



Health Net

Health Net CCI Workgroup Meeting AGENDA

Thursday, February 27, 2014; 1-3 p.m.
Cathedral of Our Lady of the Angels
555 West Temple Street
Los Angeles, CA 90012-2707
Facilitator: Raffie Barsamian

Call in: 1-888-584-2113 code: 229 738 8378

Time	Topic	Topic Leader
1 p.m.	Start/Attendance	Raffie Barsamian Health Net
:15	Changes in LA County Objective: Level set the current picture in LA County.	Amber Cutler NSCLC
:25	Introduction of other plans Objective: Introduction to Health Plan liaisons and points of contact	Martha Smith Health Net
:15	Status on Outreach and Education Objective: Update on the state's efforts to reach out to CCI population	Harbage
:15	Medi-Cal Expansion Objective: Additional information on expansion stakeholders may use with their staff and clients	Sean O'Brien Health Net
:10	Health Net Public Policy Meeting Objective: How to get Health Net members or their care givers involved with policy making	Jane Tunnay Health Net
:10	CCI Workgroup Next Steps Objective: How may we continue to make these meetings meaningful and of value for stakeholders	Raffie Barsamian Health Net
:10	Wrap up/Next Steps	Raffie Barsamian Health Net

Team Meeting Structure

- Everything is open for discussion and subject to change. This is “our” meeting.
- Conversation is not personal but for the benefit to the members we serve.
- The facilitator for the month will organize the agenda based on input from the team.
- Agenda items are due every Friday by noon.
- Facilitator will document issues and progress from the meetings.
- Bring your goodies to chew on, and drink
- ...and your thinking hats.

Day and Time

Team Meetings will be on most Tuesdays at 9 a.m. for 60 minutes. The agenda and workload will determine changes to the set date and time.

Standing Agenda Items – subject to change

- Topic updates
- Follow Ups
- Resolving Problems
- General complaints
- Share solutions to problems
- Process improvements
- Share current events
- Invite other departments
- Other...

NOTES: January 21, 2014 Meeting

Action Items/Follow up

- How do referrals for housing work? **We will have Jason be our SME on the subject who will work with AAAs and 211.**
- How should the COC issues for LIHP be sent to Woodland Hills? **All should be sent to Gina Marie and she will distribute it to the PPCs.**
- Do PCPs have to get an **Authorization for Disclosure of PHI** form filled out for every contact with a CBAS center regarding a member? How about PCP changes? Should member services? **CBAS are contracted providers who are able to speak to us regarding the member. We can speak to anyone in general terms but if there is a stranger on the phone who wants specific information then we do need a form filled out. Member Services does it all the time.**
- Can we get more help on transportation? Temps? **Not all the temps have been hired yet and they are working on LIHP. Tiara comes back in four days.**
- Do PCPs have to take a language competency exam when working with non-English speaking members? **Yes, but it is very easy.**

a. Claims Update

Dora is retiring.

Updates:

- Call center had calls last week of December that 14 providers did not get their EFT.
- No, the restriction was on the EFT. The paper remits have been stopped for providers registered for ERA,. See attached bulletin.

On the EFT side this is the resolution from the COG Medi-Cal team. The payments will be

We have analyzed and identified the root cause. Currently, the system is not capable of handling more than 1999 provider look up records. In the few previous runs, we have received more than 1999 provider records. So the remaining records are skipped.

We have enhanced the system to handle maximum of 3999 provider records. Testing is in progress. We will execute the job for the missing checks for this week by tomorrow and the permanent fix will be moved before the next run.

Issue resolution:

We have modified the program to handle 3999 records in the internal array and if it receives more than 3999 records the program is designed to abend. This will be a permanent fix.

- Providers receiving the electronic fund transfers have indicated that the EOC codes on the EFT RA don't match to what was printed on the paper RA.
- They never have. The paper has the internal HN codes and for the ERA, we have to use the HIPAA and CORE mandated adjustment reason and remark codes. If you recall, we did the mapping exercise for QCare a couple of months ago to become compliant with the Federal operating rules.
- The codes on the RAs have been modified to comply with HIPPA.

c. Transportation

Here is our proposed script for use when Vendors call: **Due to membership growth Health Net and CalViva Health made the business decision to expand the contract with LogistiCare to include Medi-Cal members effective February 1, 2014.**
Forward to me is you need to escalate it (just don't tell them where I live)