

**Department of Human Services
Division of Medical Assistance Programs**

**MMIS/MCO Workgroup
Meeting Notes
September 19, 2007 8:30-10:00 a.m.
Human Services Bldg. Room 473**

Attendees:

MCO Participants: Rhonda Busek – LIPA
Rachel Ganzon – Clackamas MHO
Rod Meyer - CareOregon
Chris Norman – IHN
Susan Rasmussen – Kaiser PCO
Maggie Rollins – OHMS
Julie Spiert – THA
Dayna Steringer – Providence

DMAP Participants: Tanya Allen, DMAP Communications
Chris Barber, DMAP Delivery Systems Unit
Hersh Crawford, DHS MMIS Business Transition
Ed Deery, DHS Actuarial Services Unit
Mary Durrant, DMAP Encounter Data
Tina Glaser, DMAP Encounter Data
Patricia Krewson – Co-Chair
Lydia Masterson, DMAP Encounter Data
Jon Pelkey, DMAP QI/Medical Section Manager

EDS Participants: Paul Combs – EDS, Provider Implementation Support
Jackie Dyer – EDS, Provider Training

Stakeholders: Kathy Ottele – PH Tech (Representing ABHA, COIHS, JBH,
MPCHP, Mid Valley BCN, Lane Care MHO,
Mult Verity, Washington MHO)

Conferenced In: Rick Benton – Douglas County
Nancy Firth – JBH
Johanna Fray – ABCT for DCIPA
Deborah Gamble – Multnomah County IT
Dan Roscheck – EDS
Kathy Cereghino – Kaiser

DMAP Scribes: Janise Munos and Tina Glaser

Handouts: Agenda, MMIS Implementation Schedule, MCO Training
Approach, Issues Log, Medical ID, Draft 2008 Meeting Schedule

Agenda Item: **Introductions/Staff Updates** – Patricia Krewson will be filling in as Co-Chair; Jim Joyce, Co-Chair was not able to attend.

Patricia initiated introductions starting with Paul Combs, EDS who provided a brief explanation and overview of workgroup intentions. Round table introductions completed including callers.

Agenda Item: **Revised MMIS Implementation Schedule – time frames for EDI testing and MCO Training** – Paul Combs presented the Oregon MMIS Project Schedule Overview-MCO Impacts handout which provides the schedule for MMIS related activities that will impact MCOs. The design and construction of the new MMIS have been completed and now focus is transitioning to internal activity testing through December. In January, DHS will begin testing. June 30, 2008 is the Implementation Date. The Companion Guides for EDI are currently being revised and the expectation is that they will be published in November 2007. EDI Testing is anticipated to begin mid January 2008.

The group stressed the importance of continuing communication with MCOs for preparedness as well as identifying appropriate targeted audience for training. DHS/EDS plans to meet with Provider Organizations as well. Continued efforts to collect provider data in an effort to have a complete/accurate provider file ready will be necessary. It was discussed how license numbers and many other details will be required in the new system. In an effort in data collections, licensing boards and other references will be utilized.

The Provider file will not require a complete re-enrollment but instead will be a combination of converted information from the old system and newly collected data loaded into the new system.

Provider Training is currently being scheduled. The plan is for 46 days of training in 34 various locations throughout Oregon, including contiguous areas in Idaho, Washington and California. Two various types of training will be available. An individual training session will be geared towards FFS Providers and one towards MCOs. The main difference between the two trainings is related to encounter claim submission.

Agenda Item: **New MMIS changes directly affecting MCOs**

The new DMAP Client ID card, the need for re-testing for EDI and the new web portal are three areas that will directly impact the MCOs. In the new web portal, providers and MCOs will have direct access to submit, lookup and correct encounters/claims. Changes to EDI formats will be discussed and communicated via subgroups such as possibly the Encounter Data Work Group.

The 270/271 changes will allow batches to be processed as they are received (rather than the current overnight process). MCOs will be able to choose to receive a paper RA in addition to the electronic 835 RA if they would like. On the 837 transaction placement of the MCO# is

changing. For NCPDP transactions processor control #s are changing. Claims inquiries (276/277 transactions) will be available through the web portal, through VANS (value added networks) for interactive, or through EDI batch or interactive using SFTP. The 834-enrollment transaction will change. The frequency the 834 will change from a weekly and monthly to a daily and monthly. The 820 will continue to be sent weekly and monthly. More detailed information about all of the transactions will be available in the DHS Companion Guides to be published in mid-November.

Question: is the caseworker's name on the web? DHS will check and respond in the meeting minutes.

Complaints and Grievances will be able to be received via and interface with the new system, possibly by SFTP.

Testing will begin in January of 2008 to allow approximately 6 months for MCOs to identify and make necessary changes on their side. An approximate date of 1/14/2008 has been identified to begin testing. The current EDI staff will perform testing with support from EDS staff.

Chris Norman asked; What would the effective date of enrollment be for the daily 834's when currently those received on Thursday are effective the following Monday? What was the business decision behind the change in the frequency of the 834? DHS will research and report at next meeting.

Agenda Item:

MCO Training Approach Walkthrough

Identifying the most effective training will be revisited at the October meeting. One key factor is how to effectively get the information to the correct staff for training. Feedback is requested from the MCOs by the October meeting to include: 1. Which and how many of the MCO staff should attend the training, 2. Whether the training should be timed with existing MCO meetings in Salem, and 3. What location(s) would be most effective?

It was determined that if there is an organization with approximately 25 or more members that it would be possible to take the trainers to that particular MCO or facility for the training. Dates and times are yet to be determined. Hersh Crawford suggested that perhaps a larger training session could be held in the Portland area where multiple organizations could attend.

For the October meeting, EDS will provide a comparison of what will be covered in FFS training compared to MCO training.

Susan Rasmussen offered the Kaiser facility for a large training venue.

Agenda Item:

MCO Issues Log

Mary Durrant distributed copies of the MCO Issues Log created by Carolyn Anderson in the Encounter Data Workgroup in November of

2005. Mary will continue to maintain the document for both the Encounter Data Work Group and the MMIS/MCO Workgroup. The document will be a living document with historical data maintained and new information added.

Agenda Item:

Medical ID Cards

Tanya Allen distributed a handout relating to the current ID process vs. the process in the new MMIS. Currently, a Medical ID is mailed monthly to each eligible. The current Medical ID displays detailed information regarding each client on the case. The process once implemented will be to issue an ID card for each client that would be sent once. Replacement cards could be ordered e.g. loss, damage, name change, etc. The ID will display the Client's name, Client's prime number and the date the card was issued. An explanation of benefits letter will be sent accompanying the card. The letter will display each client's name, date of birth, prime number benefit package, copay requirements as well as Managed Care/TPR. A new explanation of benefits letter will be issued when there is a change in coverage (i.e., benefit package or managed care). Providers will need to verify eligibility by using one of the following systems: New MMIS Provider Web portal (Internet), Automated Voice Response (AVR) (phone) or via electronic transactions (270/271).

Providers will need to print the eligibility screen on the day of service to prove eligibility/enrollment.

The providers will be trained regarding this new procedure at the upcoming provider training. In addition, the MMIS website contains FAQs. It was suggested that either the MCO/MMIS Issues Log or the MMIS website can be used to ask questions and find answers.

The link to the provider site (which includes FAQs about the new system) is: www.oregon.gov/DHS/mmis/

Agenda Item:

Meeting Wrap-up

Please be sure to sign in and correct any contact information

Dates and times for the next scheduled meeting were discussed due to a conflict with the OHP Contractor's Meeting being moved to Wednesday morning. Update: DHS has reserved Wednesday, October 17, 2007 at HSB Room 252 from 11:00 A.M. to 12:00 P.M. Overviews for both the FFS and the MCO MMIS Trainings will be distributed as Handouts at the October meeting. All present were encouraged to help facilitate communication for MCO participation in the MMIS/MCO Workgroup.