

Region III and IV Partnership Meeting Minutes

WESTGATE CONFERENCE ROOM D-119

Date: 6/2/2009 **Time:** 1:30 p.m. – 3:30 p.m. **Location:** 3402 Franklin Road, Caldwell ID 83605 **Moderator:** Jill Pazdan

Information: Updates and Reports from Providers, Medicaid, and ICDE
Discussion: See Information and Discussion Minutes
Task Assignments: See Task Assignment(s).

Team Members: Pamela Milburn, Marie Graham, Maureen Johnson, Wendy Kotts, Hadley Cole, Joanne Anderson, Barbi Richert, Monica Morgan, Sandy Scheffert, Chris Johnson, Sabrina Radke, Mary Jane Fulp, Art Evans, Jennifer Murdock, Laura Batcheller, Jason Lowry, Deb Parsons, Evangeline Beechler, Steve Marick, Melissa Machacek, Gretchen Kruger, Hakim Hazim, Cynthia Baxter, Melinda Turnbull, Steve Adkins, Traci Brown, Bobbie Nanninga, Charlotte Lawrence, Mitzi Gumm, Cindy McLouth, Patty Breshears, Mellie Turrittin, Eric Brown, Jada Yancey, Jill Pazdan, Lorrie Dalton, Victoria Somoza, Janice Gillette, Robin Sosin, Tiffany Kinzler

Agenda Item	Information and Discussion	Task Assignment(s)
1:30-1:40 Introductions/ Announcements	<ul style="list-style-type: none"> • Jill Fredrickson is now Jill Pazdan. New Email address: pazdanj@dhw.idaho.gov • Staff/agency introductions 	
1:40-2:10 MMIS (Medicaid Management Information System) changes/re-enrollment	<ul style="list-style-type: none"> • Introductions: Janice Gillette from Unisys, Robin Sosin and Tiffany Kinzler from Medicaid • Robin Sosin: Spoke to the transition to the new MMIS—hopeful that this will go live in early 2010 <ul style="list-style-type: none"> ○ Providers can expect communication in the mail in the next few weeks ○ They plan to begin traveling the state in August to do hands-on training for providers (providers should feel free to contact for additional information—see contact information below). • Janice Gillette: Providers will need to go through a record update starting August <ul style="list-style-type: none"> ○ There is an online portal—80% of the provider’s information should already be pre-populated in the portal. Providers will need to update their information ○ Letter with a checklist, reference material for type and specialty will be sent ○ Record update will continue until MMIS goes live. However, Janice encourages providers to go out and update their information sooner, rather than later ○ There is a 1-2 hour training available to assist providers in this transition. Sign-ups for the training are in June and can be accessed on the website (see below). Providers should bring their information to these trainings. ○ There are also enrollment staff available to assist those providers who cannot make it to the trainings ○ Please note there is a “Frequently Asked Questions” section on the portal which may be helpful. • Tiffany Kinzler: Discussed the communication that will be sent out to providers during this transition. <ul style="list-style-type: none"> ○ 1st letter sent will be an overview of the process—a timeline will be attached ○ 2nd letter sent is a checklist for general information providers will need to know 	

	<ul style="list-style-type: none"> ○ 3rd letter sent is the case # letter—Keep this letter!!! This is the letter for every NPI or provider number. You will need these numbers and your tax ID number to get in to make the changes necessary. ○ Letter is printed on green paper and the envelope is marked. ○ There has been an email set up for updates. idahommis@dhw.idaho.gov To receive updates by email, send one blank email to this address with “MMIS updates” in subject line from each account you want added to the update list. ○ Watch RAs for banner messages. Also look in your Medicaid Newsletter and website for announcements. ● Robin Sosin: Discussed the portal and what it will look like <ul style="list-style-type: none"> ○ The new portal is designed to be a “one-stop-shop”. You will be able to: get PAs, retrieve referrals, check eligibility, submit and look at claims ● Visit www.idahommis.dhw.idaho.gov website for project updates, information and FAQ’s. ● Email idahommis@dhw.idaho.gov for more MMIS questions and/or updates 	
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<p>2:10-2:30 Healthy Connections Updates</p>	<ul style="list-style-type: none"> ● Region 4 updates provided by Paula Faulkner. Handouts for updated list of providers were given. For specific HC questions and/or the most current list please call Paula or Rainy Natal at 334-4676 ● Region 3 updates provided by Sara Hopwood. There were many changes and updates for Region 3 providers. Handouts for the updates list of providers were given. For specific HC questions and/or to get the list of current providers, please call Sara at 455-7244. <ul style="list-style-type: none"> ○ Sara also spoke to the MMIS transition and concerns with fraud. Please remember that documentation is necessary to support your HC referral. ○ Recoupment can occur if an agency were to plug in the incorrect number ○ Many doctors are starting to refuse to give referrals retroactively. 	
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<p>2:30-3:10 Updates and Business Model Changes</p>	<ul style="list-style-type: none"> ● Jean Christensen spoke to updates occurring within the Region 4 Westgate location: <ul style="list-style-type: none"> ○ The Westgate location will begin a remodel starting in July ○ Region 4 Medicaid Unit will move from Suite A to Suite B. ○ Ruthann Howard also wanted to point out that ICDE will also be moving. The Nampa office will be closed and Region 3 IAPs will move to the current Boise location in July. Then in August, both Region 3 and 4 IAPs will relocate to the new Meridian location. It will be right off the freeway (Meridian Road Exit). ● Jean also spoke to the changes in the IAP contract. These changes will take effect as of July 1. <ul style="list-style-type: none"> ○ The IAPs will continue to do assessments, determine eligibility, calculate the participant budgets, send the letters to the doctors for the History & Physicals (though care managers may have to work with the plan developers to get these for plans) ○ Care Managers will continue to do initial intakes, Community Crisis support requests, reconsiderations, self-direction, and presumptive eligibility. The care managers will also be doing plan review and addendum review. ○ In the past, Patty Breshears had been doing all reconsiderations, but because of her growing work load, these have been distributed statewide. Reconsiderations for Regions 3&4 will now be done by Kim Cole (care manager in Region 2), Regions 1&2 will be done by Glenda Miller (care manager in Region 5), Regions 5/6/7 will be done by Patty Breshears. <ul style="list-style-type: none"> ▪ Jean Christensen will continue to be the SME (Subject Matter Expert) for all hearings across the state to provide consistency. ○ Because the number of participants varies from region to region, case loads will be distributed across regions. There will be an information coordinator, located in central office, where plans will need to be submitted (please refer to IR for directions on how to submit plans/addendums). The information coordinator will then upload plans/addendums into our statewide shared drive, where the care manager assigned to the case can access the plan/addendum/etc. 	
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	<ul style="list-style-type: none"> ▪ Please note, that because of the case load being distributed across regions, a care manager from a different region may contact you if there are questions/issues with the plan and/or addendum. ▪ During discussions on this, it was noted that the subject line (if emailed) needs to be exactly “plan review”. Do not abbreviate, as this may cause an error in the email system and the plan will not get to the information coordinator. ▪ Also please be sure to submit plans/addendums as a whole. Do not piecemeal things and send separately, as this will cause problems. ▪ It was noted that the revised addendum forms still have some boxes with gray shading. Jada and Eric will look into this, as the shading makes faxing difficult ○ Timeframes for plan submission will be the same (45 days) <ul style="list-style-type: none"> ▪ The Information Coordinator will send out late plan notices and the care managers will send out incomplete plan notices. ○ The authorization will take plan in the home region of the plan and files will still be housed in the home region (where the participant resides). ○ Because the Department Care Managers will be doing plan review, there is no longer a “pend” process. The care manager would attempt to negotiate, then would either approve or deny the plan as the next step. The denials would go to reconsideration. ● Care Managers and regions: <ul style="list-style-type: none"> ○ Vicki Peoples, Region 1 ○ Kim Cole, Region 2 ○ Mellie Turritin, Region 3 ○ Patty Breshears, Region 3 ○ Mitzi Gumm, Region 4 ○ Cindy McLouth, Region 4 ○ Glenda Miller, Region 5 ○ Annette, Newnham, Region 5 ○ Shawn Coleman, Region 6 ○ Jared Fletcher, Region 7 	
<p>3:10-3:15 Children’s Service Providers Partnership Meeting</p>	<ul style="list-style-type: none"> ● Hadley Cole, Office Manager and Supervising Developmental Specialist of Children’s Therapy Place wanted to propose the idea of having a separate meeting for those agencies that provide children’s services. She felt the current partnership meetings do not always address changes/issues happening within the children’s program, and thought a separate meeting specifically for those services would benefit providers. ● Jean Christensen pointed out that Medicaid would not be facilitating these meetings and that she recommends FACS be involved. Hadley agreed, but wanted to see if there was interest before getting those parties involved. ● Hadley would like those interested in partnership meetings for children’s services please contact her to get more information. She can be reached at 323-8888 or email her at hcole@childrenstherapyplace.com 	
<p>3:15-3:20 Questions and Answers</p>	<ul style="list-style-type: none"> ● Where can the FAQs for the new Service Coordination rules be found? <ul style="list-style-type: none"> ○ On the DHW website, go to the Providers tab, then Medicaid Providers section. The FAQs can be found in the top, right-hand corner. ● With plan monitoring being rolled into the service coordination code, what happens to those participants that get plan monitoring currently? <ul style="list-style-type: none"> ○ They will be automatically updated 	

3:20 p.m.

Adjournment.

Meeting adjourned.