

Shawnee County CDDO
Affiliate Meeting
April 14, 2014

Present: Diane Hanes, TARC; Ramona Macek, ESCF; Reggi Greco, EVF; Ben Swinnen, EVF; Doug Gerdel, Life Patterns; MaryAnn Hughes, Sunflower Supports; Merilee Larson, Lifeworx; Sabrina Winston, SNCDDO; Robert Smith, SNCDDO; via phone Tandy Kimbrough, SLI

I. CDDO Updates:

- March Affiliate Report Overview
 - 1075 individuals receiving services (846 adults, 229 children) in Shawnee County.
 - There was 1 individual determined eligible; 0 determined ineligible; 0 ported in and 3 that ported out of Shawnee County.
 - There were 7 crisis requests reviewed by the funding committee; 5 were approved; 1 was denied and 1 pending.
 - There are 60 individuals who have not chosen a case manager; 35 Medicaid eligible and 25 Non-Medicaid eligible.
 - Individuals changing service providers included: 3- day services (includes multiple providers); 3 - residential services; 1 - case management; and 0 - FMS Providers.
 - There were 4 POC's reviewed for the month.

- The meeting opened with introductions.
- Shawnee County CDDO submitted their underserved list to KDADS as well as the capacity surveys.
- Sabrina stated that she did not have the breakdown for day, residential or in-home support that was submitted on the underserved list but if anyone was interested to let her know.
- Robert sent a letter out to case managers last week to clarify when to submit a funding request. (See attached)
- Sabrina stated that the KDADS I/DD Provider Informational Meeting April 29th, 2014 here at TARC is full.
- Quality Oversight Committee and Council of Community Members are seeking recruitments for membership. If anyone is interested contact Sabrina or Coleen. (See attachment).

II. Guest Speaker

- Nina spoke about how to access the provider website (see attachment)
- Anything outside of the POC you will need to send request. If the request is not an emergency it will be processed in less for 14 days.

1. PAS increase – must go through the Long Term Service Supports (LTSS) and the State.
 2. DME – can request on-line or call
 3. ISP – contact LTSS if you need a copy of the ISP. It was asked if providers could automatically receive a copy as they are required to have a copy per the State for licensing. Providers need to let the care coordinator and case manager know to add them to the email list. Nina suggested contacting Jodi Jeffers if having difficulties.
- Claims Status Tools – shows all claims filed for an individual. You can still check status if billed through KMAP by there is a 24 hour delay between KMAP and Amerigroup.
 - If you have any discrepancies on a claim you can call a claims representative and they will be able to help you. If it is less than \$5,000 they can resubmit the claim.
 - It was asked if there could an ending date as that second date would be helpful. Amerigroup is working with Availity to solve this issue. It will be available in August. Providers will be notified when training has been scheduled.
 - It was asked if line items could be for a month for example 2/1-2/28 and the rest of the information on the second line. Nina was not sure; she will have to get more information from their IT Department.
 - It was asked how long it is taking to pay out claims. Nina stated it has been 7-8 days normal is 14 days claims with problems 30 days.
 - Nina stated that they have been experiencing problems on client obligations and are working to correct this issue. Client obligations usually come out of the highest paid service first the provider is notified.
 - Another problem Amerigroup has experienced is TCM billing being denied. They are working on this and turnaround time has been 5-7 days for payment.
 - Denials – G18 – is not part of the provider contract is incorrect and they are being reprocessed. If you see these codes contact Nina directly.
 - If you are experiencing problems with EFT or ERA (electronic payments) contact Nina.

➤ CONTACT INFORMATION:

- Nina Kidd, Amerigroup. Her contact information is 913-749-5955 ext. 50551; email Nina.Kidd@amerigroup.com
- LTSS: Margaret Zillinger – 1-877-434-7579 or margaret.zillinger@amerigroup.com this department handles authorizations and client obligations.
- National Call Center – 1-800-454-3730 – if you need to find a care coordinator; they can reprocess if Amerigroup error.

- Provider Relations – 913-549-5955 for in general questions hours are 8-5

V. Upcoming training opportunities

- Lunch & learn – KDADS/MCOs/Stakeholders – Mondays only 11-12
- TCM – phone conferences – Tuesdays 3-4 (will resume in June)
- CDDO/KDADS/MCOs/ - every other Thursday 11-12:30
- KDADS I/DD Provider Informational Meeting April 29th, 2014 (full/Topeka)

Next meeting is scheduled June 9th, 2014.