

September 26th 2018 | 1:00-2:30pm | Navigator Office, 1206 N Lincoln

WELCOME & INTRODUCTIONS

DISCUSSION

- Interpreter Services presentation – Jason Bergman, HCA; Anthony Pheasant, HCA
 - Background
 - IMC began in WA in 2016 (SW first, more added over last two years)
 - Interpreters
 - Rates determined by collective bargaining agreements (union)
 - \$39.76
 - Must be DSHS certified/authorized or recognized
 - Must be LAPs
 - How the program works for providers
 - Must be authorized requester as service provider, register with Universal Language Service
 - Must pre-schedule through online services
 - Eligibility: client must be Medicaid-eligible (determined through ULS), provider must be covered with benefit package; provider must be authorized requestor through <https://hcauniversal.com/new-requester-registration/>
 - Services not covered: Administrative, inpatient hospital, nursing facility, public health agencies/hospitals
 - The Interpreter Services Contractor
 - Pay interpreters directly, face-to-face interpretation only
 - Reimbursement process
 - If a request cannot be filled, can use outside agency and be reimbursed
 - Agency can choose notification process
 - Spoken language interpreters only reimbursed up to CBA rate, anything above paid by provider
 - Agency staff providing translation services not reimbursable
 - ULS contacts: 1 (888) 462-0500 x 2 or <https://www.universallanguageservice.com>
 - HCA contacts: interpretersvcs@hca.wa.gov or <https://www.hca.wa.gov/billers-providers/programs-and-services/interpreter-services>
 - NOTE: The slides from this presentation and FAQ are available on [BHT's IMC webpage](#)
- Claims testing update – MCOs
 - CHPW ready to start testing Monday 10/1, have scheduled with providers
 - Molina working on processes, will reach out soon
 - Amerigroup doing phased testing, some will begin 10/1, others phased in as they're ready
 - Testing available for those not using 837 batches? (Question 22 on tracker)
 - Potential, but may not be worthwhile
 - Agencies not ready for testing can continue with paper claims
 - Dependent on how agencies are paid, but can use email/fax/etc.

- Testing through usual clearinghouse? Or through individual portals?
 - Dependent on provider, just need to confirm that clearinghouse works with each MCO (typically do)
 - May be some cases of clearinghouses/MCOs not working together
- Should agencies contact MCOs for testing? Or other way around?
 - MCOs reaching out, agencies welcome to reach out if ready
- Limits on time for in-takes? How will SERI codes affect in-takes?
 - Upcoming HCA SERI webinar on Oct. 4, 1-2:30pm (info on BHT's [IMC calendar](#))
 - From minutes for in-takes (through BHO) to units (MCOs), details will be covered in webinar next week (a Minutes vs. Units FAQ, including code list, is available [here](#))
- EDI Data Flow – Kurt Beilstein, SCRBHO
 - EDI Data Flow chart is available on Resources section of [IMC webpage](#)
 - Page 1 related to demographic data related to crisis and non-Medicaid services, and only applicable to agencies contracting with BHO for crisis or non-Medicaid services
 - MCOs not requiring demographic data to be submitted to BH-ASO, but will be required by state closer to 2020
 - Page 2 related to crisis service provider agencies sending claims through clearinghouse to MCO, transaction will get a 277 response when received, 835 when accepted
 - For agencies contracted with BH-ASO, agency can still send data directly through Raintree or 837 encounters via EDI
 - Page 3, similar to page 2, but for non-crisis provider; Note: non-crisis claims do not go to MCO (arrows between ASO and MCO should not exist in this case)
 - Page 4, Agencies sending services to MCOs via EDI must use clearinghouse; BH-ASO can accept data through clearinghouse instead of directly
 - Page 5, non-BH-ASO contracted crisis service providers
 - If you have questions about this document, please contact Kurt at KBeilstein@spokanecounty.org
- BHT Question Tracker
 - MCOs working with HCA on FAQ compilation, trying to track questions in one place across all regions, updated with our questions each month
 - Robust, state-wide document will be released next week
 - May follow up at another IT/EHR meeting to go through FAQ
 - Walk-thru of outstanding Qs from BHT providers
 - Updated provider manuals (in addition to companion guides and SERI guides) from each MCO? (Q12)
 - Each MCO has provider manuals
 - Training and TA will launch at symposiums in 2 weeks – not wanting to circumvent that process
 - Current manuals have good general information, but specifics will be answered at symposium with necessary follow-up TA
 - Are all service reporting rules including modifiers in SERI, or do MCOs have any other document with additional rules? (Q27)
 - Don't know, MCOs have not seen the new SERI yet
 - Providers feeling unable to prepare for testing on October 1 without info provided at Symposiums Oct 8-9

- Lots of info available so far, contact MCOs with specific questions
- BHT has collected many resources from MCOs and HCA here:
<http://www.betterhealthtogether.org/imc-transition>
- Q31, 32 on taxonomy codes
 - NPI with multiple taxonomy codes only has room to report one code, 837 would include taxonomy code for service provided
 - Primary diagnosis is for specific service provided, solutions for co-occurring services will be in new SERI guide
 - Dual licensed providers have 1 NPI, enrolled in multiple taxonomies and use taxonomy most appropriate for the primary service rendered
- Re dual eligibility, other 3rd party insurers?
 - Will be addressed in Q&A and symposium
 - HCA document address services covered by different providers, billing procedures
- Q7, Any way to bill monthly for IP stay instead of after discharge?
 - Should contact particular MCOs for payment arrangements
 - CHPW and Molina accept billings every two weeks, does not require separate contracts

NEXT STEPS

- IMC Provider Symposiums – October 8 and 9, Spokane Valley Event Center
 - BHT will send registration information when receive from MCOs - register by person, not org
- Meetings for November and December
 - October 31 and November 28
 - Will discuss December dates in October meeting