

Private Hospital Directed Payment (PHDP) Information Exchange Forum



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

Friday, October 05, 2018

Everyone is automatically muted...
Please communicate via the CHAT feature

A screenshot of a meeting control bar. It features four 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 / Meet and greet

Edward Calles, Senior Director, Network

Development Tim Reilly, Financial Consultant

2. Brief recap of L.A. Care's PHDP process

James Alvarez, Program Manager, Enterprise Quality Management

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

Edward Calles, Senior Director, Network Development



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PHDP Background

- DHCS is splitting State Fiscal Year (SFY) 17/18 into two (2) phases:
 - Phase 1:
 - Service period: July 01, 2017– December 31, 2017
 - Encounters due to DHCS: December 31, 2018
 - Estimated payment to Plans: September 2019
 - Phase 2:
 - Service period: January 01, 2018 – June 30, 2018
 - Encounters due to DHCS: June 30, 2019
 - Estimated payment to Plans: March 2020



Recap - PHDP Process

James Alvarez, Program Manager, Enterprise Quality Management



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Recap of PHDP Process

- We've hosted 3 L.A. Care PHDP Information Exchange Meetings to explain our process and timeline for submitting remediated encounter data to DHCS.
- We've sent you two files to assist you in your analysis efforts which were:
 - Approved - Encounter data that L.A. Care has accepted but was not submitted to DHCS due to additional back-end edits
 - Rejected - Encounter data that was submitted to, but rejected by DHCS.
- Between this information (which shows you what has not been accepted by DHCS and the volume chart data (which shows you what DHCSs has accepted) you should be able to identify claims that haven't yet been submitted, and those that need to be corrected.
- DHCS has provided a Toolkit (information) that is available from the DHCS website that explains the process you can follow to complete your analysis



Recap of PHDP Process

- We have told you which errors L.A. Care will be remediating and provided you a description in the last webinar. This list should address (we hope) 75% of the issues to be corrected.
- We have also provided you detailed instructions on how to establish an SFTP process with L.A. Care so that should you need our assistance to resolve issues, the process to send us an Excel file (with PHI) will have already been configured.
- Please submit all claims and remediated data by 10/31/2018 (to allow time for it to be sent and received by DHCS)

PHDP Program			
Phase 1		Phase 2	
Service Date	Submission	Service Date	Submission
07/01/2017 – 12/31/2017	12/31/2018	01/01/2018 – 06/30/2018	06/30/2019



L.A. Care Timeline

James Alvarez, Program Manager, Enterprise Quality Management



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L.A. Care Timeline

Timeline	Task
<p>Between now and 10/31/2018 (Hospitals to audit and submit encounters.)</p>	<p>Hospitals will complete internal analysis between hospital's encounter data and what DHCS provided to hospital. Hospitals are encouraged to exhibit due diligence by conducting thorough internal encounter analysis before submission to L.A. Care to ensure that the data received and eventually sent to DHCS for the determination of payment is updated and accurate. Hospitals should follow normal business processes to submit withheld and remediated encounter data.</p> <p>As an additional resource, please reference the PHDP Program toolkit to ensure the successful submission of encounter data.</p> <p>To accommodate turnaround times for claims and encounter data processing, Hospitals should strive to ensure all claims have been submitted by 10/31/2018.</p>
<p>09/10/2018 –10/31/2018 (L.A. Care to troubleshoot problems with Hospitals and Plan Partners)</p>	<p>Plan Partners can request assistance from their assigned L.A. Care Plan Partner Analyst to resolve encounter data problems that they could not resolve themselves.</p> <p>Hospitals that submit encounter data directly to L.A. Care can participate in weekly PHDP calls host to obtain more information and remediation assistance, hosted by L.A. Care's Enterprise Shared Services department.</p> <p>Note: L.A. Care will attempt to conduct encounter analysis support on a first-come, first-serve basis and cannot guarantee we will get to all submissions should they be sent towards the end of the deadline. Therefore, we recommend that hospitals begin submitting their encounters as soon as possible to allow for sufficient review and remediation time.</p>
<p>11/01/2018 –11/30/2018 (L.A. Care to assist Hospitals with remediated resubmissions.)</p>	<p>Should L.A. Care receive hospital encounter submissions timely, and pursuant to the volume of submissions from our private hospital network, we will, to the best of our ability, review and provide hospitals with feedback regarding what encounter data needs to be remediated. Resubmissions will only be accepted until 11/30/18.</p> <p>Note: Hospital encounter submission does not guarantee encounter analysis by L.A. Care and we encourage hospitals to perform a thorough encounter analysis to capture missing data and remediate before submission.</p>



sFTP Access

James Alvarez, Program Manager, Enterprise Quality Management



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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.



sFTP Status

Hospital Name	Ticket Created	sFTP Setup
Alhambra Hospital (AHMC)	YES	YES
Greater El Monte (AHMC)	YES	YES
Monterey Park (AHMC)	YES	YES
San Gabriel Valley (AHMC)	YES	YES
Whittier Hospital (AHMC)	YES	YES
Pacifica Hospital of The Valley	YES	YES
Los Angeles Comm. (ALTA)	NO	NO
Southern California Culver City (ALTA)	NO	NO
Norwalk Commun. (ALTA)	NO	NO
Southern California Hollywood(ALTA)	NO	NO
Pomona Valley Hospital Medical Center	YES	YES
Citrus Valley Medical Center - Queen of the Valley Campus	IN PROCESS	NO
Citrus Valley Medical Center- Intercommunity Campus	IN PROCESS	NO
Foothill Presbyterian Hospital-Johnston Memorial	IN PROCESS	NO
Valley Presbyterian	YES	NO
Beverly Hospital	YES	YES
Adventist - White Memorial Medical Center	YES	NO
Adventist - Glendale Adventist Medical Center	YES	NO
PIH Whittier	YES	YES
PIH Downey	YES	YES
Good Samaritan	YES	YES
Cedars-Sinai Medical Center	NO	NO
Huntington Hospital	NO	NO
Verity Health System - St Francis	YES	YES
Verity Health System - St Vincent	YES	YES
College Medical Center	YES	YES
Long Beach Memorial Medical Center	YES	YES



PHDP Claim and Encounter Correction

Greg White, Director, Healthcare Analytics



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Top Errors and Recommendations

Error Code	Error Description	Responsible Party	Trading Partner Recommendations
H 10614	Local codes must not be submitted	L.A. Care	L.A. Care will submit these encounters after removing the local procedure code as well as accompanying modifier codes and procedure code qualifiers.
H51082	ICD-1 0 code must be coded to the highest specificity.	Submitters	Submitters are advised to resubmit encounters with this edit by providing the ICD-1 0 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
B31107	The 'Service Date' must be within the 'Statement Dates'	L.A. Care	L.A. Care will to submit these encounters as is to DHCS
H54271	ICD-1 0 Codes can not be duplicated.	Submitters	The encounters must be resubmitted without duplication of ICD codes.
H25370	Telephone/FAX number in PER must be exactly 10 positions long. The value provided is too short.	L.A. Care	L.A. Care will submit these encounters as is to DHCS

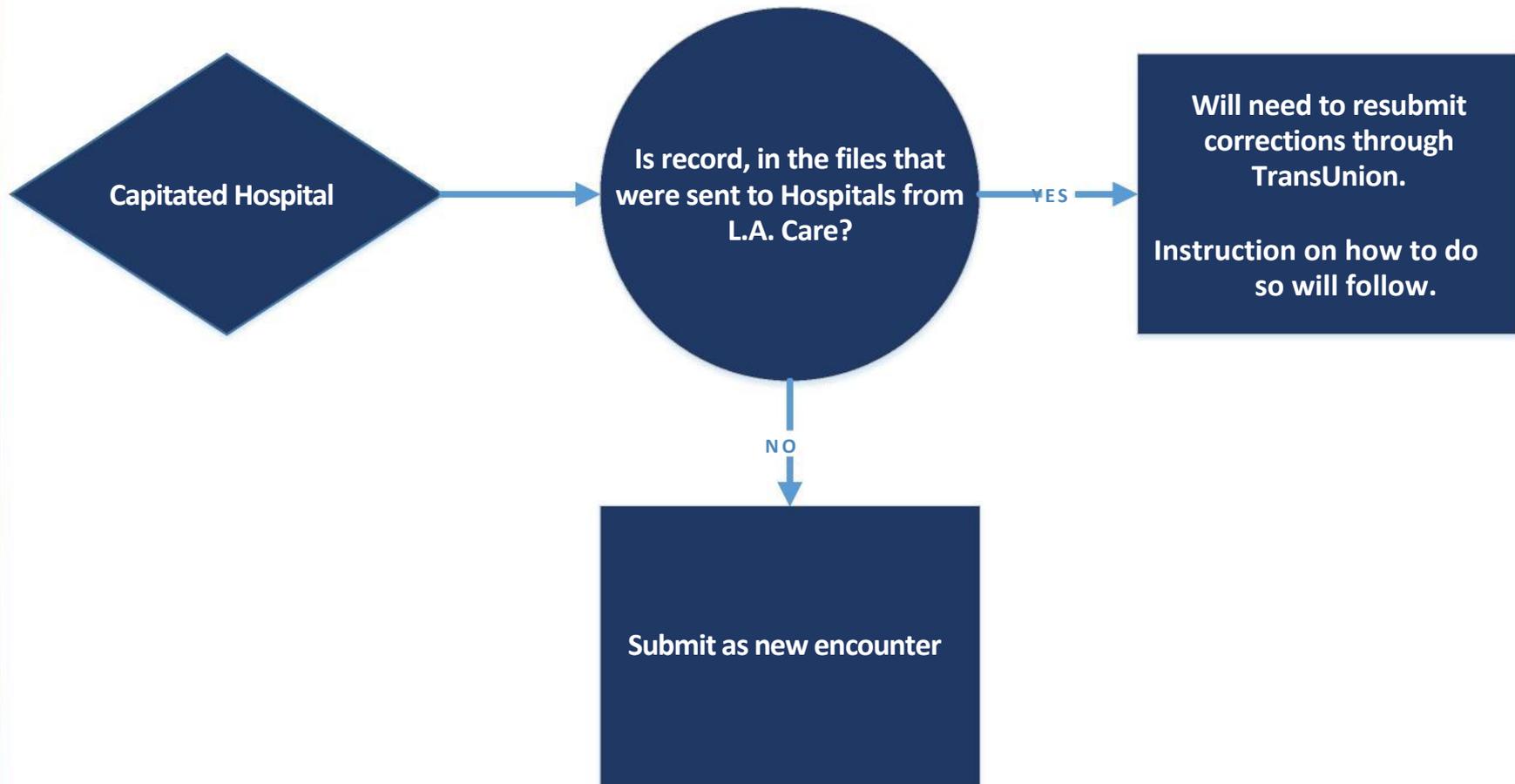


Top Errors and Recommendations (cont.)

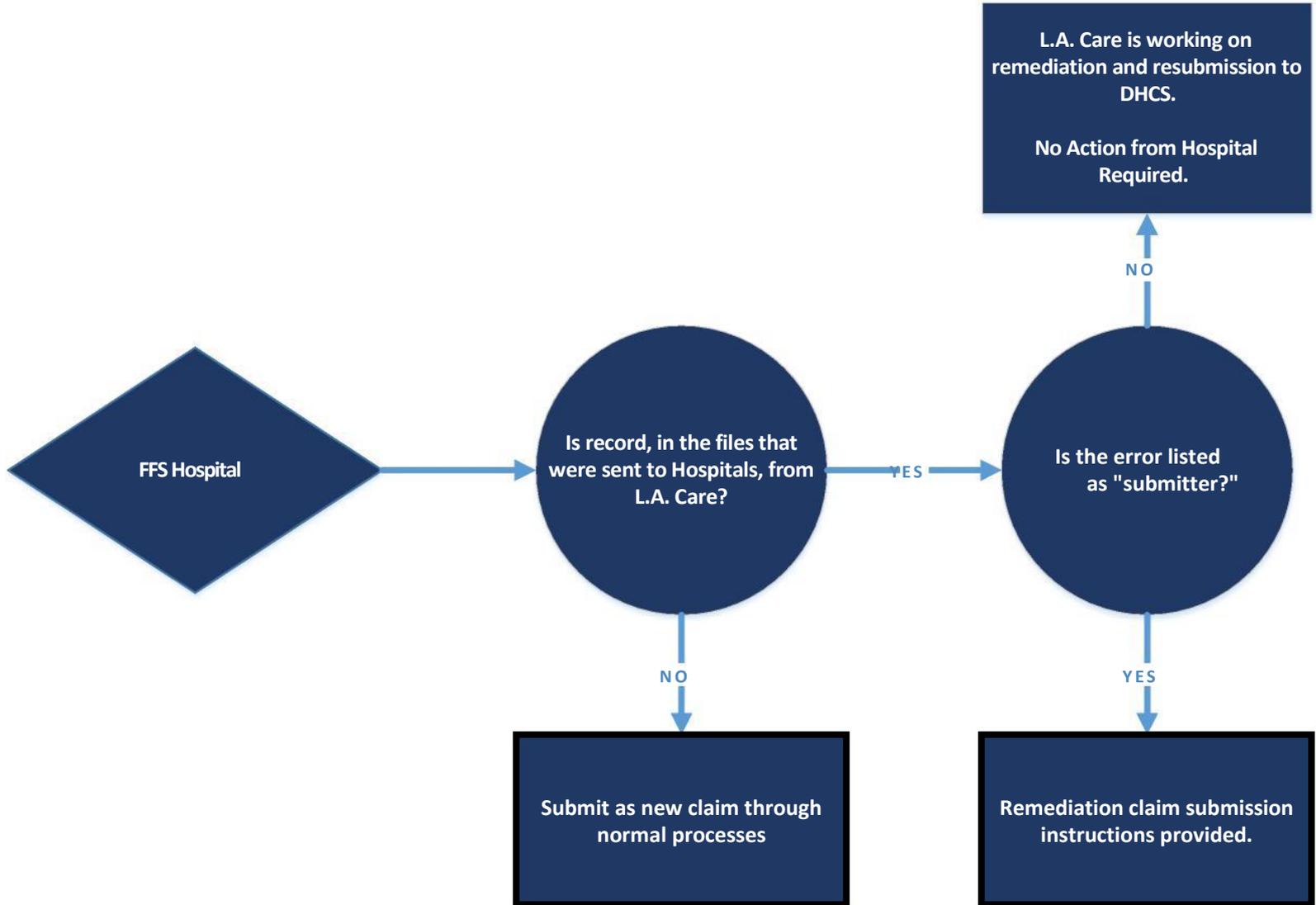
Error Code	Error Description	Responsible Party	Trading Partner Recommendations
H20759	NDC Code value is too long. Must be a 5-4-2 formatted code. Spaces and hyphens are not allowed.	Submitters	Encounters must be resubmitted with valid NDC codes. These encounters failed as NDC codes were too long. NDC 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
H1 1204	Invalid X12 syntax for data elements	TBD	TBD
H20204	Code Value not valid in this HIPAA implementation.	TBD	TBD
H25376	The Entity's State is required when the address is in the USA, including its territories, or Canada.	TBD	TBD
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
H46465	Admission Date (DTP-01 =435) was not expected because this claim is not for Inpatient Services.	L.A. Care	L.A. Care will to submit these encounters to DHCS as DHCS does not set a rejecting edit for this condition



Decision Tree for Capitated Encounters Resubmission to TransUnion



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



Process for submitting 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 October 31!**



Q&A Forum

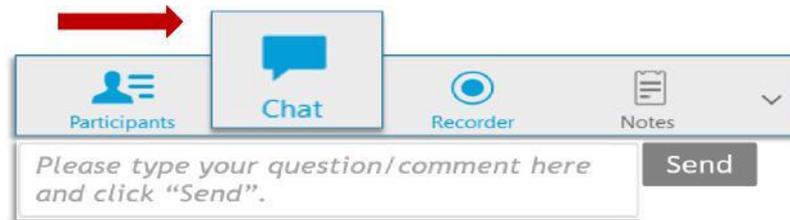


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Questions?

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- 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.
- 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 after this meeting.
- 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.



**THANK
YOU!**

