

Meeting summary for OHCA Home Care & Hospice Member Call (03/12/2025)

Quick recap

The team discussed the agenda for their meeting, which included updates on State and Federal budget issues, billing issues, and updates from the Cr. They also discussed the absence of some members and provided updates on the State and Federal budgets. The team also addressed issues with the functionality of Pnm, the implementation of the Electronic Visit Verification (EVV) system, and the suspension of the Hospice Special Focus Program by CMS.

Next steps

- Home care and hospice providers to monitor and report any large percentages of claim denials due to EVV matching issues to Heidi, Erin, or Debbie.
- Providers to watch for and report any unusual eligibility changes or issues in PNM to OHCA.
- Hospice providers using Matrix Care to refer to instructions for billing the add-on code, to be published in Friday's news bytes.
- Hospice providers to consider manually entering claims for Aetna, Better Health of Ohio, Humana, and AmeriHealth to ensure correct processing.
- Providers to reach out to OHCA if experiencing configuration issues with EHR systems for billing the hospice add-on code.
- Providers to apply for scholarships by Friday's deadline for staff enrolled in fall classes.
- Interested agencies to contact Heidi about registering for a booth at the annual convention.

Summary

State and Federal Budget Updates

Heidi, Erin, Debbie, and Pete discussed the agenda for their meeting, which included updates on State and Federal budget issues, billing issues, and updates from the Cr. They also discussed the absence of some members, including Susan and Joanne, who were not listed for the meeting. Debbie and Pete provided updates on the State and Federal budgets, respectively.

State Budget Process and Silver Skills

Debbie discussed the ongoing state budget process, focusing on the Children and Human Services Committee and the Finance Committee. She highlighted the proposed amendment for incremental rate increases and a process to determine future rate

adjustments based on cost information. Debbie also mentioned the Silver Skills Amendment, a tech cred program for direct care workers, and the potential benefits of this program. She noted that other organizations, such as Leading Age Ohio and the Ohio Council for Home Care and Hospice, are supportive of these proposals.

Finance Committee Hearings and Budget Process

Debbie discussed the status of the finance committee hearings and the submission of amendments. She noted that the likelihood of the DVB making it quickly is low, but there may be other opportunities for it. Debbie also mentioned that there is a two-week period for reviewing all the amendments, after which a substitute bill will be released. She expressed concern about potential changes to the substitute bill and the possibility of new items being added. Debbie also discussed the federal budget process, noting that the House and Senate have passed different versions of the budget resolution and are currently negotiating a joint resolution. She expressed concerns about potential spending cuts and the impact on Medicaid funding.

PNM Functionality Issues and Billing Concerns

Erin discussed issues with the functionality of Pnm, which were exacerbated by a system update on February 24th. She highlighted the problem of retroactive managed care eligibility determinations going back two years, which could impact claims payments. Erin urged members to report any unusual changes in Pnm eligibility. She also addressed billing issues for hospice room and board, noting that Medicaid fee for service, United Healthcare, and Care Source are paying the add-on correctly. However, she expressed concern about managed care plans like Aetna, whose instructions for hospices are incorrect. Erin also mentioned that the Matrix Care configuration system is now set up and provided instructions for its use.

EVV System Implementation and Hospice Updates

Debbie discussed the implementation of the Electronic Visit Verification (EVV) system, which started on March 1st. She noted that the system now matches EVV records to claims and denies them if there's no match. Debbie asked providers to report any large percentages of denials they encounter when billing claims. She also mentioned that the state is restarting its EVV stakeholder work group and would appreciate feedback on the impact of the system. Heidi then provided updates, including the suspension of the Hospice Special Focus Program by CMS and the expiration of telehealth flexibilities on March 31st. She mentioned a bipartisan bill (Hr. 1720) introduced in the House Ways and Means Committee to extend the face-to-face recertification flexibilities for hospice providers until December 31st, 2027.

Convention and Expo Registration Open

Heidi announced that registration is open for the annual Convention and expo, which will take place from May 5th to 8th, with a special Home Care and Hospice Day on May 7th. She encouraged staff members who will be enrolled in classes this fall to apply for

one of the 79 scholarships available. Heidi also mentioned that the next Home Care and Hospice member call will be on April 9th at 10 AM. She encouraged everyone to reach out with any questions or concerns and to enjoy the current weather.

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