

AmeriHealth Caritas Louisiana
 Provider Advisory Council (PAC) Meeting Minutes
 Wednesday, January 26, 2022 11:00 a.m.

Attendees:

Present from AmeriHealth Caritas Louisiana:	Guest Attendee:
Kelli Nolan, Director Provider Network Ops, Provider Operations and Administration	Natalie Simmons, Director of Payor Relations-Ochsner Health
Clarence Grant, Director Provider Network Management, Provider Network Mgmt.	Jennifer Williams, Data Analyst-Affinity/Vantage Health Plan
Gwen Matthews, Manager Provider Network Management, Provider Network Mgmt.	Les Tompkins, AVP Managed Care-Ochsner Health
Kenya Foster, Provider Communications Consultant-Communications	Dustin T, CEO-River Place Behavioral Health
Carrie Blades, Quality Performance Specialist Clinical, Quality Management	Deena Nobles, Patient Responsibility Manager-Terrebonne General Health System
Jimmy Kasischke, Provider Network Account Executive, Provider Network Mgmt.	Januari Heusers, Physician Biller-Abbeville General
Nancy Thibodeaux, Provider Network Analyst-Provider Operations and Administration	Quitman Gahagan, Manager Managed Care-LCMC Health
Rhonda Baird, Director Quality Management, Quality Management	Angela Williams, Director of Clinical Services-Affinity Health Group
Charleen Gauthreaux, Manager Provider Network Management, Provider Network Mgmt.	Carl Walker, Title Not Listed-St Thomas CHC
Kyle Viator, Market President AC Louisiana, Administration	Robert Remy, Title and Organization Not Listed
Lori Payne, Mkt. Health Equity Program Director, Administration	Sara Espinosa, PFS Assistant Manager-Iberia Medical Center
Trampas Cranford, Director Data & Technical Services, Data & Technical Services	Leslie Morgan, Senior Payor Relations Specialist-Ochsner Health
Jana Blaylock, Supervisor Quality Management, Quality Management	Melanie Murray, Title Not Listed-DePaul Community Health Centers
Paula Brooks, Director Communications & Marketing, Communications	Misty Sherlock, AVP Case Management-LCMC Health
LaKaley Tillery, Quality Performance Team Lead, Quality Management	Lauren Findley, Vice President of BH Services-Volunteers of America of North LA
Dr. Betty Muller, Medical Director BH, Administration	Claire Hick, CEO-Longleaf Hospital
Thomas Godfrey, Director Operations & Administration, Administration	
Jeanine Plante, Director Pharmacy, Pharmacy Management	Registered/Name not Listed on Zoom:
Ahmed Olayanju, Manager Provider Network Management, Provider Network Mgmt.	Zerada Nears, Admissions Supervisor-Jackson Parish Hospital
Chris McNeil, Program & Innovation Analyst, Administration	Kellie Thomas, Revenue Cycle Supervisor-Richland Parish Hospital
Grover Harrison, Director Community Education, Community Outreach	Lora Hoffpauir, Billing Specialist-Abbeville General Hospital
	Christina Greer, Regional Manager-Journey Rehab
	Greg Ivey, COO-The Pediatric Center of SWLA
	Matilda Tennessee, RCM-Excelth, Inc
	Tammy Dutil, Assistant Business Office Director-Abbeville General Hospital
	Tammy Plater, Administrator-Community Enrichment Programs
	Jacqueline Nwufoh, CEO-New Heights
	Sherice Forte, Senior Provider Data Analyst, Verity HealthNet
	Cynthia Jackson-Murphy, Owner-Humble Beginnings counseling Agency, LLC
	Ginni Taylor, IP Billing Coordinator-St James Behavioral Health Hospital
	Gina Caro, Manager Revenue Integrity and UM-Woman's Hospital
	Sheneka Dunn, Patient Care Coordinator-Caresouth Medical & Dental
	Alecia Peters, Billing Specialist-Excelth Inc
	Julie Widmer, Title Not Listed-Brentwood
	Tanmay Mathur, CEO Covington Behavioral Health
	Demetria Constantine, Director of Business-Abbeville General Hospital
	Stephanie Santoni, CEO-Vermilion BH Systems
	Daisy Shipley, CCO-Children's International Medical Group

	Lucia Dawn, Senior Billing Specialist-DePaul Community Health Centers
	Carol Robertson, Billing/Credentialing Supervisor-Northwest LA Human Svcs District
	Jeff Mitchener, AVP-Ochsner

AGENDA ITEM	DISCUSSION			
I. Call to Order	Kelli Nolan, Director of Network Operations for AmeriHealth Caritas Louisiana (ACLA) , announced the housekeeping for the meeting at 11:00 a.m. (CST) and welcomed everyone to the first PAC Meeting of 2022 virtually via Zoom.	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE
II. Louisiana Department of Health (LDH) Provider Enrollment Portal	<p>Clarence Grant, Director Provider Network Management, Provider Network Mgmt presented the following relating to LDH Informational Bulletin 21-5 and Provider Directory changes:</p> <ul style="list-style-type: none"> • Invites were mailed by Gainwell upon portal launch in July 2021 • Enrollment in the portal meets CMS Requirement and must be used by all Medicaid providers • Providers need to enroll in the portal by April 1, 2022. • Starting January 17th, 2022, pharmacy claims will have a “soft edit” if pharmacy and/or prescriber is not completely enrolled in the portal. • The change is driven by CMS working to prevent fraud, waste, and abuse in the Medicaid program • The Provider directory will only include providers who meet following criteria: <ul style="list-style-type: none"> ○ PH providers who have submitted at least 1 claim within 6 calendar months prior to publication ○ BH providers who have submitted at least 1 claim within the 6 calendar months prior to publication ○ Any providers who were credentialed within the 6 calendar months prior to publication, regardless of claims submissions 			
III. Universal Prior Authorization Form	<p>Kenya Foster, Provider Communications Consultant-Communications informed providers regarding the following:</p> <ul style="list-style-type: none"> • The Universal Prior Authorization Form became effective September 1, 2021 through Optimal Character Recognition technology • It will result in a quicker response to prior authorization requests and is now available online for providers to review along with submission tips 			
IV. Health Equity	<p>Lori Payne, Mkt. Health Equity Program Director, Administration discussed the following:</p> <ul style="list-style-type: none"> • ACLA provides the same services to all of our members but some may need more support than others and the ACLA Health Equity Program identifies where there may be gaps to get those extra services to our members who need them • Barriers to Care can be any of the following and the program will address these barriers: <ul style="list-style-type: none"> ○ Transportation ○ Health Literacy ○ Finances ○ Employment ○ Insurance Status ○ Factors related to: 			

	<ul style="list-style-type: none"> ➤ Language ➤ Race ➤ Ethnicity ➤ Location ➤ Sexual orientation ➤ Gender Identity ➤ Culture <ul style="list-style-type: none"> • The current focus is in rural areas and we're looking to touch Hispanic and black members living in rural areas • People living in these areas experience 30% higher rates of death from chronic illness due to some of the barriers listed above • With our Hispanic members, we're looking to improve in comprehensive diabetes care • With our black members, we're looking to affect the maternal care spectrum • We are addressing the barriers to care by orchestrating activities to increase member engagement and education through our established programs: <ul style="list-style-type: none"> ➤ Bright Start ➤ Baby Script ➤ Care Management ➤ Make Every Calorie Count ➤ Heart Healthy ➤ Mom's Meals ➤ Participation in Member Advisory Council ➤ Transportation Utilization • When addressing social determinants of health, Z-codes are often used to actually give members a chance to provide feedback on the specific areas where they are experiencing difficulties • ACLA has the "Let Us Know" form for providers to inform us when there are health care issues with our members • Root Cause Discussion <ul style="list-style-type: none"> ➤ Care Management ➤ Bright Start ➤ Transportation ➤ Interpretation Services ➤ Z-Code Usage 	<p>Lori asked if there are providers present who service members in rural areas. She also asked if they are familiar with the "Let Us Know" document.</p> <p>Lori asked Angela if they could begin using the form too.</p> <p>Kelli Nolan and Clarence Grant both confirmed that Angela would need to contact their Account Executive to discuss the process.</p>	<p>Lauren Findley with Volunteers of America of North LA and Angela Williams with Affinity both responded that the service members in rural areas.</p> <p>Lauren said she's not familiar with it and it's the first time she's ever seen it. Angela is not sure about the form either but they do determine social</p>	
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V. COVID-19 Vaccinations	<p>Carrie Blades, Quality Performance Specialist Clinical, Quality Management informed the providers of the following:</p> <ul style="list-style-type: none"> • COVID-19 vaccinations will continue to be on our radar for 2022 • In December, Louisiana ranked 48th by percentage of population vaccinated with 49.65% of the population fully vaccinated compared to the country's average at 61.1% we are a little behind. • ACLA does a lot of telephonic outreach to our members strategy based on outcome and risk along with the following: <ul style="list-style-type: none"> ○ Auto dialer blasts ○ Inbound call education and assistance ○ Texting campaigns <ul style="list-style-type: none"> ➤ All eligible age groups ➤ Vaccination status: non or partial ○ Making every call count ○ Member incentive ○ Education on ACLA website ○ Social Media campaigns ○ Vaccine events at Wellness and Opportunity Center ○ Partnership with Saints/Pelicans • COVID-19 Provider Initiative: <ul style="list-style-type: none"> ○ ACLA assists providers in enrolling as a vaccine provider with LDH and Carrie provided her phone number specifically for this reason ○ ACLA partners with providers to assist in community vaccine events and the providers were also encouraged to call Carrie regarding events. ○ ACLA also assists members with vaccine appointments ○ Providers may utilize the COVID-19 Eligibility and Overdue report in Navinet that is updated weekly ○ Providers may bill for counseling when providing in-person counseling by using the 99401 CPT code and E&M service for the same date of service with modifier -25. 	<p>Dr. Muller responded and told Claire to outreach to Clarence Grant in Provider Network Management.</p> <p>Clarence spoke up and asked Claire to send information over to him.</p> <p>Kenya Foster said she would take care of it and get the information from Claire to Clarence.</p>	<p>Claire Hick with Longleaf Hospital asked who she can contact regarding the additional per diem for BH COVID-19 positive patients.</p>	
VI. Annual Integrated Practice Assessment Tool (IPAT) Survey	<p>Chris McNeil, Program & Innovation Analyst, Administration shared the following:</p> <ul style="list-style-type: none"> • The annual IPAT Survey went out to providers on December 8, 2021 by LDH to assess these levels of integration across provider types. • It only needs to be completed once and not multiple times if received for other MCOs. It is not necessary to answer each one. 			
VI. Open Discussion	<p>Kelli Nolan asked if anyone had additional questions or feedback.</p>	<p>Lori asked providers why they think members that are new moms don't attend their postpartum visits.</p> <p>Lori asked Les to send her</p>	<p>Les Tompkins with Ochsner responded that one concern is transportation issues that is outside of the mileage limits.</p> <p>Les said he will</p>	

		<p>details on that issue.</p> <p>Lori asked if there is someone that can talk about the reimbursement process.</p> <p>Kelli Nolan said she couldn't provide info but Charleen Gauthreaux spoke up and said we do reimburse for the Z codes. At the present time there is no incentive but they are working on that and there will be more to come on that in 2022.</p> <p>Lori asked Charleen to include her in communications for Health Equity purposes.</p> <p>Jeanine Plante reiterated that providers need to make sure to enroll in that portal because it can cause pharmacy claims to deny if they are not enrolled in the portal.</p> <p>Kelli asked if there are barriers to not enrolling yet.</p>	<p>get someone to send her details, maybe even specific member(s) so ACLA can assist the member(s)</p> <p>Carl Walker with St Thomas CHC had a question about the Z codes and SDOH and the reimbursement process.</p> <p>Lauren said they are receiving letters for staff that are no longer at their</p>
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	<p>Recorder:</p> <p>_____</p> <p>Nancy Thibodeaux, Provider Network Analyst, Provider Network Operation</p> <p><i>Nancy Thibodeaux</i> _____</p>			
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