

Meeting Summary for OHCA AL Member Call

Feb 29, 2024 02:50 PM Eastern Time (US and Canada) ID: 873 0510 3696

Quick recap

pete led the monthly Assisted Living Member Call, discussing convention registration, changes to the free admission policy for members, the ongoing process of establishing licensing rules, and federal activity surrounding assisted living. He also mentioned a possible impact of a Government Accountability Office study on assisted living. Erin shifted the discussion to the assisted living waiver, communication challenges with area agencies, updates in service plans for Buckeye's waiver residents, and a security breach-induced shutdown on healthcare operations in northeast Ohio.

Summary

Monthly Assisted Living Member Call

pete led the monthly Assisted Living Member Call, welcoming everyone and outlining the agenda. He highlighted that convention registration and housing were open, with an early bird deadline on April fourth. pete explained the changes to the free admission policy for members, emphasizing that late registrations would still receive a discount. He passed the floor to Mandy for the rules segment, but no new updates were discussed.

Licensing Rules and Federal Assisted Living Activity

pete discussed the ongoing process of establishing licensing rules, emphasizing that they are not yet finalized and will not be for a few more months. He also mentioned that a comprehensive webinar on the rules will be provided free for members once they are finalized. Furthermore, pete talked about the Federal activity surrounding assisted living, which was triggered by media exposés on the topic. He mentioned a Senate hearing focused on the financial aspects of assisted living and the subsequent letters sent to assisted living companies and a board member.

Assisted Living Regulation and Waiver Extension

pete discussed the potential impacts of a Government Accountability Office (GAO) study on assisted living, which was commissioned by members of Congress. He noted that while the study could take years, it is unlikely to lead to federal regulation of assisted living. pete also mentioned that changes in regulation at the federal level have been driven more by the Centers for Medicare and Medicaid Services (CMS), rather than through legislation. Erin then shifted the discussion to the assisted living waiver, announcing an extension of the attestation window for current providers who wish to attest their certification to provide memory care. The new deadline is April 5th.

Memory Care Requirements and Waiver Rate Implementation

Erin addressed communication challenges experienced by members from the area agencies on aging and the Ohio Department of Aging's memory care requirements. She highlighted that providers are responsible for providing memory care services and ensuring residents meet the requirements. Erin encouraged members to reach out to their case managers if they encounter issues with area agencies on aging. She also discussed waiver rate implementation for Mycare, Ohio, mentioning successful loading of new waiver rates at one plan, but issues at others, particularly United Healthcare, CareSource, and Buckeye.

Service Plan Updates and Payment Issues

Erin discussed the updates in service plans for Buckeye's waiver residents by the utilization management team. She advised waiting until the updates are finished before billing claims to prevent denials or incorrect payments. Erin estimated that Buckeye's claims won't be paid until April and encouraged tracking the project's progress. She also mentioned a significant issue impacting Change Healthcare users, particularly Matrix Care users, with specific payers like Anthem, Molina, and Buckeye being affected. Erin suggested manual posting of payments as a temporary solution. She also discussed possible workarounds for issues with Buckeye and UC, which include manually inputting claims through the claims portal. Erin emphasized that failure to address these issues could negatively impact cash flow, particularly for those dealing with My Car, Ohio, and assisted living waivers.

Security Breach, Memory Care, and Policy Importance

Erin discussed the impact of a security breach-induced shutdown on healthcare operations in northeast Ohio. In response to questions about setting up a memory care unit, Erin clarified that it can be dispersed throughout an assisted living building but must meet certain requirements, such as higher staffing in those rooms. She advised consulting with a case manager for specific documentation and staffing ratio requirements. The team also discussed the documentation of call responses in facilities without electronic monitoring systems, with Erin suggesting checking with case managers and running potential solutions by them. The importance of policies and procedures was emphasized, with Erin highlighting the need to follow policies over documenting every instance. Pete added that consulting with local agencies is a good idea and mentioned an upcoming 8% rate cut for the state program.

Next steps

Pete will provide a comprehensive webinar on the finalized licensing rules after they are finalized.

Check the status of waiver rate implementation for Mycare, Ohio plans and communicate any issues to Erin.

Consult with case managers to ensure service authorizations are updated for all residents.

Monitor the progress of the Buckeye utilization management team's project to update service plans.

Check news bits or email Erin for updates on the Buckeye issue.

Consider delaying billing of February claims until the issue with Change Healthcare is resolved.

Consult with case managers about staffing requirements for memory care units.

Consider running a call audit log and consulting with the case manager about it.

Consult with the case manager about policies and procedures for responding to call lights.
AI-generated content may be inaccurate or misleading. Always check for accuracy.