

Meeting summary for ID/DD Member Call (07/24/2024)

Quick recap

The team discussed ongoing issues with the billing system for Icf providers, the need for a coordinator to oversee new federal non-discrimination rules, and the importance of accommodating individuals with language barriers or hearing impairments. They also reviewed updates on the Department of Medicaid's Ebv electronic visit verification, the implementation of claims matching for the State of Ohio, and the ongoing process of planning the state budget. Lastly, they highlighted the need for a dynamic system to provide services, the potential for increased data collection initiatives, and the upcoming results-focused budget.

Next steps

- Providers to reach out to Debbie if experiencing issues submitting June claims in PNM system.
 - Providers to monitor patient liability deductions in PNM for July claims and report discrepancies to Debbie.
 - Providers to review proposed MBIWD and Workability rule changes and provide feedback to OHCA.
 - Providers to consider signing up for Voice interpreter services through AHCA/Insight GPO partnership.
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Summary

Addressing Billing System Issues and Challenges

Debbie addressed ongoing issues with the billing system for Icf providers in Pnm, particularly those struggling to bill their claims for June services. She urged providers to contact her for assistance and highlighted an issue with the Pnm system deducting patient liability from claims, causing inaccuracies. Abdullah raised concerns about discrepancies in patient liability amounts for June, and Debbie assured that once the issue was resolved, the claims would be reprocessed. The team also discussed the recent launch of a new system and the challenges it posed due to the lack of case managers.

Federal Non-Discrimination Rule and Medicaid Changes

Diane mentioned the need for a coordinator to oversee the new Federal non-discrimination rule with provisions effective in early November. Debbie discussed proposed rule changes, including a new Workability program allowing people aged 65 and older to continue working while maintaining Medicaid coverage. She requested feedback on these changes. Debbie also informed about bills introduced regarding

stable accounts being exempt from the Medicaid recovery program after an account holder's passing.

Introducing Voice VOYC for Language Services

Diane emphasized the importance of accommodating individuals with language barriers or hearing impairments in the services provided. She introduced a new GPO relationship with a company called Voice VOYC, which offers virtual interpreter services for over 230 languages, including sign language. Diane encouraged the team to utilize these services, as they are available at a reduced cost through the GPO relationship. She also highlighted that these services would be particularly beneficial for ensuring clients fully understand medical services delivered to them. Diane indicated that these provisions would be effective from November and stressed the need for a coordinator to establish policies and procedures related to communication for individuals with secondary languages or hearing impairments.

Partnerships, Discounts, and Medicaid Updates

Diane and Debbie discussed potential partnerships and discounts available to members through various organizations. Diane was noted as a helpful resource in this regard. Josh then provided updates on notices from the Department of Medicaid regarding Ebv electronic visit verification. He reminded the team of recent changes, including the requirement for multi-factor authentication for app logins and the availability of new training sessions and virtual office hours. He also mentioned a new FAQ document addressing common login and record-finding issues.

Claims Matching, Ads Pilot, and Budget Updates

Josh discussed the implementation of claims matching for the State of Ohio starting October 1st for home health services, and asked participants to share their percentage of matching claims for Evv. Debbie emphasized the importance of understanding the impact of this change on providers. Josh also provided an update on the Ads quality pilot, highlighting new training options and the ability for providers to submit their own quote alternative options. Lastly, Pete began discussing updates regarding the next upcoming budget, reiterating the close collaboration with various organizations in the Dd space.

State Budget Planning and Priorities

Pete discussed the ongoing process of planning the state budget, which is due to be unveiled early next year. He mentioned that the coalition is meeting every two weeks to strategize and prioritize. The group has not yet finalized their budget wish list, but they have identified some top priorities they would like to pursue. Pete emphasized that this information is confidential and should not be shared publicly until the coalition decides to go public with it.

Dynamic System and Budget Challenges

pete emphasized the need for a dynamic and responsive system to provide services, especially in the face of changing costs. He highlighted the necessity for a mechanism to adjust rates annually to account for cost increases, a feature currently lacking in the system. pete also mentioned the importance of maintaining system stability and potentially increasing the number of people served. He pointed out the challenges of the upcoming budget due to lower-than-expected tax revenues and the need to fight for adjustments. Lastly, he discussed the need for specialized services for children with severe behavioral needs, the expansion of ICFS and ventilator capacity, and the extreme increases in vehicle costs.

Budget Discussion and Data Collection Initiatives

pete and Debbie discussed the upcoming results-focused budget and the potential for increased data collection initiatives. Debbie emphasized the importance of being prepared for new requirements and the potential for more administrative costs, while also highlighting the need to maintain accurate data for the transfer to Salesforce. They also reminded members about the upcoming DSP recognition event and the biennial Advance Partnership Summit. The team agreed to keep each other updated on any developments throughout the budget process.

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