

Private Hospital Directed Payment (PHDP) Check-In Call



L.A. Care
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For All of L.A.

Thursday, February 06th, 2020

All participants are **muted** upon entry...
Please communicate via the **CHAT** feature

A screenshot of a Zoom meeting control bar. A red arrow points to the 'Chat' button, which is highlighted. The control bar includes buttons for 'Participants', 'Chat', 'Recorder', and 'Notes'. Below the buttons is a text input field with the placeholder text 'Please type your question/comment here and click "Send".' and a 'Send' button.

Participants Chat Recorder Notes

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

Send

Agenda

- 1. Introduction & Meeting Purpose**
James Alvarez, Program Manager II, Enterprise Quality Management
- 2. Combined Plan Partner & Hospital Meeting**
James Alvarez, Program Manager II, Enterprise Quality Management
- 3. New L.A. Care Health Plan (L.A. Care) PHDP Email Address to Request Assistance**
James Alvarez, Program Manager II, Enterprise Quality Management
- 4. State Fiscal Year (SFY) 18-19, Phase 2, 01/01/2019 to 06/30/2019 Timeline**
James Alvarez, Program Manager II, Enterprise Quality Management
- 5. L.A. Care PHDP Support**
James Alvarez, Program Manager II, Enterprise Quality Management
- 6. Non-Contracted Hospitals**
James Alvarez, Program Manager II, Enterprise Quality Management
- 7. Contract Flagging (SFY 18-19 Phase 1 First Pass) Updates**
Christopher Legaspi, Business Analyst III, Provider Network Management

Agenda

8. What Can Be Expected From L.A. Care

Greg White, Director, Healthcare Analytics

9. What L.A. Care Cannot Provide

Greg White, Director, Healthcare Analytics

10. Upcoming Data File Efforts

Greg White, Director, Healthcare Analytics

11. Questions & Answers (Q&A)



Combined Plan Partner & Hospital Meeting

James Alvarez, Program Manager II, Enterprise Quality Management



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Combined Plan Partner & Hospital Meeting

- L.A. Care will be hosting a meeting for both Plan Partners and Hospitals on Thursday, February 27th from 10:00 am to 12:00 pm.
- This meeting will be similar to the ones we've hosted in previous phases, and will provide an opportunity for Plan Partners to share information about their processes, and for Hospitals to be able to ask questions about their specific issues.
- L.A. Care will be providing detailed information about Encounter remediation activities, and sharing updates from the Department of Health Care Services (DHCS) regarding the PHDP program.
- Information on how to register and logistics will be sent in the next few days.

New L.A. Care PHDP Email Address to Request Assistance

James Alvarez, Program Manager II, Enterprise Quality Management



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New L.A. Care PHDP Email Address to Request Assistance

- The L.A. Care PHDP team is changing the email address to be used when requesting assistance. It is PHDP@lacare.org. Please be advised this change goes into effect immediately.
- There are no changes to the way in which the PHDP team will respond to your inquiries other than the new email address.

SFY 18-19, Phase 2, 01/01/2019 to 06/30/2019 Timeline

James Alvarez, Program Manager II, Enterprise Quality Management



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SFY 18-19, Phase 2, 01/01/2019 to 06/30/2019 Timeline

Activities	End Date
Deadline to submit Fee For Service (FFS) claims, for which L.A. Care is the payer	Thursday, 04/30/2020
Deadline to Submit Encounter data from Transunion / Plan Partners	Friday, 05/29/2020
DHCS Deadline to submit encounter data	Tuesday, 06/30/2020



L.A. Care PHDP Support

James Alvarez, Program Manager II, Enterprise Quality Management



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L.A. Care PHDP Support

- Hospitals are responsible for ensuring they have adequate backup and support to manage their PHDP activities.
- L.A. Care will not continue to provide the same information we share in our Webinars and documentation to new personnel. It is your organization's responsibility to know what is required by the PHDP Program, and to make sure its documented.
- You should be documenting your activities and know how to access our materials via the Provider Portal.
- If you add or change personnel, please make sure you let us know by sending an email to PHDP@lacare.org. This will allow us to update our contact list, and continue to send you information and updates regarding the program.
- You should also know how to engage with Plan Partners to address any issues, and follow their timelines and processes. L.A. Care does not act as the go-between to facilitate the resolution of Plan Partner issues.
- Make sure more than one (1) person knows how to access your sFTP folders and has the login credentials that we provided.
- Credentials are provided to a Hospital – not individuals.



Non-Contracted Hospitals

James Alvarez, Program Manager II, Enterprise Quality Management



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Non-Contracted Hospitals

- We have received requests from some Hospital systems that are not contracted with L.A. Care to receive files of Flagged Contract Services.
- Our IT Team is now allowing us to setup sFTP's for non-contracted Hospitals to do file transfers.
- The same process applies (dedicated IP and proof) as for Contracted Hospitals.
- If you would like to do this please send an e-mail to PHDP@lacare.org and we will follow-up with you.



Contract Flagging (SFY 18-19 Phase 1 First Pass) Updates

Christopher Legaspi, Business Analyst III, Provider Network Management



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Contract Flagging (SFY 18-19 Phase 1 First Pass) Updates

- L.A. Care submitted First Pass file to DHCS on January 24th, 2020.
- L.A. Care notified DHCS of the issues experiencing while processing the First Pass file, namely the 68,000 records for which the Plan Partner was not identifiable. L.A. Care is working to resolve this issue in preparation for the release of the Final Pass.
- No definitive date on the release of the Final Pass file. Once L.A. Care receives a definitive date, we will share that date, and the corresponding timelines with the hospitals and our Plan Partners.

What Can Be Expected From L.A. Care

Greg White, Director, Healthcare Analytics



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What Can Be Expected From L.A. Care

- Files provided of data received into L.A. Care systems that we have identified as not making it to accepted status by DHCS.
- Explanation of what to do with what have been identified as the top errors overall.
- Investigation (as resources permit) of specific encounter related problems if given samples.
- Our full effort to get any data received from submitters to DHCS within the deadlines given.

What L.A. Care Cannot Provide

Greg White, Director, Healthcare Analytics



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What L.A. Care Cannot Provide

- Updates on where your specific data is in the process.
- Whether or not DHCS has accepted any of your resubmissions to date.
- One on One guidance of how to correct your data and resubmit. Guidance to fix rejections will be provided via WebEx and documentation.
- Iterative corrections (i.e. corrected, sent in, then provide results to correct any possible new errors).
- An extension to deadlines given by L.A. Care or DHCS.



Upcoming Data File Efforts

Greg White, Director, Healthcare Analytics



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Upcoming Data File Efforts

- L.A. Care underwent implementation of a new encounter processing tool over the past 2 years.
- Submitted data for this next phase of PHDP now overlaps both processes.
- Identification of errors now requires twice as much work to pull from both areas and will take longer to extract.
- Good news is that by the next phase of PHDP all data will have flowed through the new system.
- Estimated timeframe for data file distribution is mid- February.



Questions and Answers (Q&A)



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As a reminder, please send any PHDP-related inquiries to PHDP@lacare.org

**THANK
YOU!**

