

# Private Hospital Directed Payment (PHDP) Check-In Call



L.A. Care  
HEALTH PLAN®

For All of L.A.

Thursday, October 03<sup>rd</sup>, 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). A red arrow points to 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 Reminders

*James Alvarez, Program Manager, Enterprise Quality Management*

## 3. Contract Services Flagging

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

## 4. Encounter Remediation Updates

*Greg White, Director, Healthcare Analytics*

## 5. PHDP Program Payout for Phase 1: 07/01/2017 to 12/31/2017

*James Alvarez, Program Manager, Enterprise Quality Management*

## 6. Questions & Answers (Q&A)

# PHDP Reminders

*James Alvarez, Program Manager, Enterprise Quality Management*



**L.A. Care**  
HEALTH PLAN®

**For All of L.A.**

# PHDP Reminders

- Be sure you have received the Encounter rejection files we distributed last month. If you did not receive the files send an e-mail to [PNMProjects@lacare.org](mailto:PNMProjects@lacare.org) so that we can contact you.
- The Encounter Submission Timeline for 07/01/2018 to 12/31/2018 Service Period is:

Activities	End Date
Deadline to Request Assistance from L.A. Care on Rejected Claims Data	Thursday, 10/24/2019
Deadline to Submit Fee For Service (FFS) Claims to L.A. Care ( <i>where L.A. Care is the payer</i> )	Thursday, 10/31/2019
Deadline for all Encounter Data to have been received at L.A. Care ( <i>Please Note: This date falls on the Thanksgiving Holiday so we recommend you consider submitting by Monday, 11/25/2019.</i> )	Friday, 11/29/2019
Department of Health Care Services (DHCS) Deadline to Receive Encounter Data	Tuesday, 12/31/2019

# Contract Service Flagging

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



**L.A. Care**  
HEALTH PLAN®

**For All of L.A.**

# Contract Services Flagging

- DHCS released the Final Pass volume chart on Friday, September 27<sup>th</sup>.
- The Final Pass file is due to the DHCS on Friday, October 25<sup>th</sup>.
- The timeline for the Final Pass file is:

Date	Steps
Friday, September 27	<p>DHCS releases final pass file.</p> <p>L.A. Care retrieves files and creates a file for each Plan Partner.</p>
Monday, September 30	<p>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 30.</p> <p>L.A. Care will flag the Plan, Hospital, and Final contract statuses for non-Plan Partner records.</p>
Monday, October 7	<p>Plan Partners upload files to L.A. Care with Plan, Hospital, and Final Contract statuses filled in by Monday, October 7.</p>
Wednesday, October 9	<p>L.A. Care compiles contract statuses from L.A. Care and Plan Partners.</p> <p>L.A. Care creates files for each hospital and uploads files to the established sFTP by Wednesday, October 9.</p>
Wednesday, October 9 – Monday, October 21	<p>Hospitals review files, identify any discrepancies, and contact appropriate Plan to remediate.</p> <p>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.</p> <p>Plan Partners submit the final pass files to L.A. Care capturing all hospitals discussions and update by Monday, October 21.</p>
Friday, October 25	<p>L.A. Care completes compilation of all Plan data and submits to DHCS by Friday, October 25.</p>



# Encounter Remediation Updates

*Greg White, Director, Healthcare Analytics*



**L.A. Care**  
HEALTH PLAN®

**For All of L.A.**

# Encounter Remediation Updates

- For information on how to correct the highest frequency Encounter Errors please reference the 09.05.19 PowerPoint located [here](#).
- For any Encounter submitted to L.A. Care via TransUnion, the correction must be corrected through TransUnion and not L.A. Care.
  - You will see “TRAN” in the header column of the error files that meet the criteria for this correction. Please see the example below:

LOB	HEADER_BP_COD
MCLA	TZGQ
MCLA	TZGQ
MCLA	TRAN
MCLA	TRAN
MCLA	TRAN

- Claims that were paid by IPAs which are sent to L.A. Care must also be corrected through the IPA and not L.A. Care.
- An issue has been identified for rejected Encounters that have MS-DRG codes 775, 776.
  - The codes should be valid, but it appears DHCS has been rejecting the codes.
  - The issue has been reported to DHCS and is currently being researched.

# Encounter Remediation Updates

- The process for submitting corrected FFS Claims directly to L.A. Care is the following:
  - 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.
- In correcting FFS Claims where L.A. Care is the payer, be sure to follow the steps outlined in the 09.05.19 PowerPoint.
  - If the process is not followed, the Encounter will not be extracted.

# PHDP Program Payouts for Phase 1: 07/01/2017 to 12/31/2017

*James Alvarez, Program Manager, Enterprise Quality Management*



**L.A. Care**  
HEALTH PLAN®

**For All of L.A.**

# PHDP Program Payouts for Phase 1: 07/01/2017 to 12/31/2017

- L.A. Care has received the money for Phase 1 and is currently in process of preparing the checks in order to distribute accordingly.
- The payout amounts were calculated based upon the criteria established by DHCS and is explained in their “[SFY 2017-18 Private Hospital Directed Payment Program Volume Chart Review Toolkit.](#)”

# Questions and Answers (Q&A)



L.A. Care  
HEALTH PLAN®

*For All of L.A.*

As a reminder, please send any PHDP-related inquiries to [PNMProjects@lacare.org](mailto:PNMProjects@lacare.org)

**THANK  
YOU!**

