



## PAG/TAG Meeting Notes

<b>Project Name:</b> PAG/TAG	<b>Mtg. Leader:</b> –
<b>Objectives:</b> <ul style="list-style-type: none"> <li>• <b>MaineCare Eligibility SPA Update</b></li> <li>• <b>WaitRev Update</b></li> <li>• <b>Hospital Claims Paying Zero</b></li> <li>• <b>270/271 Updates</b></li> <li>• <b>Prioritization of CRs &amp; TRs / SCRUM</b></li> <li>• <b>End User Testing Subcommittee</b></li> <li>• <b>MIHMS Operations Update</b></li> <li>• <b>Policy Update</b></li> </ul>	<b>Mtg. Facilitator:</b> Sarah Cairns <b>Mtg. Recorder:</b> Cheryl Rood <b>Where:</b> 41 Anthony Ave, Augusta
	<b>Date:</b> 09/13/12
	<b>Start Time:</b> 9:00 AM
	<b>End Time:</b> 11:30 AM

<b>Attendees:</b>			
Name	Name	Name	Name
Mike Stair	Wendy Eames	Angi Johnson	Troy Roy
Deb Sanderson	Robert Reed	Kristen Simas	Mary-Rita Reinhard
Bridget Rickard	Roger Weidner	Peter Gray	Robin Allen
Beth Ketch	Pascale Desir	Crystal Stultz	Jessica Bedard
Gina Breton	Maryanne Yvon	Glen Cyr	Nicki Bishop



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

1.	Stefanie Nadeau spoke about the SPA that was submitted August 1st and asked if CMS could approve by Sept 1 <sup>st</sup> . CMS responded to say they had 90 days for approval or disapproval. State filed a lawsuit. The State is not moving forward on changes until approval from CMS.
2.	Cheryl provided an update on WAITREV status claims. Molina is currently working on a fix. Peter Gray agreed to send affected providers a preliminary report that would allow them to offset their accounts receivables. A new report will also be generated once the system fix is in place.
3.	Cheryl explained how some hospital claims are paying zero in error. There is a fix underway. These are claims that the hospital is billing MaineCare primary when the member does not have Medicare A, B, or for non-covered Medicare services. Peter Gray mentioned that Molina is putting together a COB Methodology presentation that he will begin sharing with providers the end of October.
4.	Peter Gray reported that Molina and State will be engaging in Disaster Recovery during October. The group felt that listserv notices should go out weekly letting providers know.
5.	Peter spoke about federal mandates –CAQH CORE Eligibility and Claims Status Operating Rules will provide advanced fields such as copay. The standard 270/271 data will still be present.
6.	MIHMS claims processing pended claims volume was in the high 90k seven weeks ago and now down to 44k. The claims group is focusing on over 90 day pends. Peter mentioned that his group was looking at an override process for hospital claims with NDCs. Currently claims are denying in error.
7.	Maryanne Yvon from Eastern Maine Medical Center asked for an update with regard to spend down claims. Her facility currently has 5.5m in claims that are either denied or paid incorrectly. Wendy Eames from Molina will work with Cheryl on a process to resolve.
8.	Molina Customer Service is receiving additional training and the group was asked what they thought would be helpful. One provider mentioned that job shadowing would be a good idea. That way they get to see each other's side of business and better understand the process.
9.	Peter spoke about prioritization of CR and TRs and SCRUM. Looking for input regarding pain points from provider specific groups. Would like to know each providers top 10 issues. Peter asked for a list of Provider Association Representation from the PAG/TAG groups.
10.	Tri County inquired about Remittance Advices and wanted to know if there could be an option for providers to receive their RA's in excel format as it would be easier to work with. Peter said he would look into.
11.	Beth Ketch reviewed Policy update handout.



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

<b>Action Items</b>			
<b>#</b>	<b>Item</b>	<b>Responsible</b>	<b>Due Date</b>
1.	WAITREV report to affected providers	Peter Gray	09/21/12
2.	Send out listserv messages for Disaster Recovery	Sarah Cairns	09/21/12
3.	RA format – Option for Excel	Peter Gray	10/11/12