Private Hospital Directed Payment (PHDP) Information Exchange Forum

Thursday, January 17th, 2019

L.A. Care
HEALTH PLAN®

For All of L.A.

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Participants | Chat | Recorder | Notes

Please type your question/comment here and click "Send".　Send

Agenda

1. ## Introduction

Eddie Calles, Senior Director, Network Development

Tim Reilly, Financial Consultant

2. ## PHDP Claim and Encounter Correction

Greg White, Director, Healthcare Analytics

3. ## L.A. Care Timeline

James Alvarez, Program Manager, Enterprise Quality Management

4. ## PHDP Claim and Encounter Correction

Greg White, Director, Healthcare Analytics

5. ## Q&A forum

Introduction

Eddie Calles, Senior Director, Network Development

PHDP Background

- **Phase II:**

  - Service period: January 01, 2018 – June 30, 2018

  - Encounters due to DHCS: June 30, 2019

  - Estimated payment to Plans: March 2020

Recap - PHDP Phase I

Greg White, Director of Healthcare Analytics

Lessons Learned – Phase I

- Communication path should be streamlined.
  - Please send your questions/concerns to: PNMProjects@lacare.org

- Findings of one provider should be shared with all providers.

- Create comprehensive FAQs

sFTP Access

James Alvarez, Program Manager, Enterprise Quality Management

L.A. Care sFTP Access

- A **Unique** (Different than what you currently use) secure connection using an sFTP protocol must be established with L.A. Care to send and receive encounter data. To do this, L.A. Care will need a static IP address that we will use to grant permissions to the site. If you do not currently have one, your Internet provider should be able to set one up for you.

- In order to set up an sFTP account with L.A. Care, contact your L.A. Care Account Manager with the following information:

  1. **Provide the static IP address**

  2. **Provide the contact information for the POC who will be responsible for sending and receiving the encounter data on the sFTP site**

- Once received, credentials to access the sFTP site will be granted to your POC and we will verify that: **1)** your ability to send data on the sFTP site and **2)** it can be accessed by L.A. Care.

Status: Hospitals without sFTP setup

Hospital	Hospital System
Garfield Medical Center	AHMC
Foothill Presbyterian Hospital - Johnston Memorial	Citrus Valley Health Partners
California Hospital and Medical Center - Los Angeles	Dignity Health
Glendale Memorial Hospital and Health Center	
St. Mary Medical Center	
Centinela Hospital Medical Center	Prime Healthcare Services
Encino Hospital Medical Center	
La Palma Intercommunity Hospital	
San Dimas Community Hospital	
Sherman Oaks Hospital	
Providence Holy Cross Medical Center	Providence Health Systems
Providence Little Company of Mary - San Pedro	
Providence Little Company of Mary - Torrance	
Providence Saint John's Health Center	
Providence Saint Joseph Medical Center	
Providence Tarzana Medical Center	
Lakewood Regional Medical Center	Tenet Healthcare/Conifer
Antelope Valley Hospital	
Casa Colina Hospital and Centers for Healthcare	
Children's Hospital of Los Angeles	
Martin Luther King Jr. Community Hospital	
Silver Lake Medical Center	
Torrance Memorial Medical Center	
West Covina Medical Center	
Methodist Hospital of Southern California	

Edifecs Implementation

Greg White, Director, Healthcare Analytics

New Encounter Application
Impact on Data Submissions

- L.A. Care is implementing an advanced new encounter processing tool in March 2019; however, we will not use it for processing data until June 2019 in order to allow for providers to submit corrected data as much as possible.

- A schedule for data to be submitted to L.A. Care, in order to make it to DHCS by June 30th, 2019, will be distributed in the next week. We can discuss the tentative dates for planning purposes today, but deadline requirements are still being finalized.

PHDP Claim and Encounter Correction

Greg White, Director, Healthcare Analytics

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Top Errors and Recommendations

- **Many of the top errors in Phase II are similar to those in Phase I.**

- **Providers should follow the same process to correct them.**

Error Code	Error Description	Responsible Party	Trading Partner Recommendations
H51082	ICD-10 code must be coded to the highest specificity.	Submitters	Submitters are advised to resubmit encounters with this edit by providing the ICD-10 codes coded to the highest specificity.
H51000	The Procedure Code is not a valid CPT or HCPCS Code for this Date of Service.	Submitters	Submitters must resubmit the failed encounters by providing appropriate procedure codes for the dates of service. If it's a local code, please resubmit by cross walking to the national code.
H51102	Invalid NUBC Revenue Code	Submitters	Encounters must be re-submitted with valid NUBC revenue codes (4 bytes).
H51106	Invalid NUBC Condition Code.	Submitters	Encounters must be re-submitted with valid condition codes.
H54271	ICD-10 Codes can not be duplicated.	Submitters	The encounters must be resubmitted without duplication of ICD codes.

Top Errors and Recommendations (cont.)

| Error Code	Error Description	Responsible Party	Trading Partner Recommendations
H20759	NDC Code value is too long. Must be a 5-4-2 formatted code. Spaces and hyphens are not allowed.	Submitters	Encounters must be resubmitted with valid NDC codes. These encounters failed as NDC codes were too long. NDC code must be a 5-4-2 formatted code without the hyphens (11 digits only).
H20760	NDC Code value is too short. Must be a 5-4-2 formatted code without the hyphens (11 digits only).	Submitters	Encounters must be resubmitted with valid NDC codes. These encounters failed as NDC codes were too short NDC code must be in a 5-4-2 formatted code without the hyphens (11 digits only).
H51061	Procedure Modifier is not a valid CPT or HCPCS Modifier Code	Submitters	Encounters must be resubmitted with valid modifier codes
H20205	Incomplete X12 loop (Example: Billing TAX ID missing, missing diagnosis codes)	Submitters	Encounters must be resubmitted with missing information such as Billing Provider Tax information, principal Diagnosis codes, or Other insurance coverage details

Decision Tree for Capitated Encounters Resubmission to TransUnion

```
Capitated Hospital  →  Is record, in the files that were sent to Hospitals from L.A. Care?  --YES-->  Will need to resubmit corrections through TransUnion.

                                                                                                       Instruction on how to do so will follow.

                          |
                         NO
                          ↓
                    Submit as new encounter
```
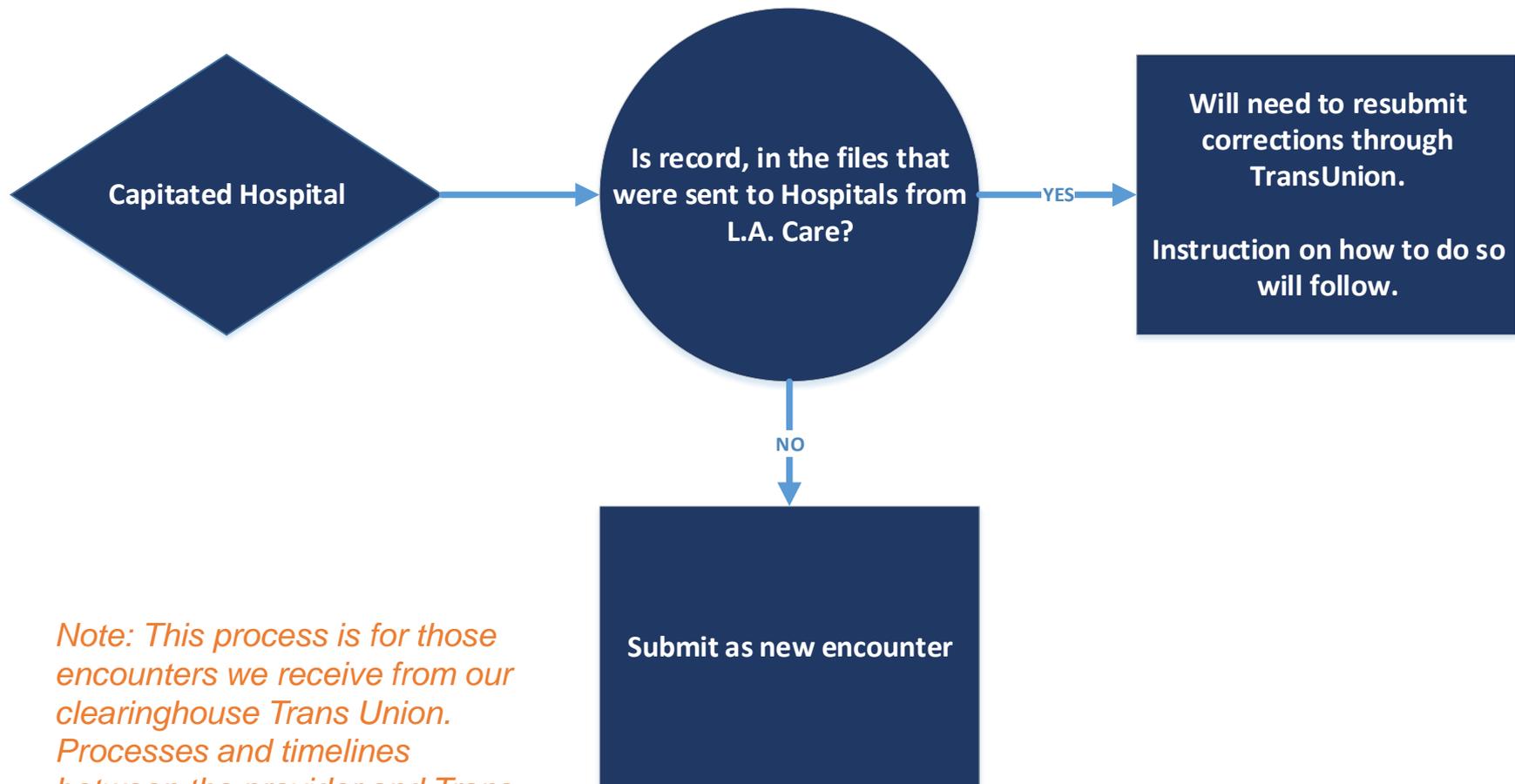
Note: This process is for those encounters we receive from our clearinghouse Trans Union. Processes and timelines between the provider and Trans Union will need to be considered as well.

Decision Tree for FFS Claim Resubmission Directly to L.A. Care

Note: This process is for claims submitted directly to L.A. Care. Processes and timelines between the provider and any intermediary (i.e. Anthem, Promise Blue Shield, Kaiser) will need to be considered as well.

FFS Hospital → **Is record, in the files that were sent to Hospitals, from L.A. Care?**

- **YES** → **Is the error listed as "submitter?"**
  - **NO** → **L.A. Care is working on remediation and resubmission to DHCS.** **No Action from Hospital Required.**
  - **YES** → **Remediation claim submission instructions provided.**
- **NO** → **Submit as new claim through normal processes**
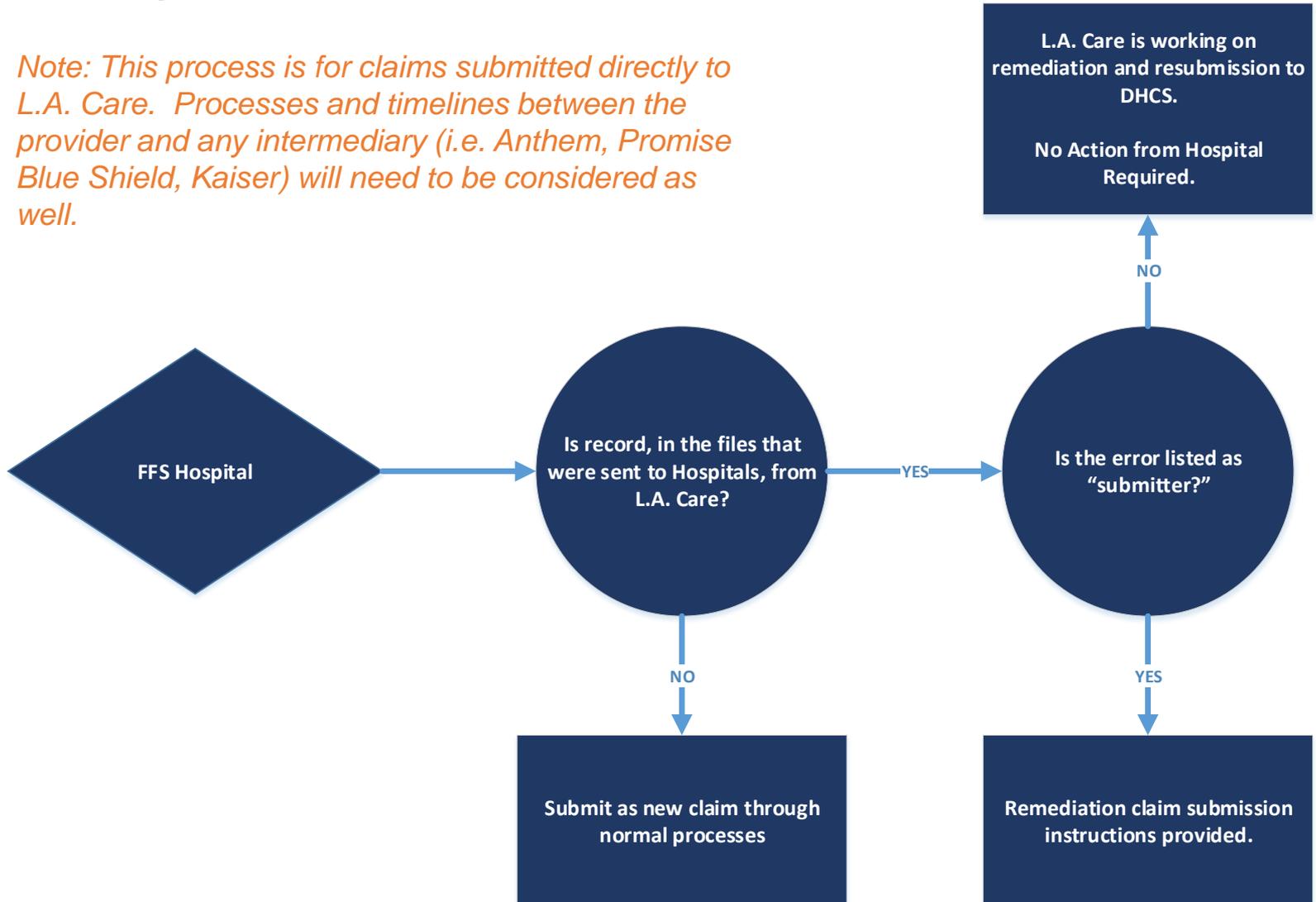
Process for submitting corrected FFS Claims directly to L.A. Care

- Submit all corrected claims in one batch

- Use the appropriate bill type ending with '7' in Loop 2300 / Segment CLM5-3

- The original LACARE claim ID that is being corrected MUST be in Loop 2300 / Segment REF*F8*xxxxxxxxxxx

- Authorization field [Loop 2300 REF G1] must state – 'PHDP'

- If complete information is not provided, the replacement claim will be denied with the following information: Missing/ Incomplete / Invalid replacement claim information.

- **Deadline to submit corrected _claims_ to L.A. Care is to be determined.**

Contract Flagging

James Alvarez, Program Manager, Enterprise Quality Management

Contract Services Flagging

- DHCS has asked Plans / Hospitals to report the contract status for each line in their December 2018 volume chart for Phase I.

- Plans must identify whether the contract status was:
  - Contracted
  - Non-Contracted
  - Hospital to Hospital

Contract Services Flagging Process

- L.A. Care is in process of flagging the services and will be distributing files to the Hospitals starting on January 18th, 2019.

- Hospitals have until January 25th, 2019 to review and let L.A. Care know if there are any issues.

- Your feedback is only required if:
  - **You have questions and/or concerns about contract status**
  - **You are adding an "H" value (Hospital to Hospital), as opposed to either a "C" (Contracted) or an "N" (Non-Contracted)**

- L.A. Care will submit one (1) consolidated file of all flagged services to DHCS by February 1st, 2019.

- This process will be repeated again in March 2019.

Phase II Webinar Schedule

James Alvarez, Program Manager, Enterprise Quality Management

Phase II Webinar Schedule

- L.A. Care will host bi-weekly conference calls beginning February 6th, 2019 through the end of May 2019, as concerns arise.

- Please email PNMProjects@lacare.org should there be additional contacts you'd like added to our PHDP-related distribution list.

Q&A Forum

Questions?

Everyone is automatically **muted**… Please communicate via the **CHAT** feature
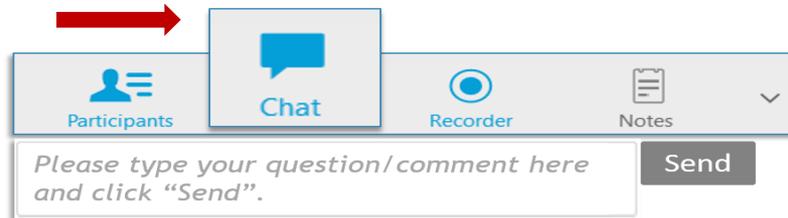
- At this time, we will begin taking questions beginning with those in the room. For those joining via WebEx, please use the chat function to submit your questions. **Please provide your full name and hospital's name when posing a question.**

- We will read the question aloud and answer accordingly.

Questions

- If there are any questions we are not able to address during this forum, we will prepare and distribute a "Frequently Asked Questions" (FAQ) sheet as items are submitted and compiled.

- Complex questions will be addressed by the appropriate subject matter expert.

- As a reminder, all questions related to PHDP should be sent to **PNMProjects@lacare.org**.