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| **Hospice and Home Care Call with Amerigroup Iowa**April 5, 2021Virtual via Zoom | **Call to Order:** 2:04 p.m.**Adjourn:** 3:08 p.m. **Submitted by:** Rachel Sigler |

| **Agenda** | **Discussion** | **Action** |
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| Welcome and Introductions | Ms. Cubit called the meeting to order and gave an overview of the meeting agenda. She also highlighted that Danielle will follow-up with individuals whose questions are not answered during the meeting.  | The meeting was called to order at 2:04 p.m. |
| Themes of Focus and Status Update | Timely and Accurate Payments* Follow-up on why and when an NPI would change – Mr. Hedgecoth spoke to this issue and shared the following statement: “the nursing facility and the Medicaid-enrolled hospice program have entered into a written agreement under which the hospice program takes full responsibility for the professional management of the resident’s hospice are and the facility agrees to provide room and board to the resident.” He also highlighted nursing facility reimbursement figures and statements to address this issue. The following comments were given in response to this:
	+ Issue isn’t the current rate but that hospices are the middleman of the fees
	+ There are varying contracts between hospices in which some have to pay right away and some wait until funds are received from the state
	+ Putting NPI change notifications into contracts has issues but also would be nice 🡪 looking to IME for rule changes
	+ NF Rates were shared with the group
	+ It is a hospice issue with the MCOs – the system isn’t right for hospice
	+ May be less about the ownership and more about just understanding the service

Ms. Cratice gave an update on claim requirements and will email the letter with the information over to Ms. Cubit. Ms. Cubit will send out the letter to the full group and for individual follow-ups, individuals can reach out to Danielle.Medicare Cross-over Claims (needing a Medicare denial before submitting to Medicaid)* No updates were reported at this time.

More support from AGI staff (defined escalation process and connection to staff who know immediate answers, etc.)* This is in the pipeline, and these provider relations folks would be knowledgeable about Iowa specific items.
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| Questions Submitted Ahead of the Meeting | The following questions were submitted ahead of the meeting and their answers will be addressed individually:* Claims are being denied for first two visits for no authorization even though the first 5 visits should not need an authorization.
* Cost Containment Unit taking back 2016 claims because patient liability wasn’t taken out – the whole amount is being taken back and not reprocessed correctly.
* Are there any updates on what providers should do if their billing software does not allow them to enter the NPI information into box 77? Also, when manually entering in Availity, where is box 77? (relevant for hospice; Kristi from Gundersen Palmer Home Health)
* Additional prior authorizations requested when the designated amount has already been submitted. (relevant for both hospice and home care; submitted by Heather Barton from MercyOne Home Care & Hospice – Clinton)
* Claims have been processed 6 times and recouped at least 5 times with many different denial codes. One claim had denial codes: PI: 129, MA67, N522 (duplicate, which we only sent one claim in, one time) CO:45, CO25, N479. (relevant for hospice; submitted by Cindy Ballard from Iowa City Hospice)
* Claims sent for reprocessing, one was paid and one was denied for incorrect codes when they both had the exact same codes (relevant for hospice; submitted by Tammy Dingman from Great River Home Health and Hospice)
* Claims being denied due to no prior authorization, even though provider can make five visits without a PA (relevant for home health; submitted by JoAnn Vandermyde from Orange City Home Health and Hospice)
* Claim recouped saying the Medicare was primary with codes XB and Z76.89 on the claim (relevant for home health; submitted by JoAnn Vandermyde from Orange City Home Health and Hospice)
* COVID-19 add on payment not included in room and board claims (relevant for hospice; submitted by JoAnn Vandermyde from Orange City Home Health and Hospice)
* Recoupment due to discharge code (relevant for hospice; submitted by Heather Barten from MercyOne Home Care and Hospice)
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| Open Question Roundtable | Questions were posed by hospice members and answered by Amerigroup representatives.  |  |
| Helpful Reminders | In Nov. 2020, Amerigroup has changed box 80 for the NPI to field 77. Work with Danielle if your billing software does not accept this. |  |
| Next steps/follow-up | Ms. Cubit encouraged individuals to continue to use the google form for question tracking.  |  |
| Adjournment | The next meeting will be held on May 3, 2021 at 2:00 p.m.  | The meeting was adjourned at 3:08 p.m. |