

Private Hospital Directed Payment (PHDP) Check-In Call



L.A. Care
HEALTH PLAN®

For All of L.A.

Thursday, June 27th, 2019

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

A screenshot of a meeting control bar. It features four main buttons: 'Participants' (with a person icon), 'Chat' (with a speech bubble icon), 'Recorder' (with a microphone icon), and 'Notes' (with a document icon and a dropdown arrow). A large red arrow points from the left towards the 'Chat' button. Below the buttons is a text input field containing the instruction: 'Please type your question/comment here and click "Send".' To the right of the input field is 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, Enterprise Quality Management

1. Year One Recap

James Alvarez, Program Manager, Enterprise Quality Management

2. Process Improvement

James Alvarez, Program Manager, Enterprise Quality Management

3. sFTP Process

James Alvarez, Program Manager, Enterprise Quality Management

4. Phase 2 Contract Service Flagging

James Alvarez, Program Manager, Enterprise Quality Management

5. Questions & Answers (Q&A)



Year One Recap

James Alvarez, Program Manager, Enterprise Quality Management



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Year One Recap

- Two phases of Encounter Remediation work have been completed.
- There are two main areas that have been identified which continue to cause issues for various Hospitals:
 - **Communication of Milestones and Dates**
 - **Remediation Efforts**



Year One Recap

- **Communication of Milestones and Dates**

- California Department of Health Care Services (DHCS) deadlines
 - They are different from L.A. Care Health Plan's dates.
 - Due to the amount of time it takes to get encounters past edits and submitted to DHCS, L.A. Care's timeline will always at the minimum be at least a month earlier.
- TransUnion
 - Sending corrected encounter data through TransUnion takes additional time which needs to be factored into your overall remediation schedules.
- Plan Partner Dates
 - Various Hospitals experienced issues attempting to remediate encounter data with the Partners.



Year One Recap

- **Remediation**

- Correcting FFS claims and Encounter Data
 - While L.A. Care does its due diligence in explaining a process, a Hospital may not understand their roles and responsibilities within the process.
- The right level of remediation support that L.A. Care Health Plan (L.A. Care) can provide to all 80+ Hospitals is being refined (AP-DRG issue).
- The method for requesting assistance from L.A. Care needs to be clarified.
- Expectations regarding L.A. Care's role in Plan Partner Encounter Remediation and Contract Flagging needs to be provided.



Process Improvement

James Alvarez, Program Manager, Enterprise Quality Management



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Process Improvement

- **Service Level Commitment**

- L.A. Care will acknowledge all inquiries within 48 hours.
- L.A. Care will provide a resolution to your inquiries.
 - May not mean fixing or having a definitive answer.

- **Self-Service**

- L.A. Care will provide updates to FAQs on a more consistent basis.
- For your reference, L.A. Care currently has previous meeting materials and other content posted at: www.lacare.org/providers/claims-edi/submitting-encounter-data/phdp-communications

- **Plan Partners**

- L.A. Care will work with the Partners to improve our communication and remediation efforts.
 - Possibly having a joint meeting.



Process Improvement

Plan Partners Contact Information

- Care 1st / Promise:
Care1stEncounter_OPS@blueshieldca.com
- Anthem:
Andrew.farmer@anthem.com
Jamie.louwerens@anthem.com



sFTP Process

James Alvarez, Program Manager, Enterprise Quality Management



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sFTP Process

- Encounter Data (Rejection Files) will no longer be distributed via secured e-mail.
- Data will only be distributed via sFTP
 - **If you have not set this up with L.A. Care, we will not be sending you rejected Encounter Data.**
 - **Flagged Files of Contracted Services will continue to be sent via sFTP.**



sFTP Process

L.A. Care sFTP Access

- A Secure Connection Credentials (PGP) using an sFTP protocol must be established 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.
- Once you have the static IP address, please email PNMProjects@lacare.org and provide the following information:
 - 1. Provide the contact information for the point of contact (POC) who will be responsible for sending and receiving the Encounter data on the sFTP site**
 - 2. Provide the static IP address**
- Once your email has been received, you will be contacted for next steps.



Phase 2 Contract Services Flagging

James Alvarez, Program Manager, Enterprise Quality Management



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Phase 2 Contract Services Flagging

DHCS Timeline

DHCS Activities	End Date
Phase 2 Contract Flagging 1 st Pass Begins	07/01/19
Submit Phase 2 Contract Flagging 1 st Pass to DHCS	08/01/19
DHCS Releases Detail File for Final Pass	09/02/19
Hospital and Plans Populate Detail File for Final Pass	09/01/19
Plans Submit Detail File of Final Pass Contract Services	09/30/19



Phase 2 Contract Services Flagging

L.A. Care Timeline

L.A. Care Activities	Start Date	End Date
Distribute Flagged Files to Hospitals	07/11/19	07/12/19
Hospitals Can Provide Feedback (Optional)	07/15/19	07/19/19
We will contact only if there are issues	07/15/19	07/26/19
L.A. Care creates Master File	07/29/19	07/31/19
Submit Phase 2, 1 st Pass file to DHCS		08/01/19
DHCS Releases Detail File for Final Pass		09/02/19
Populate file for Final Pass		09/01/19
L.A. Care submits final version to DHCS		09/30/19



Questions and Answers (Q&A)



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

**THANK
YOU!**

