

AmeriHealth Caritas Louisiana  
 Provider Advisory Council (PAC) Meeting Minutes  
 Wednesday, July 27, 2022 11:00 a.m.

**Attendees:**

<b>Present from AmeriHealth Caritas Louisiana:</b>	<b>Guest Attendee:</b>
Kelli Nolan, Director Provider Network Ops, Provider Operations and Administration	Natalie Holt-Simmons, Director of Managed Care, Payor Relations, Ochsner Health
Clarence Grant, Director Provider Network Management, Provider Network Mgmt.	Les Tompkins, AVP Managed Care, Ochsner Health
Gwen Matthews, Manager Provider Network Management, Provider Network Mgmt.	Angela Williams, Director of Clinical Services-Affinity Health Group
Kenya Foster, Contract Account Manager, Administration	Sheneka Dunn, Patient Care Coordinator, CareSouth Medical & Dental
LaKaley Tillery, Manager Quality Management, Quality Management	Jeff Mitchener, AVP Payor Relations, Ochsner
Thomas Godfrey, Director Operations & Administration, Administration	Eloisa Lopez, Quality Improvement Coordinator, CareSouth Medical and Dental
Nancy Thibodeaux, Provider Network Analyst, Provider Operations and Administration	Brenna Wallach, Manager of Payer Relations, FMOLHS
Lori Payne, Mkt. Health Equity Program Director, Administration	Mica Toups, Director of Payor Relations, SouthStar Urgent Care
Ahmed Olayanju, Manager Provider Network Management, Provider Network Mgmt.	Jeffrey Wilhite, Optometrist, Optometry Association of Louisiana
Grover Harrison, Director Community Education, Community Outreach	Kristi Jones, Director of Clinical Quality Management, Affinity Health Group
Bridgette Robertson, Manager Network Operations-Operations	Kamarin Spann, Supervisor of Clinical Quality Management
Carrie Blades, Quality Perform Spec Clinical, Quality Management	Leslie Morgan, Sr. Payor Relations Specialist, Ochsner Health
Chris McNeil, Program & Innovation Analyst, Population Health Medical	Karin Cook, PFS Manager, R1 RCM
Glynda Hurm, Manager Provider Network Management, Provider Network Mgmt.	Jennifer Williams, Data Analyst, Vantage Health Plan
Renee Nash, Delegation Contract Coordinator, Clinical Vendor Oversight	Lisa Hardy, Credentialing Data Processing Coordinator
Lesli Boudreaux, Director Compliance & Regulatory Affairs, Compliance	
Penny Foster, Compliance Regulatory Analyst, Compliance	
Kyle Viator, Market President AC Louisiana, Administration	
Jana Blaylock, Supervisor Quality Management, Quality Management	
Missy Guillory, Mgr. Integrated Care Management, Care Coord.	<b>Registered/Name not Listed on Zoom:</b>
Paula Brooks, Director, Communications and Marketing, ACLA	Yomeka Evans, Administrator, Brighter Future Counseling Services
Dr. Betty Muller, Medical Director BH, Population Health Medical Services	Suonda Smith, Mgr. Integrated Care Management, Care Coord., ACLA
	Paul Ross, Owner, Amite Psychiatric Services, LLC
	Shelley Malsam, Revenue Cycle Director, Jackson Parish Hospital
	Robin Gaines, Care Coordinator, CareSouth
	Greg Ivey, VP/COO, The Pediatric Center of SWLA
	Connie Lovell, Credentialing/Delegated Official, Concordia Parish Hosp Serv Dist. # 1
	Katie Ourso, Billing Specialist, Pediatric Group of Acadiana
	J Moses, Administrator, Life Changing Solutions, LLC

AGENDA ITEM	DISCUSSION			
<b>I. Call to Order</b>	<b>Bridgette Robertson, Manager Network Operation-Operations</b> , reviewed the housekeeping for the meeting beginning at 11:00 a.m. (CST) and as the chair of the meeting, welcomed everyone to the third PAC Meeting of 2022 (virtually via Zoom).	CONCLUSION / RESULTS	ACTION STEPS / PERSON RESPONSIBLE	DATE DUE
<b>II. Agenda and Attendance</b>	<b>Bridgette Robertson, Manager Network Operations-Operations</b> , presented the agenda and organizations in attendance list for the meeting.			

<p><b>III. Louisiana Medicaid Provider Enrollment Portal</b></p>	<p><b>Clarence Grant, Director Provider Network Management, Provider Network Mgmt. introduced Ahmed Olayanju, Manager Provider Network Management, Provider Network Mgmt.</b> to present the slides with the following information:</p> <ul style="list-style-type: none"> <li>• Informational Bulletin 22-4 for the Louisiana Medicaid Provider Enrollment Portal <ul style="list-style-type: none"> <li>○ The Centers for Medicare and Medicaid Services (CMS) are working hard to prevent fraud, waste and abuse in the Medicaid program.</li> <li>○ These regulations should more effectively prevent fraudulent providers from enrolling, or continuing to participate in Medic or CHIP.</li> <li>○ The regulations require State Medicaid agencies (SMAs) to gather and verify relevant provider-submitted info.</li> <li>○ Full details are on <a href="http://www.cms.gov">www.cms.gov</a>.</li> <li>○ Launched July 2021 but due to technical issues it was delayed.</li> <li>○ Designed to meet CMS requirement and must be used by all Medicaid providers.</li> <li>○ Every provider must enroll in the portal have it completed by September 30, 2022.</li> <li>○ After December 31, 2022, claims could be denied if enrollment has not been completed.</li> <li>○ A Provider Portal Enrollment Lookup Tool is now available at <a href="http://lamedicaid.com">lamedicaid.com</a>. for providers to check enrollment status either by NPI, Provider Name, Provider Type, Specialty, Address, City and State, and Zip Code.</li> <li>○ If info has not been processed within 15 business days, contact Gainwell for a status update on enrollment: <ul style="list-style-type: none"> <li>➤ Email: <a href="mailto:louisianaprovenroll@gainwelltechnologies.com">louisianaprovenroll@gainwelltechnologies.com</a></li> <li>➤ Phone: 1 (833) 641-2140, Monday-Friday between the hours of 8 a.m. and 5 p.m. CT</li> </ul> </li> </ul> </li> </ul> <p><u>Comments</u>  Kyle Viator: We look for this opportunity to learn about the experience providers are having with this enrollment process because we are seeing a significant amount of our providers that have not completed the process and since we are nearing the deadline, we'd like to know if there is anything we can help with the process on their behalf.</p> <p>No Responses</p>			
<p><b>IV. Changes to How We Administer Vision Services</b></p>	<p><b>Clarence Grant, Director Provider Network Management, Provider Network Mgmt.</b> presented the slides with the following information:</p> <ul style="list-style-type: none"> <li>• Avesis our vision vendor contract will end effective August 31, 2022</li> <li>• Effective September 1, 2022, ACLA will administer vision benefits to include network of Ophthalmologists, Optometrists and Optician Suppliers.</li> <li>• Posted notification of this on ACLA website on July 8, 2022.</li> <li>• Adult vision benefits will be a part of covered services and include: <ul style="list-style-type: none"> <li>○ Major medical vision services</li> <li>○ Vision Exam with \$0 Copay</li> <li>○ \$100 allowance on lenses/hardware</li> </ul> </li> <li>• ACLA did send out notifications to providers with vision departments as a part of their facility interested in joining the network.</li> <li>• All claims for vision service must be billed through ACLA</li> </ul> <p><u>Question</u>  Jeff Wilhite: Is there someone on the call that would have specific information on vision care roll out September 1<sup>st</sup> and will Optometrists be able to bill medical exams?</p> <p><u>Response</u>  Kelli Nolan: Our benefits do not change as this transitions over to ACLA adjudicating the claims. The services remain the same and the optometrist services that are allowed will not change from Avesis services.</p>			

	<p><u>Question</u>  Jeff Wilhite: In the past ACLA required optometrist to be board certified to be on the plan so wanted to make sure through this transition that those of us that are not board certified were going to be able to bill the physical aspect of the exam and not just routine vision.</p> <p><u>Response</u>  Clarence Grant: I don't think you have to be board certified but I will get back with you and follow up today.</p> <p><u>Question</u>  Jeff Wilhite: How specifically do we file these claims? Are they going to be through NaviNet or is it a different portal that we're going to have to use to file or are we going to use Avesis?</p> <p><u>Response</u>  Kelli Nolan: You can go through your clearing house like you normally do or you can do it through NaviNet if you'd like but it's not a requirement. Register with our clearing house if you choose to do it through clearing house.</p>			
<p><b>V. Health Equity</b></p>	<p><b>Lori Payne, Mkt. Health Equity Program Director, Administration</b> presented the slides with the following information:</p> <ul style="list-style-type: none"> <li>• Health Equity is the coordination of efforts that ensure full and equal access to resources, and services that help all people lead health lives.</li> <li>• What we've learned is that different people are in different situations and they require different solutions to achieve total health.</li> <li>• Our members in rural areas are experiencing difficulties when it comes to controlling chronic conditions and getting access to care such as maternity care.</li> <li>• There are also language barriers members are facing in rural areas.</li> </ul> <p><u>Question</u>  Lori Payne: Are there any participants who've dialed in who work in rural areas or service our members who live in rural areas specifically?</p> <p><u>Responses</u>  Mica Toups: SouthStar Urgent Care services rural members  Angela Williams: Affinity services rural members</p> <ul style="list-style-type: none"> <li>• Ways ACLA can pick up the baton and help fulfill those needs (barriers)</li> <li>• Preventative medicine is something that keeps coming up to keep the higher rates of chronic conditions and higher ER and treatment costs and high rate of uninsured (more so in the private sector).</li> <li>• We're focusing on ER and chronic conditions</li> <li>• We explore Social Determinants of Health (SDOH) and compare them to what ACLA offers to overcome those barriers: <ul style="list-style-type: none"> <li>○ Housing Assistance program</li> <li>○ Care Coordination program</li> <li>○ Bright Start program</li> <li>○ Mission GED</li> </ul> </li> <li>• The way we are working with our providers with current initiatives: <ul style="list-style-type: none"> <li>○ PAC meetings to give advice on how providers can support and to also get feedback from the providers to see how we can better support them.</li> <li>○ Cultural Competency Training</li> <li>○ Provider Materials, Provider Post, and Information Emails</li> </ul> </li> <li>• Z Codes are used to document what SDOH means (e.g. housing, food insecurity, transportation, etc.)</li> </ul>			

- Currently ACLA is offering reimbursement for providers enrolled in Value Based Contracting.
- Providers file a claim using the Z codes and ACLA has learned from it that beneficiaries in these rural areas are overrepresented especially with problems related to living in a residential institution claim.
- Black and Hispanic beneficiaries accounted for 8.8% and 5.9% of the overall FFS population but represented 24.8% and 9.2%.
- Let Us Know Program Form
  - This is a form that providers can use when a member needs an intervention such as:
    - Transportation services
    - Maternity support
    - Care Management referrals
    - Weight management/education

Question

Lori Payne: Are you aware of this program form? Have you used it or do you currently use it or do you have any feedback for us at all?

Responses

Mica Toups: Aware of the form but has not used it yet.

Angela Williams: Aware of it and their Care Managers do use this form.

- Items for Provider Consideration
  - What challenges are you facing in providing equitable care?
  - What challenges are your service populations facing in this area?
  - What can you do to enhance health equity in your practice?

Responses

Angela Williams: We have chronic no shows in the pediatric and adult populations. Transportation is one issue and we're not sure about the other issues but it's a huge struggle. We've been letting them know due to their (the patient's) barriers that we understand and we want to care for you and will do you as a "work in". We give them an approximate time where they may not have to wait to see the provider when they have an appointment but with the understanding that they may have to wait to see the provider.

Question

Lori Payne: Is there anything we can do as a plan to help you with this issue?

Response

Angela Williams: I know that our Care Managers are sending the Let Us Know form after they have had 3 no shows. We would love the support of ACLA to reach out to the members just to investigate more to see if there is anything additional that we might can do. We remind them about transportation and we often call to arrange transportation for them.

Question

Lori Payne: So to investigate, do you send a list of the chronic no shows to the plan?

Response

Angela Williams: Yes, that is what we use the Let Us Know form for.

Question

Lori Payne: Are you currently serving members who speak Spanish or non-English speakers?

	<p><u>Responses</u>  Unknown: In the sugar cane employed areas.  Mica Toups: There's a rising population of Spanish speaking members.</p> <p><u>Question</u>  Kelli Nolan: I wanted to ask for some more details on the higher cost of supplies, can you explain what the issue is there? (In response to Mica Toups chat comment about higher pricing of supplies)</p> <p><u>Response</u>  Mica Toups: Trend of higher cost of supplies in the last 6 months, specifically clinical supplies due to shortages in the factories. We have 31 clinics for urgent care so supplies are super important to be able to render services.</p> <p><u>Comment</u>  Kelli Nolan: I believe it was Affinity that had mentioned that they are sending their Let Us Know Campaign forms to the Case Managers. Want to make sure if you receive a response back on outreach to the members and if there are any issues or concerns in completing your requests through the Let Us Know form submissions.</p> <p><u>Response</u>  Angela Williams: I think we would have to probably get back with that on individual case workers that have those clinics. It's a big problem in our pediatric population. We will get that information back to you.</p> <p><u>Comment</u>  Kelli Nolan: I want to make sure that you felt like the circle was closed in the outreach and the communication back to you.</p> <p><u>Response</u>  Angela Williams: To my knowledge in the past it has not been a circle completed. We just notified ACLA of the issues. We will check on it more to make sure that ACLA is responding to the Let Us Know forms when we send them in.</p> <ul style="list-style-type: none"> <li>• List to Support SDOH <ul style="list-style-type: none"> <li>○ Care Management</li> <li>○ Bright Start</li> <li>○ Transportation</li> <li>○ Interpretation Services</li> </ul> </li> </ul> <p><u>Question</u>  Lori Payne: Are you familiar with the referral process like Care Management and Bright Start?</p> <p><u>No response</u></p>			
<p><b>VI. Louisiana Behavioral Health Crisis Response Services System</b></p>	<p><b>Dr. Betty Muller, Medical Director BH, Population Health Medical Services</b> presented slides with the following information:</p> <ul style="list-style-type: none"> <li>• Louisiana BH Crisis Response Services <ul style="list-style-type: none"> <li>○ Mobile Crisis Response</li> <li>○ BH Crisis Care</li> <li>○ Community Brief Crisis Support</li> </ul> </li> <li>• These three active services are covered for members 21 and older who voluntarily seek BH crisis services.</li> <li>• The goal is to have these services available 24 hours a day 7 days a week. At this point, most of these services are available Monday through Friday 8:30 to 4:00.</li> </ul>			

	<ul style="list-style-type: none"> <li>• Providers have been selected to provide one or several of these BH Crisis services and have been extensively trained to provide BH crisis intervention. They are located in specific regions across the state.</li> <li>• There are several regions that do not have representation of providers who are able to deliver the BH crisis services but the goal is to have this available across the state 24/7 in the near future.</li> </ul>			
<b>VII. Provider Network Management</b>	<p><b>Clarence Grant, Director Provider Network Management, Provider Network Mgmt.</b> presented slides with the following information:</p> <ul style="list-style-type: none"> <li>• Your Account Executive is your first point of contact for operational issues, questions, concerns, trainings etc.</li> <li>• Many of our AEs host or partner with other areas for provider relations meetings as well as JOCs.</li> <li>• Meet with providers any credentialing/contracting efforts</li> <li>• Any quality questions where we partner with our Quality Team</li> <li>• AEs are back out in the field so you should hear from your AE to schedule a meeting and coordinate times with you monthly or quarterly whatever is feasible for you.</li> <li>• Map of Account Executive includes regions they cover as well as contact information</li> </ul> <p><u>Question</u> Bridgette Robertson: Is this map available on our website?</p> <p><u>Response</u> Clarence Grant: Yes, the map is available on our website as well as other resources and a complete list of AEs</p>			
<b>VIII. Summer Provider Alerts</b>	<p><b>Kelli Nolan, Director Provider Network Ops, Provider Operations and Administration</b> presented slides with the following information:</p> <ul style="list-style-type: none"> <li>• Our provider alerts are available on our website: <ul style="list-style-type: none"> <li>○ We have a new provider portal it's provided by 3M which is a health information systems dashboard <ul style="list-style-type: none"> <li>➤ It provides additional resources to our behavioral health providers</li> <li>➤ It allows them to identify their members with chronic behavioral health conditions in an effort to provide quality outcomes of care.</li> <li>➤ Contact AE to schedule a training or for more details.</li> </ul> </li> <li>○ LDH approved a new telehealth place of service code <ul style="list-style-type: none"> <li>➤ Place of Service 10 for telehealth services in a patient's home</li> <li>➤ It was effective January 1, 2022</li> <li>➤ POS 02 is still an option for other than a patient's home and POS 10 is for patient's home</li> </ul> </li> <li>○ CARC and RARC updates to comply with CMS guidelines effective August 15<sup>th</sup> <ul style="list-style-type: none"> <li>➤ If you need a list we will be able to provide that list to you just put a request in the chat box</li> </ul> </li> <li>○ NCCI Edits alert has not yet been published: <ul style="list-style-type: none"> <li>➤ ACLA will update our claims system to ensure all NCCI edits are utilized during claims adjudication.</li> <li>➤ Historically, when Medicaid policy was not aligned with national industry editing, the policy would supersede the edit.</li> <li>➤ ACLA is currently working to identify any edits that were suppressed, bypassed or altered to align with Medicaid policy and will be updated to full align with federal regulations.</li> <li>➤ This will take place with all MCOs and providers will all be alerted in the near future.</li> </ul> </li> </ul> </li> <li>• Reminder you can sign for email alerts so when our provider alerts our posting on our website and are</li> </ul>			

	<p>published you will receive an email notification</p> <ul style="list-style-type: none"> <li>○ We also publish LDH Informational Bulletins</li> <li>○ In addition COVID-19 News and Updates</li> <li>○ We also have Provider Post Newsletters</li> </ul> <p><u>Question</u> Jeff Mitchner: Do we cover all regions in the state and who is assigned to OH? (in relation to AEs)</p> <p><u>Response</u> Paula Brooks: Sent him link to Account Executives to contact.</p>			
<p><b>IX. Open Discussion</b></p>	<p>Bridgette Robertson asked if anyone had additional questions or feedback.</p> <p><u>Comment</u> Kelli Nolan: I do want to remind the Provider Advisory Council that we will reinstate the face-to-face PAC meetings so you will have an opportunity to come back to the office location if you are interested in doing that. We will have virtual and face-to-face hopefully beginning October 26<sup>th</sup>. We feel like the virtual meetings have somewhat of a communication barrier and hopefully everyone will be more engaged because it's a little bit easier than chatting in a Zoom box. We are excited about it and hoping it will be available to do for our next PAC meeting.</p> <p><u>Comment</u> Thomas Godfrey: I want to bring up in the last legislative session the House Bill 286 that passed and was signed by the Governor will take effect the first of next month. The bill allows for any provider who is privileged or on staff with a hospital FQHC or RHC to have the availability of a credentialing exemption. We are working with LDH for the most efficient way to verify if these providers filing for the exemption are truly eligible.</p> <p><u>Comment</u> Grover Harrison: I would like to inform everyone on the call that as of last weekend we are offering free Mental Health First Aid training and ASIST (Applied Suicide intervention Skills Training) to anyone who is interested on the call. I can provide more information on these two courses and other efforts our Team our able to offer.</p> <p><u>Question</u> Kyle Viator: Lori can you speak some about the March of Dimes Breaking Through Bias Training continuing education credits available around that, correct?</p> <p><u>Response</u> Lori Payne: It was scheduled to take place this morning but we have rescheduled it. We are encouraging providers to participate. We are looking to really impart information on implicit bias and how you can take a look at yourself and office policies to make sure all patients are receiving care needed. Training being offered to both doctors and nurses. AEs sent out invitations as well as a provider alert. Be on the lookout for another one that's going to come out probably in mid-September. It will be offered virtually and hosted by the March of Dimes.</p>			
<p><b>X. Adjournment</b></p>	<p>Bridgette Robertson adjourned the meeting at 12:04 pm (CST).</p> <p><b>The next meeting is on Wednesday, October 26, 2022 (possible live at office and virtual).</b></p>			

	Respectfully submitted by:			
	Kelli Nolan, Director Provider Network Operations      Date _____ <i>Kelli Nolan</i> _____                      __8/16/22_____			
	Recorder: _____ Nancy Thibodeaux, Provider Network Analyst, Provider Network Operation  _____ <i>Nancy Thibodeaux</i> _____			