

November 2, 2015

## HCA Reviews Monthly Provider Change Roster

### Policy

This process begins on December 1, 2015 and is based upon Section 2.3(L) of the Contract and is used when an ACP UMP Plus Network (ACP Network) adds or removes a Partner or Affiliate Provider with a separate tax identification number (TIN). The process also includes when an ACP Network adds a TIN Provider to a Partner or Affiliate Provider that is a clinically integrated network (CIN).

The Uniform Medical Plan third party administrator (UMP TPA) needs a minimum of 30 days to implement the changes in the Monthly Provider Change Roster (Change Roster).

The following shows an example of the 1½ month process for implementing a Change Roster.

Date	Activity
April 15	An ACP Network sends a Change Roster to HCA for review by this date
April 30	The HCA reviews the Change Roster and sends it to the UMP TPA
June 1	The UMP TPA uses the Change Roster to update and implement provider changes by this date

If any due date in the process lands on a non-business day, then the due date defaults to the last business day before the due date.

### Process

1. ACP Network sends a Change Roster to HCA. An ACP Network's Provider Roster Point Person sends a Change Roster with added Providers (which include TIN Providers added to CINs) or removed Providers by the 15<sup>th</sup> of each month to the HCA's ACP Operations mailbox, [HCAACPOps@hca.wa.gov](mailto:HCAACPOps@hca.wa.gov).
  - a. ACP Network uses this naming standard for the Change Roster and uses the name in the "Subject line" of the email when sending the Change Roster to the HCA:
    - i. **PSHVN<MonthYear>Roster**
    - ii. **UWMedACN<MonthYear>Roster**
  - b. ACP Network must use a first of a month for an effective date or termination date in the Change Roster.
  - c. If the ACP Network has no provider changes to communicate for a month, then the ACP Network's Provider Roster Point Person sends the Change Roster with "No Changes" as the single entry in the tab for that month.

1. PSHVN: Ilir Cerekja, [Ilir.Cerekja@virginiamason.org](mailto:Ilir.Cerekja@virginiamason.org)
  2. UWMedACN: Michele Fisher, [mafisher@uw.edu](mailto:mafisher@uw.edu)
2. HCA Reviews a Change Roster from ACP Network. HCA stores the Change Roster in SharePoint under Network Roster for that ACP Network. The PEBB ACP Account Manager reviews the Change Roster.
- a. If the PEBB ACP Account Manager has not received any change forms from an ACP Network to add or remove Program Providers and received a Change Roster with “No Changes” as the single entry, then the PEBB ACP Account Manager forwards the email to the UMP TPA Roster Point Person at [DL-HCAACP@regence.com](mailto:DL-HCAACP@regence.com).
    - i. If not, then follow these remaining steps.
  - b. Confirm added Partner or Affiliate Providers received on form 012015ACP:
    - i. Assignment of attribution for a Program Provider in multiple ACP Networks.
    - ii. Effective date of a Program Provider on the Change Roster.
  - c. Confirm TIN Providers added to a CIN:
    - i. An ACP Network adds a TIN Provider directly to the Change Roster.
      1. Note: an ACP Network does not previously submit the TIN Provider to the PEBB ACP Account Manager on a form.
    - ii. The Change Roster was received at least 1½ months before the TIN Provider’s effective date.
    - iii. If identified by the ACP Network as a Program Provider in multiple ACP Networks, verify that exclusive attribution is assigned to only one ACP Network and excluded in all other ACP Networks.
  - d. Confirm removed Partner or Affiliate Providers received on form 022015ACP:
    - i. Assignment of attribution if removal involved a Program Provider in multiple networks.
    - ii. Termination date of a Program Provider on the Change Roster.
  - e. The PEBB ACP Account Manager must resolve all discrepancies of added or removed Partner or Affiliate Providers and added TIN Providers to a CIN with the ACP Network’s Provider Roster Point Person by the last day of the month in which the Change Roster was received.
    - i. The PEBB ACP Account Manager documents discrepancies by noting discrepancies in a separate tab of the Change Roster and storing a copy of the Change Roster in SharePoint under Network Roster for that ACP Network.
    - ii. The PEBB ACP Account Manager returns the Change Roster with documented discrepancies to the ACP Network’s Provider Roster Point Person:

1. PSHVN: Ilir Cerekja, [Ilir.Cerekja@virginiamason.org](mailto:Ilir.Cerekja@virginiamason.org)
  2. UWMedACN: Michele Fisher, [mafisher@uw.edu](mailto:mafisher@uw.edu)
  3. The reply will request an updated Change Roster by a due date that permits the PEBB ACP Account Manager to provide a final Change Roster to the UMP TPA by the last business day of that month.
- f. The PEBB ACP Account Manager will email the verified Change Roster with Subject "<ACP Network>Provider Change Roster for <Month Year>" to the UMP TPA Roster Point Person at [DL-HCAACP@regence.com](mailto:DL-HCAACP@regence.com) by the last day of the month in which the Change Roster was received.
3. UMP TPA Reviews the Change Roster. UMP TPA Roster Point Person reviews the Change Roster.
    - a. UMP TPA Roster Point Person resolves any discrepancies directly with the ACP Network's Provider Roster Point Person and informs the PEBB ACP Account Manager of resolution activities.
    - b. The UMP TPA Roster Point Person documents discrepancies and emails them to the ACP Network's Provider Roster Point Person.
      - i. A discrepancy must be resolved to the satisfaction of the UMP TPA Roster Point Person and the ACP Network's Provider Roster Point Person within 10 business days after receipt of the Change Roster by the UMP TPA to implement the change.
  4. Implementation of the Change Roster. Within 10 business days after receipt of the Change Roster, the UMP TPA Roster Point Person informs the PEBB ACP Account Manager and ACP Network's Provider Roster Point Person through an email to [HCAACPOps@hca.wa.gov](mailto:HCAACPOps@hca.wa.gov) with the Change Roster attached and using Subject "<ACP Network> Provider Change Roster Implemented for <Month Year>" that the Change Roster is accepted for implementation.
    - a. The PEBB ACP Account Manager updates the Monthly Provider Change Roster in SharePoint, if necessary, with the ACP Network's Implemented Provider Change Roster received from the UMP TPA Roster Point Person at [DL-HCAACP@regence.com](mailto:DL-HCAACP@regence.com).
    - b. The PEBB ACP Account Manager ensures that the ACP Network and UMP TPA accurately implement the Change Roster.
      - i. On the effective and termination date, the HCA will verify that an added Program Provider can be searched and that a terminated Program Provider cannot be searched on the ACP Network's member portal and the UMP TPA provider search.
      - ii. The PEBB ACP Account Manager informs the ACP Network Account Manager or the UMP TPA Roster Point Person at [DL-HCAACP@regence.com](mailto:DL-HCAACP@regence.com) of any errors on their respective search sites.
      - iii. The ACP Network's Provider Roster Point Person or UMP TPA Roster Point Person, respectively, will immediately provide evidence that the

errors did not exist or validate the errors and inform the PEBB ACP Account Manager of actions taken to correct them.