is only for the batch lead files coming in.*

The logic needs to be fixed which AHCCCS is working on.

If it fails the editing at AHCCCS, you will see the “YES and “NO” triangles on left side. Mary mentioned she will have to check on “Written to RP155H, Status I = Invalid,

When plans are sending in that TPL file, they do not have a place to put the carrier ID. With no carrier ID, all the matching being done at AHCCCS is being done on the carrier name which

means plans will only have the right carrier name if they post it to your TPL system from the 834 daily or monthly. If you do your own COB work, then you will have problems getting this matched all the way through HMS. This is on the issues list we need to do is modify the TPL lead file so you can include the carrier code. Not sure if it will be HMS or AHCCCS carrier code since they do vary.

- *Comment: HMS is using the AHCCCS carrier code and any time you enter the AHCCCS carrier code it will automatically populate with the HMS code but you want to use the AHCCCS code. Once you select enter or search or whatever, it does change it to pull the AHCCCS information.*
- *Question: Mary asked if this is the HMS logic right now.*
- *Answer: Yes so on anything; continue using the AHCCCS carrier code.*

Mary said the AHCCCS carrier code table was turned over to HMS and they were producing sequential AHCCCS carrier codes and then mapping it to HMS carrier codes. We just need to look at that process and maintaining that table.

- *Suggestion: Recommended that we all stick with the AHCCCS carrier code because HMS has their own crosswalk. We might have a different vendor in the future.*
- *Answer: We will need to look at who owns the AHCCCS carrier code list.*

The only Medicare that goes over is supplemental policies which are considered commercial. Perhaps AHCCCS wasn't clear enough in stating that only Medicare Supplement Policies go through HMS. The Medicare Fee For Service (FFS) and the Advantaged Care plan information does not get verified through HMS.

Gina said if you have a standard Medicare non-supplemental policy where you think there is a contradiction or an error in the eligibility record, send that directly to Gina. She will coordinate through the MDMA unit which is the member information analysis unit at AHCCCS that works on updating Medicare information. Gina will be formalizing that process and developing written documentation this process.

- *Question: Erica asked about the TPL Medicare advantage account. We don't receive termination dates. When she receives a new 834 file, it doesn't populate a termination date of last of Medicare Advantage or PDP account.*
- *Answer: Gina will make note of this and follow-up.*

ACTION ITEM: Gina will follow-up on Erica's issue about termination date.

Right Side of Flow Chart

Mary said it will be better to work through HMS data base rather the batch files because of issue with editing. There was a big question from last meeting on whether or not HMS was following up leads if member was no longer eligible for AHCCCS coverage. The answer is yes in both systems. When HMS does that verification process, it will come back to AHCCCS in batched Monday through Friday either verified or not verified. For anyone transitioned, the information will go to the new plan.

There is some volume of not verified leads because the carrier refused to cooperate with HMS and they couldn't get it verified. It may occur that the plans were stuck trying to get to information from that carrier and hit a dead end and HMS could get a dead end as well. If a referral comes back not verified, it won't affect your pend editing. This is written in the non-verified file At AHCCCS it goes into an invalid status. If not verified, it's not affecting the pends reports. If verified, it will be on 834 daily's and monthly's. It will also be on 3 other reports coming out..

- *Question: What do you mean it wouldn't affect the claims if it goes a not verified status?*
- *Answer: Mary said if it comes back as an invalid record from HMS, it's written in a different database. It's in a history database and there is no encounter editing against TPL records in that database.*

- *Question: So if I receive an encounter and submit a termination date but it is rejected and then resubmit a claim, then it should go through.*
- *Answer: Mary said with a termination date, you have an active record sitting in RP155 which is what you are hitting. The problem is not being able to get the termination date written. It's likely it hasn't gone to HMS to come back as not verified. It's likely it was filtered out with front end AHCCCS editing that was done when you sent your leads in.*

- *Question: Mary asked the group how good is the entering of the records in the HMS database when you put the term dates in there?*
- *Answer: Someone replied it was pretty simple. Erica will send her issue to Gina.*

ACTION ITEM: Please send any issue examples to Gina so we can verify that the logic is correct.

- *Question: Isn't it also true that when you send in a verification request that as long as it is verified status in AHCCCS's system, if an encounter is processed, it will act as if the client doesn't have insurance.*
- *Answer: While it is being verified, anything that you do until it is returned from HMS, you will get same result you got during last cycle. The major issue we had was the turnaround time from HMS. Some of the answers coming back from HMS are not explicit enough.*

ACTION ITEM: Mary asked if folks if they could see what was in the history file. Many said they weren't sure so Mary will add this to the issues list.

- *Question: How long does it take from the time HMS sends the file back to AHCCCS to update the enrollment information of RP155?*
- *Answer: Mary said they are only sending the files back M-F but they are being picked up in process and it should only be 2 days before you see that information.*

- *Question: Explain the statement that it is the intent to move away from AHCCCS submitting specialized TPL reports back to the plans and to move to the 834 updates only?*

- *Answer: Mary said specialized reports were designed before the *#&\$ records held adequate TPL information for the plans. Kelly G. informed that the intent was to eventually eliminate these special reports but there is nothing imminent about that.*
- *Question: Just going to only 834 notifications, if we aren't the only plan, would we even get an update?*
- *Answer: It is on the issues list and we will take a look at it.*
- *Question: I am looking for a response back from HMS on NOT file.*
- *Answer: So if you do have a valid record, you have daily reports showing what is valid and what is not valid from HMS.*
- *Question: When we look at this layout, we see it goes to HMS, there is a TPL file that comes out in folder and that is the accepted file?*
- *Answer: Mary said it was the result of what was written or not written from your batch file.*
- *Question: Gentleman isn't sure everything is being returned from the batch file which was sent. Something is falling off somewhere. What other file would have TPL file?*
- *Answer: someone said if you send 100 records in one day, then they verify them, some kick out internally so you may get back 20 back from 100 sent it. This is prior to HMS.*
- *Question: Mary said so it isn't 1:1?*
- *Answer: Response was no but Mary isn't certain it is 1:1 but she does know it does contain both written to RP155 and the things that were invalid in that pre-editing process at AHCCCS, you don't get a good explanation at all.*
- *Question: So after HMS, there are 3 that we get?*
- *Answer: Yes. You get a daily accepted, daily invalid, and a monthly file. The monthly file is similar to monthly 834 to do reconciliation on your TPL. This will not match batch files.*

ACTION ITEM: Gina will put on the list and will continue to check on this. From historically knowledge, AHCCCS originally sent the TPL file because the 834 didn't have the COB information. As we continue, the 834's have become more robust files and a lot of ways those supplemental files you are getting are redundant.

Please send Gina any issues, comments and/or examples. Screen prints are very useful also.

ISSUES Matrix Review

The track numbers are actual examples of member records. Much has to do with term dates.

Question: When a record is updated and reviewed by AHCCCS for compliance via the recon report, there will be claims on there and on the OFR that AHCCCS asked about. We showed we

did our process but AHCCCS didn't fulfill their end of it to update the records. So is AHCCCS going to take this into account where they are looking at health plan processes? So we aren't getting dinged on something we shouldn't be.

Answer: Gina thought there was a process to respond to OFR findings. Yes, there is but it doesn't mean it gets cleared. Gina said it sounds like there is a disconnect internally with us between the folks that are actually reviewing contractors for operational efficiency and contractual compliance and whether or not we are communicating internally to determine that the AHCCCS errors identified are truly given the benefit given the benefit during the OR findings.

Number 5 may be a policy review issue and Gina will keep it until we decide what to do with it.

- *Question: Erica asked if she should make outreach to the other carrier when the termination date is already populated on the 834 process?*
- *Answer: Gina asked Erica if she could send her the example of the 2011 one. Overall, we should be able to get that information electronically and of course we encourage communication between contractors. But if you are reaching out, the question is will it get updated in the record anyway.*

Follow-Ups

- Look at the edit logic that AHCCCS is using before loading a TPL referral.
- Need to make sure we can match and utilize carrier codes.
- Plans need to get reports back that can be used to verify load status of incoming batch TPL files.
- Need to see about getting some routine duplicate TPL record scrub reports done.
- Determine if current TPL reports and 834 contain the same TPL information.
- Develop process for updating termination dates?
- Consider giving plans access to the RF155H TPL history screen.

Gina said we are on a good starting page. We will move forward with discussions. Good news – The SSR that was developed by AHCCCS to clean up some of the file process is in a hold status until we can unfreeze our system. We hope to unfreeze in August or September but can't make commitments right now until we get the ISD resources involved. Gina thanked Mary for all her work on the process and talking with Kelly. Get examples to Gina.

Next Meeting