

Private Hospital Directed Payment (PHDP) Check-In Call



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

Thursday, September 05th, 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 red arrow points from the left towards the 'Chat' button. 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 to its right.

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

2. PHDP Program Updates

James Alvarez, Program Manager, Enterprise Quality Management

3. Encounter Remediation Timeline

Greg White, Director, Healthcare Analytics

4. PHDP Claim and Encounter Correction

Greg White, Director, Healthcare Analytics

5. Contract Services Flagging

Christopher Legaspi, Oversight and Monitoring Business Analyst III, Provider Network Management

6. Plan Partner Contact Information

James Alvarez, Program Manager, Enterprise Quality Management

7. Questions & Answers (Q&A)

PHDP Program Updates

James Alvarez, Program Manager, Enterprise Quality Management



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PHDP Program Updates

- Knowledge Sharing – Be sure your hospital documents the sFTP credentials and encounter remediation processes used so as new staff join your team you are able to share login and processes with them.
 - When requests come into to L.A. Care Health Plan (L.A. Care) for sFTP credentials, the turn around time is a few days as a request to IT needs to be submitted.
- If your hospital does not want to participate in the PHDP program please let us know. In doing so, we will make sure to not send you encounter rejection data and other information related to this program.
- L.A. Care is only sending Encounter data via sFTP, not secured e-mail. In order for L.A. Care to analyze any data you send us, it must be sent via sFTP and not secured e-mail.
 - When sending data for L.A. Care to analyze, an explanation of the problem is necessary in order to understand what the problem may be.

Encounter Remediation Timeline

Greg White, Director, Healthcare Analytics



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Encounter Remediation Timeline

Date	Activity
Thursday, 10/24/2019	Deadline to request assistance from L.A. Care
Thursday, 10/31/2019	Deadline to submit all Fee For Service (FFS) Claims (where L.A. Care is the payer)
Friday, 11/29/2019	Deadline for all encounter data to have been received at L.A. Care
Tuesday, 12/31/2019	Department of Health Care Services (DHCS) deadline to receive all encounter data for the 07/01/2018 to 12/31/2018 service period

PHDP Claim and Encounter Correction

Greg White, Director, Healthcare Analytics



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Top Errors – L.A. Care Health Plan

File: LACR (formerly the OTVM rejections)

Error Code	Number	L.A. Care Error Description	Possible Solution
H51000	754	The Procedure Code is not a valid CPT or HCPCS Code for this Date of Service.	This is probably local code issue. Resubmit as per instructions with correct non-local code. Check codes and dates to ensure correct code is for correct date of service.
H25393	165	The Zip Code is required when the address is in the US or Canada.	TBD
H24391	133	Missing HIPAA Required Other Insured or Subscriber 'City Name'.	TBD



Top Errors – Claims System Extraction (Cont.)

File: LA Care Rejections (formerly the ENC Rejections)

Error Code	Number	L.A. Care Error Description	Possible Solution
-11	8001	POTENTIAL DUPLICATE CLAIM/ENCOUNTER	Do not resubmit- DHCS has this data
-3	1712	CLM05-3 VALUE NOT ACCEPTED FOR THIS LOB	Populate the valid 'Claim Frequency Code' , this is the 3rd digit of the Type of Bill
-80	1138	DOB REQUIRED	TBD
-90	1138	GENDER REQUIRED	TBD
-331	603	PROCEDURE QUANTITY INVALID	TBD
-6	581	ADJUSTMENT CRN COULD NOT BE FOUND	Adjustment CRN not found in our system
-306	523	HC QUALIFIER MUST EXIST FOR HCPCS CODE	TBD
-317	523	PROCEDURE CODE REQUIRED	TBD
-510	150	MEMBER NOT ELIGIBLE FOR DOS	Member not eligible.

Top Errors – Claims System Extraction

File: Rejections through Edifecs

Error Code	Number	L.A. Care Error Description	Possible Solution
0x3939612	38,588	Value of sub-element SV202-02 is incorrect. Expected HCPCS Code (130)	Can be due to many HCPCS related issues (i.e. local code, invalid or expired codes etc.) We will analyze further.
0x8220001	29,217	One or more claims are rejected in the transaction.	Ignore this error- Simply a code identifying that there is an error- no action necessary by submitter
0x810050	29,216	Sub-Element SV202-01 (Product/Service ID Qualifier) is missing.	L.A. Care identified issue and will correct internally. No action required by Submitter
0x3938AF8	25,311	Segment DTP (Admission Date/Hour) is missing. It is required on all inpatient claims and some outpatient claims as defined by NUBC.	L.A. Care identified issue and corrected internally. No action required by Submitter
LACDOS	5,786	Entity not eligible for benefits for submitted dates of service	Member is not eligible for Date Of Service



Top Errors – Claims System Extraction

File: Rejections through Edifecs

Error Code	Number	L.A. Care Error Description	Possible Solution
0x3939339	5,300	Value of element SVD04 is incorrect. Expected value is from external code list - NUBC Revenue Code (132).	Most errors related to this code are from the use of rev code 0184. Resubmit corrected claim using rev code 0185 in place of 0184.
0x20000b1	4,987	An inpatient encounter must have qualifier DA with a Board revenue code	TBD
0x393933d	3,176	Value of element CL103 is incorrect. Expected value is from external code list - Patient Status Code (239)	Invalid patient status code. Hospitals need to use a valid patient status code
0x3938c77	2,085	Loop 2310A is missing.	TBD
0x200001	1,301	An inpatient encounter must have at least one service line with Room and Board revenue	TBD



Top Errors – DHCS

File: DHCS Rejections

Error Code	Number	DHCS Error Description	Possible Solution
0x000CC	5,944	This encounter is a duplicate of an existing encounter	Nothing can be done from a submitter or L.A. Care perspective. DHCS shows as a duplicate
0x001C7	4,598	Diagnosis code data value is not valid as Diagnosis Related Group (229)	<p>If it is MS-DRG:</p> <ul style="list-style-type: none"> • Populate 3 digits. • Make sure it's a valid MS-DRG code. • Resubmit as per provided processes. <p>If it is APR-DRG:</p> <ul style="list-style-type: none"> • Populate 4 digits (do not send hyphen). • Make sure it's a valid APR-DRG code. • Resubmit as per provided processes. <p><i>* DHCS has updated the APR-DRG list in their system on 11/30/2018, they no longer deny the most current (SFY 2018-19) and prior 4-digit DRGs.</i></p>



Top Errors – DHCS

File: DHCS Rejections

Error Code	Number	DHCS Error Description	Possible Solution
0x002C6	242	HCPCS C9399, J0131, J1170, J1885, J2405, J2704, J3490, J7297 requires an NDC code	Must resubmit with an NDC code
0x00068	132	The beneficiary shows no Medi-Cal eligibility	DHCS shows Member not eligible.



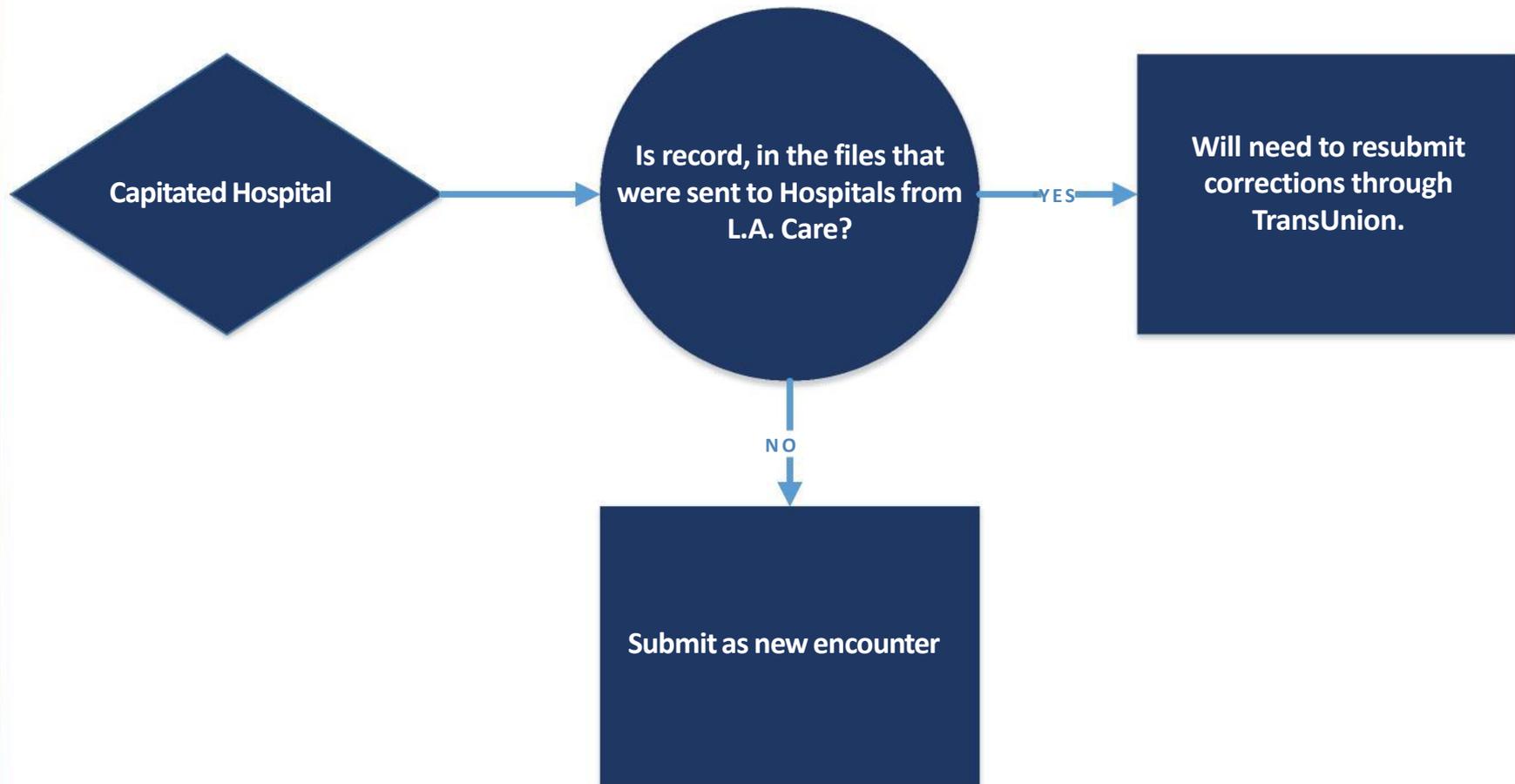
Additional Data File Provided

File: L.A. Care “Holds” (5th file with no rejection reasons)

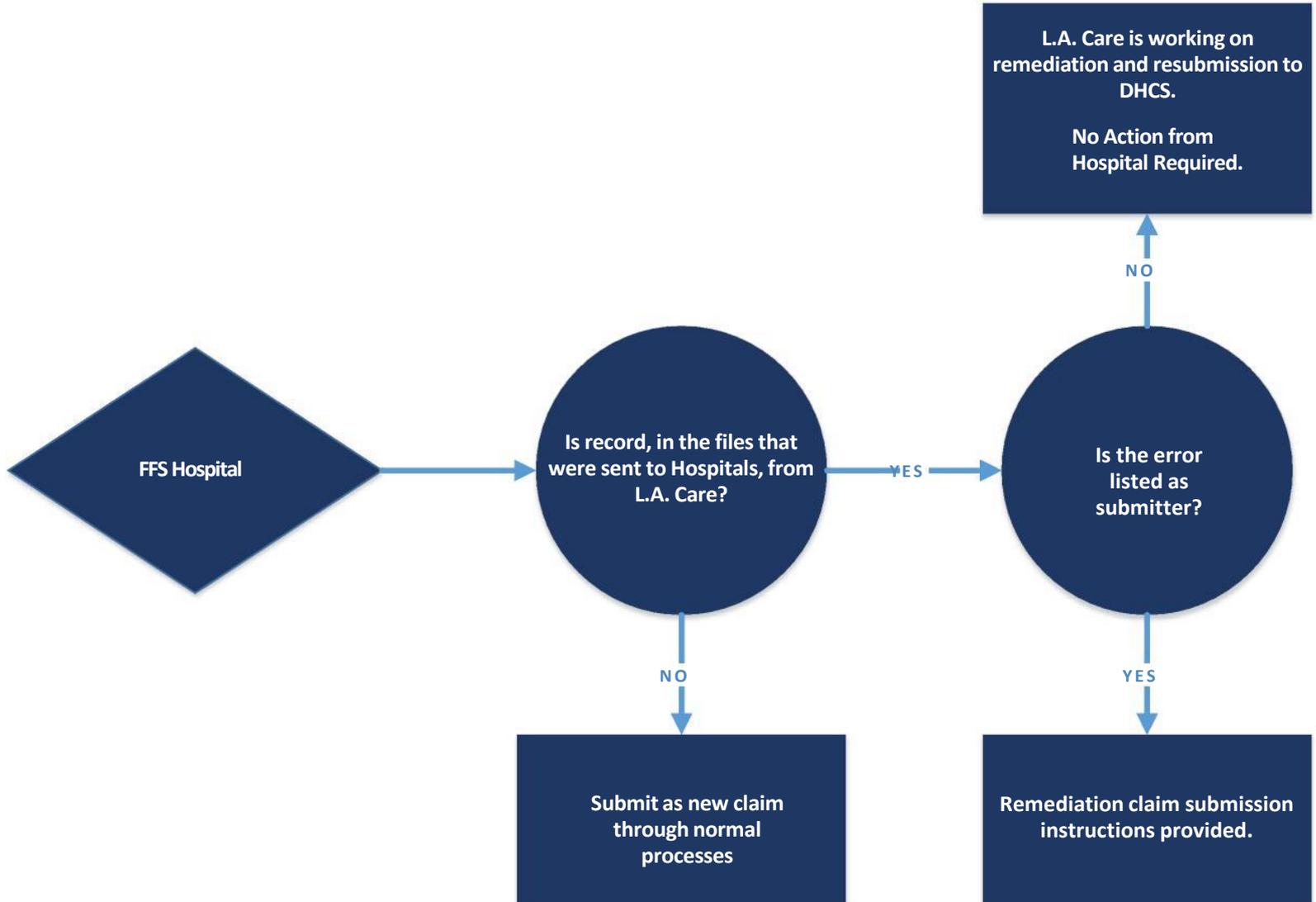
- An additional file with data that did not make it out of our systems to DHCS was provided to you in order to account for records that are not balancing. These records were held up and suspended for various reasons and were not given a rejection reason, due to the fact they were not rejected.
- L.A. Care’s Encounter team and IT are looking into the cause of the suspended items and where possible will move them along the process without requiring intervention from the submitters. We have already found a cause for the majority of them and are working on a solution which should be in place in time to submission deadlines.
- If through our investigation we determine that the submitter needs to address items we cannot correct internally, we will communicate this as soon as its known and suggest a solution for correction.



Decision Tree for Capitated Encounters Resubmission to TransUnion



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



Contract Service Flagging

*Christopher Legaspi, Oversight and Monitoring Business Analyst III,
Provider Network Management*



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Contract Services Flagging

- L.A. Care is still planning to receive the final pass file on the tentative date of Friday, September 13th. This date is subject to change pending DHCS' official release of the final pass file.
- L.A. Care would like to share the tentative timeline below, originally shared on August 22nd:

Tentative Dates	Steps
Friday, 9/13/2019	DHCS releases final pass file. L.A. Care retrieves files and creates a file for each Plan Partner by Friday, September 13 th .
Monday, 09/16/2019	L.A. Care uploads files to Plan Partners' sFTP to populate Plan, Hospital, and Final contract statuses using feedback received during first pass by Monday, September 16 th . L.A. Care will flag the Plan, Hospital, and Final contract statuses for non-Plan Partner records.
Wednesday, 09/18/2019	Plan Partners upload files to L.A. Care with Plan, Hospital, and Final Contract statuses filled in by Wednesday, September 18 th .
Friday, 09/20/2019	L.A. Care compiles contract statuses from L.A. Care and Plan Partners. L.A. Care creates files for each hospital and uploads files to the established sFTP by Friday, September 20 th .
Monday, 09/23/2019 – Wednesday, 09/25/2019	Hospitals review files, identify any discrepancies, and contact appropriate Plan to remediate. For Plan Partner discrepancies, L.A. Care will not accept files or edits from Hospitals. Hospitals must work with the appropriate Plan Partner who will, in turn, submit to L.A. Care. Plan Partners submit the final pass files to L.A. Care capturing all hospitals discussions and updates by Wednesday, September 25 th .
Monday, 09/30/2019	L.A. Care completes compilation of all Plan data and submits to DHCS.



Plan Partner Contact Information

James Alvarez, Program Manager, Enterprise Quality Management



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Plan Partner Contact Information

- Anthem
 - Jamie Louwerens (Finance Director, CA Medicaid Health Plan)
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 - David Mosher (Operations Director, CA Medicaid Health Plan)
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Questions and Answers (Q&A)



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

**THANK
YOU!**

