

Washington State
Health Care Authority

Technical Advisory Group (TAG)

September 11, 2013

Dr. Daniel Lessler, Chief Medical Officer

Technical Advisory Group (TAG)

Agency Panelists today:

- Jean Bui, Professional Rates Section Manager, HCA
- Mary Wood, Eligibility Policy & Service Delivery, HCA
- Karen Peterson, Program Manager, L&I
- Diana Drylie, OCC Health Services, L&I
- Dr. Nancy Fisher, Chief Medical Officer,

CMS, Region 10

Agenda

- Introduction
- Health Care Authority
 - Medicaid Primary Care Fee Increase
 - Plan for Enrolling Eligible Medicaid
- Labor & Industries
 - eCorrespondence
 - The New COHE Contracts
- CMS Updates
- Q & A

Asking Question

You may ask questions at anytime during the Webinar

- **Click the Questions option in the Webinar toolbar**
- **Type in your question**
- **Click Send**
- **Questions will be reviewed and will be given to the appropriate person to answer.**



Primary Care Rate Increase

**Technical Advisory Group
September 11, 2013**

Jean Bui, HCA Professional Rates Section Manager

About this provision:

- Part of the Affordable Care Act.
- Effective for Calendar Years 2013 and 2014.
- Increases rates to Medicare level for E&M and Vaccine Administration codes for FFS and MC claims.
- Eligible provider specialties include Family Medicine, Pediatrics, or Internal Medicine, or a related subspecialty.

Attestation process:

- Providers are required to submit a form attesting to meeting the provision requirements.
- HCA received over 7,000 attestation forms since January 2013.
- Payments for eligible providers who submitted their forms by the August 31st deadline will be adjusted back to January 1, 2013.
- Providers who submitted their forms after the deadline will be paid at higher rates going forward only.

Fee-For-Services claims:

- ProviderOne system is paying claims at higher rates since July 2013.
- HCA is in the process of adjusting paid claims retroactively, to January 1, 2013.
- Adjustment process expected to be completed by end of October.
- Providers can adjust claims to pay at the enhanced rates without waiting for HCA to adjust.

Managed Care claims:

- First payment (for January 1 through March 31 encounter data) will be submitted to health plans this week.
- Health Plans are responsible for disbursing the payment to eligible providers within 45 days.
- Payments to plans will be made on a quarterly basis using plan encounter data submitted to HCA.

Questions?

Submit them to prvrates@hca.wa.gov

For more information and to access the
attestation form:

http://www.hca.wa.gov/medicaid/Pages/aca_rates.aspx



Health Care Reform Update

Technical Advisory Group
September 11, 2013

Mary Wood, HCA Eligibility Policy and Service Delivery

Topics for Today

- 2014 Programs
- Online Eligibility & Enrollment
- Enrollment
- Correspondence in 2014
- Application Assistance
- Healthcare Reform Resources

Medicaid Programs in 2014



MAGI Medicaid: managed by HCA

- Children
- Families
- Pregnant Women
- Newly Eligible Group



Classic Medicaid: managed by DSHS

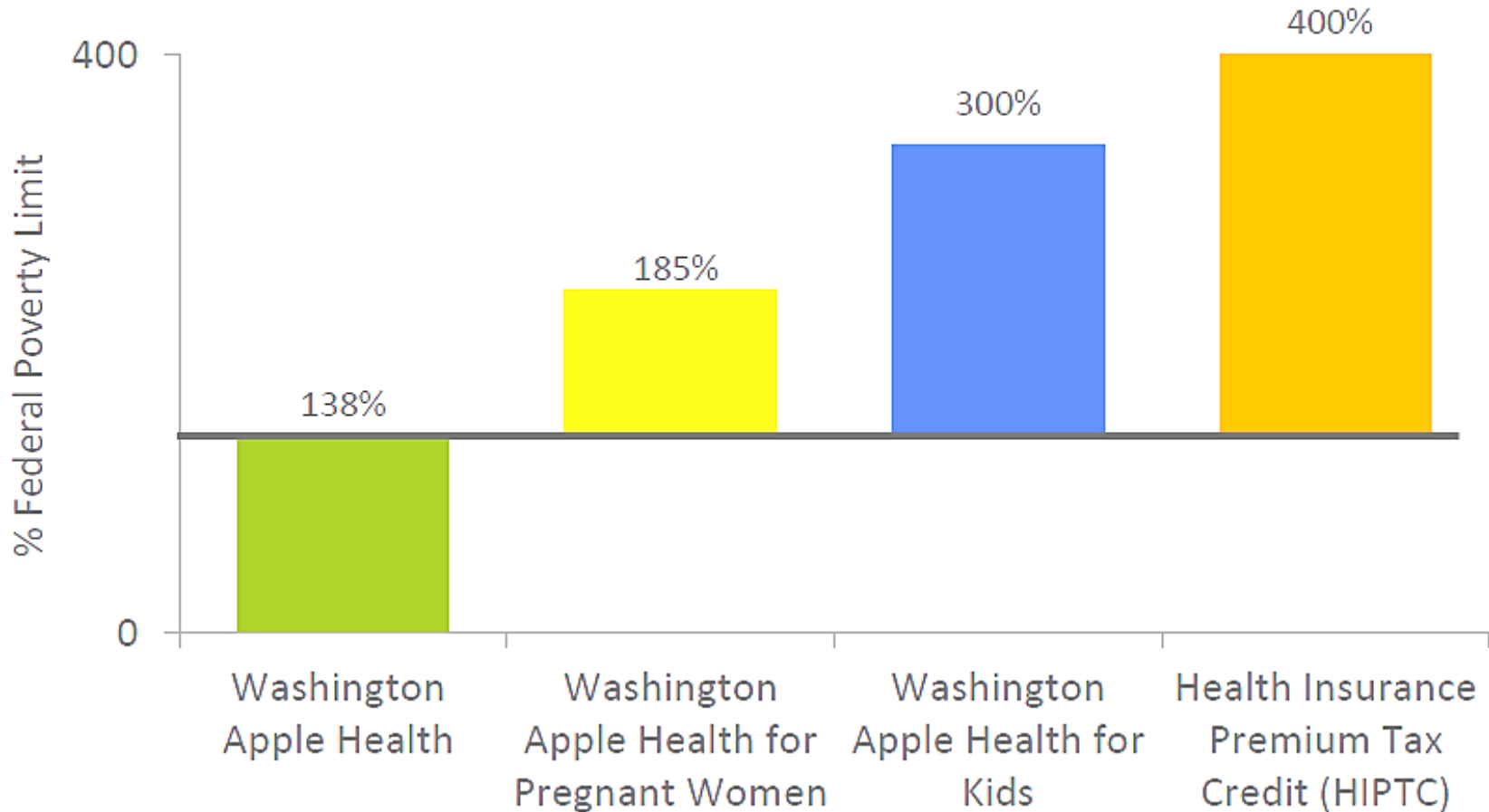
- Aged, blind or disabled
- SSI recipients
- Long-term care and waived services

Newly Eligible Adult Group

- Individuals age 19 up to 65 who are not eligible for a current Medicaid program
 - Income below 138% FPL
 - Not entitled to Medicare
 - Not pregnant

2014 Programs by Income Level

Washington Apple Health= Medicaid & CHIP





OPEN ENROLLMENT: OCTOBER 1, 2013 TO MARCH 31, 2014



LOREM IPSUM DOLOR SIT AMET, CONSECTETUR ADIPISCING ELIT MAECENAS

Find Health Coverage that is Right for You

Welcome to Washington Healthplanfinder, a new way to help you find, compare and select a quality health insurance plan that is right for you, your family and your budget.

- Find and Compare Health Plans
- Apply for Coverage

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If you are a small business owner with 2 to 50 employees in Washington, you can provide health insurance through Healthplanfinder and you may be eligible for tax credits.

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QHP Logo

Sign In

Username

Password

Remember Me

Sign in

Forgot your username?

Forgot your password?

Create an account

Family Applying for Coverage Online



- Browse anonymously
- Apply
- Provide household income information
- Review eligibility results
- Select a health plan
- Submit payment

NOTE: Medicaid recipients will continue to be auto-enrolled in to a Managed Care Plan

Enrollment 10/2013

- 10/1/2013 WA Healthplanfinder (HPF) is operational
 - Applicants for family, children and pregnancy medical will apply for coverage through the HPF and receive a real time eligibility determination
 - Applicants for the new adult group can apply for coverage and if eligible coverage will begin 1/1/14
 - Family, children and pregnancy medical renewals will begin in HPF 11/2013

Correspondence in 2014

- **Classic Medicaid**
 - Letters sent from ACES
 - Same process as today

- **MAGI Medicaid**
 - Letters sent from WA Healthplanfinder
 - Medicaid/Exchange households:
 - One joint notice sent listing each household member's eligibility status and coverage date

Approval Letter - Example

Washington Health Benefit Exchange
521 Capitol Way South
PO Box 657
Olympia, WA 98765



October 15th, 2013


John Smith
6677 Capitol Way
Olympia WA, 99999

Application ID: 123-456-789


Subject – **Eligibility Decision**

Dear John Smith

Congratulations, we have received and reviewed your application and determined the following people will receive the health coverage listed below:

	Advanced Premium Tax Credits (APTC)	Begin Date	End Date
	John Smith Jane Smith	01/01/2014	12/31/2014

Your household has been determined eligible for a Federal Tax Credit of \$20.00 to help cover the cost of your monthly health insurance premium payments. In order to receive the health insurance tax credit you must select and enroll in a Qualified Health Plan offered by Washington Healthplanfinder

	Washington Apple Health with Premiums	Begin Date	End Date
	Jr. Smith	10/01/2013	09/30/2014

Individuals above had income above 200% Federal Poverty Level and are not eligible for the no cost Washington Apple Health coverage (WAC 182-505).

Application Assistance

- The Health Benefit Exchange Customer Service Center is available to answer questions and enter applications into HPF

1-855-WAFINDER (1-855-923-4633)

- Health Care Authority will have staff to answer Medicaid questions:
 - Community Medical Assistance Specialists in each county
 - Centralized Medical Assistance Specialists in Olympia

Application Assistance

- Multiple trained assistors will be available in each county; this will include:
 - Health Benefit Exchange In-Person Assistsors
 - Federally Qualified Health Centers In-person Assistsors
 - Health Care Authority Trained Volunteers
 - Certified Tribal Assistsors

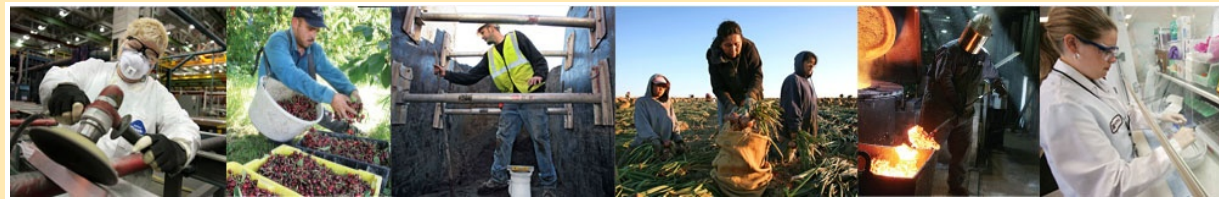
Health Care Reform Resources

- **Web-sites:** <http://www.hca.wa.gov/>
 - For information about the Medicaid expansion:
<http://www.hca.wa.gov/hcr/me>
 - For information about the Health Benefit Exchange:
<http://wahbexchange.org/>
 - To contact the HCA concerning the Medicaid expansion:
medicaidexpansion2014@hca.wa.gov
- **Webinars and presentations around the state**
 - See upcoming schedule and past events at:
<http://www.hca.wa.gov/hcr/me/stakeholdering.html>
- **Listserv notification**
 - Subscribe at:
<http://listserv.wa.gov/cgi-bin/wa?SUBED1=HCA-STAKEHOLDERS&A=1>

Questions?

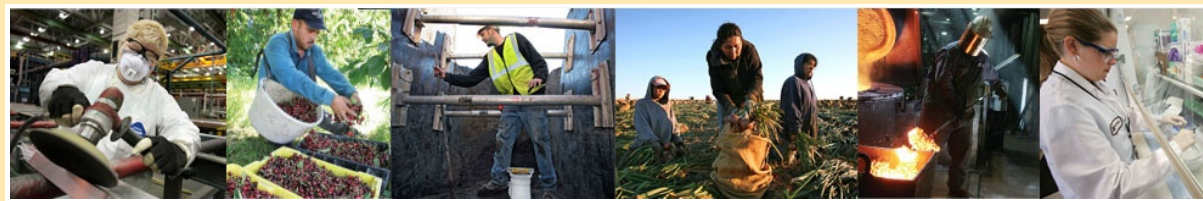
Labor and Industries Electronic Correspondence





What is eCorrespondence?

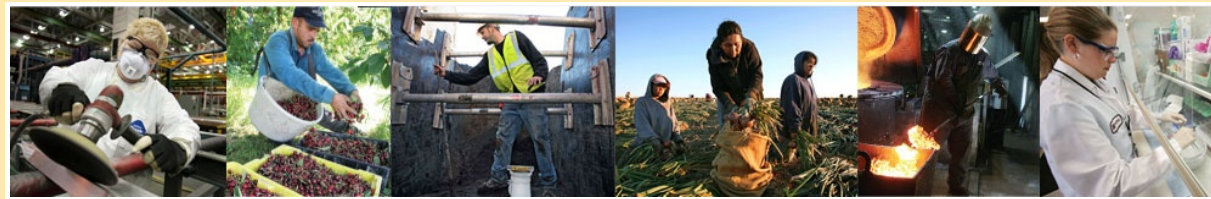
- eCorrespondence is a new service that will allow many of our customers the option to receive most of their claims related correspondence electronically



Who can sign up for eCorrespondence?

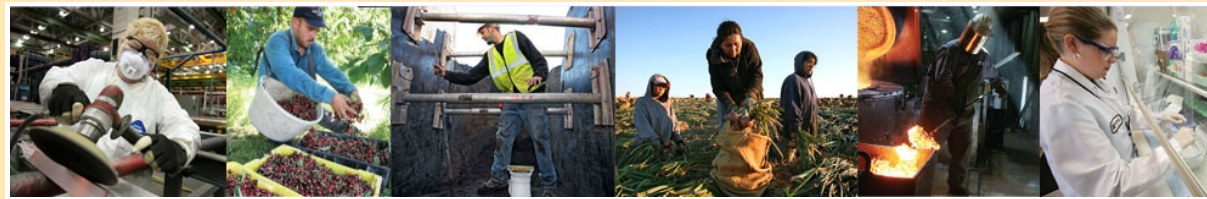
- Employers and their representatives
- Injured workers and their representatives
- Vocational providers
- **Attending** physicians
- *... who receive claim-related documents from L&I*

- Access for non-attending providers is being analyzed



Why are we providing this service?

- The new eCorrespondence option is the latest accomplishment in L&I's efforts since 2002 to build easy-to-use online services to both improve its service and cut costs for health-care providers who care for injured workers.



Type of correspondence still sent by mail

- Here are the document types *L&I must send you in paper form by mail*:
- Orders communicating claim closure.
- Correspondence that requires special handling before it can be mailed, such as:
 - Documents translated into a foreign language.
 - Worker Verification Forms.
 - Loss of Earning Power Forms.
 - Overpayment order.

eCorrespondence

Terms and conditions

- We will send you an email notification when new correspondence is available.
- Your correspondence is considered delivered at the time it's made available to you electronically, regardless if an e-mail notification was received.
- Legal documents are considered "served" when delivered by eCorrespondence.
- You will view the file copies of all orders and letters instead of the "original" version that would have been received as paper.
- Some correspondence will not be delivered electronically, click on the following link to view the list [non-electronic correspondence](#)

Responsibilities

- To check for new correspondence regularly.
- Notify L&I of any email address changes.
- Maintain confidentiality of the documents you receive.
- Immediately notify L&I if you receive correspondence you are not entitled to receive

I have read and agree to these responsibilities.

Continue

Managing Subscriptions

Washington State Department of Labor & Industries

Electronic Correspondence | Welcome, ▼ LOG OFF

Safety Claims & Insurance Workplace Rights Trades & Licensing

eCorrespondence Subscriptions ✕

When you change an account's mail delivery method to electronic, you are automatically subscribed to view that account's correspondence in eCorrespondence. Only those with full access to an account can change the mail delivery method.

Name	Identifier	Mail Delivery Method	
Ecorrprovider1	ProviderId: 294140	<input type="radio"/> Paper <input checked="" type="radio"/> Electronic	<input checked="" type="checkbox"/> Subscribe to view correspondence

+ Add an account

Cancel Save and View

You changed the mail delivery for one or more accounts. Are you sure? ✕

When switching to electronic correspondence: I understand that I will no longer receive correspondence for this account by U.S. Postal Service, except for closing orders and correspondence that requires special handling.

When switching back to paper: I understand that I will no longer receive electronic correspondence for this account. All correspondence will now be delivered by the U.S. Postal Service.

cancel CONFIRM

User Interface

1

Select: Shows the number of selected items.

2

Bulk actions: Users can choose how many letters to view. Users can print, save, or delete letters.

3

Date of Correspondence: Users can sort from oldest or newest. The letters drop off after 90 days.

4

Filters: Users can easily identify the recipient of the letter, who was cc'd and sort by claim number.

5

Action required: Users will easily see when action is needed.

6

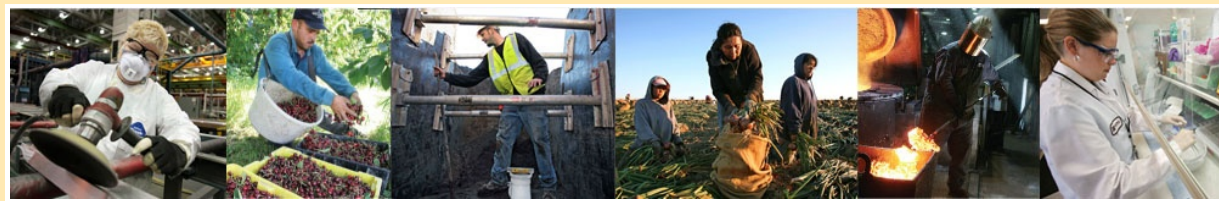
Primary topic: This is the description of the letter and is essential when sorting and reviewing letters.

7

Accessed: Users can see if they've accessed a letter. The last accessed date will be listed.

The screenshot shows the Washington State Department of Labor & Industries eCorrespondence interface. At the top, there is a navigation bar with the department logo, user information (Welcome, LOG OFF), and menu items (Safety, Claims & Insurance, Workplace Rights, Trades & Licensing). Below the navigation bar is the eCorrespondence header with a search bar and a '2' callout. The main content area features a table of correspondence items with columns for Date, ID, Sent to, Original or CC, Action required by original, Primary topic, and Accessed. The table is filtered to show 25 items out of 26. A '4' callout points to the pagination controls (First, Previous, 1, 2, Next, Last). A '6' callout points to the Primary topic column. A '7' callout points to the Accessed column. A '5' callout points to the Action required by original column. A '3' callout points to the ID column. A '1' callout points to the Print, Save, and Delete buttons. A '2' callout points to the '0 items selected' status. A note at the top right states: 'Note: All letters in PDF format. Download Adobe reader'.

Date	ID	Sent to	Original or CC	Action required by original	Primary topic	Accessed
02/11/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	None	Claim Allowed	02/22/2013 by: Jack Flash
02/07/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	CC	None	Treatment Authoziation	never
02/07/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	CC	None	Treatment Authorization	02/25/2013 by: Jack Flash
02/07/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	CC	None	Treatment Authorization	02/25/2013 by: Jack Flash
02/07/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	Yes, by: 02/20/2013	Request for Information-Wage Information	02/25/2013 by: Jack Flash
02/07/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	CC	None	Request for Information-Medical Records	02/22/2013 by: Jack Flash
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	Yes, by: 02/25/2013	Request for Information-Health Care Benefits	never
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	None	Request for Information-Wages	never
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	None	Claim Referred to Vocational Service	never
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	Yes, by: 02/20/2013	Request for Information-Medical Records	never
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	None	Request for Information-Dependent Eligibility	never
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	CC	None	Request for Information-Narrative Report	never
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	CC	None	Treatment Authorized	never
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	None	Claim Manager Introduction	never
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	None	Claim Referred to Vocational Service	02/25/2013 by: Jack Flash
02/06/2013	Flash,Jack CLAIMID: AB56789	Jack Flash	Original	None	Payment Order	02/22/2013 by: Jack Flash



For more information please visit
our website at:

www.eCorrespondence.Lni.wa.gov



Medical Provider Network | COHE Expansion

Workers' Compensation

REFORMS



Technical Advisory Group:
COHE Expansion
September 11, 2013

Stay at Work Program ■ Medical Provider Network ■ COHE Expansion
Structured Settlement Agreements ■ More Fraud Prevention
Performance Audit ■ SHIP Grants ■ Rainy Day Fund

www.WorkersCompReforms.Lni.wa.gov



Washington State Department of
Labor & Industries



COHE Expansion

Centers of Occupational Health and Education (COHEs):

- Work with medical providers, employers, and injured workers in a community-based occupational health best practices program.
- Health services coordinators provide early case management with a focus on return to work.
- Providers receive incentives and training to follow occupational health best practices.
- Workers' compensation reform bill requires coverage for 100% of injured workers by December 2015.



COHE Expansion

Procurement Timeline

- COHE Awareness-Building
 - Public meetings in: Tukwila, Tumwater, Kennewick, Spokane, Seattle, Mount Vernon, Kelso

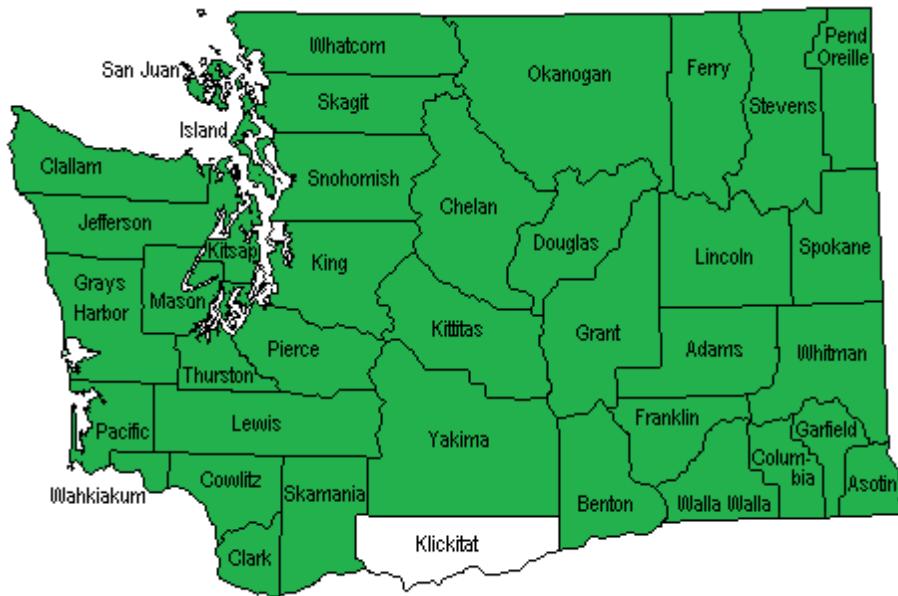
- Request for Proposals
 - 1/22/13 Request for Proposals (RFP) released
 - 4/19/13 Apparently Successful Bidders notified

- Contracts
 - 7/1/13 Five COHEs begin new contract
 - 8/1/13 Eastern Washington COHE begins new contract



COHE Expansion

Counties with COHE coverage



COHE Stats

- Six COHEs
 - Mix of institutional and community
 - Three year contracts
 - Two extensions possible
 - Phased in recruitment for some



COHE Expansion

Current COHEs

- Eastern Washington COHE
 - Sponsor: St Luke's Rehabilitation Institute/Inland Northwest Health Services
 - Number of Providers: ~1,200
 - Service Area: 19 counties in eastern Washington

- The Everett Clinic COHE
 - Sponsor: The Everett Clinic
 - Number of Providers: ~230
 - Service Area: The Everett Clinic



COHE Expansion

Current COHEs

- **Group Health Cooperative COHE**
 - New COHE Sponsor: Group Health Cooperative
 - Number of Providers: ~70
 - Service Area: Puget Sound and Spokane

- **Harborview**
 - Sponsor: Harborview Medical Center
 - Number of Providers: ~233
 - Service Area: Harborview Medical Center Providers



COHE Expansion

Current COHEs

- Renton COHE
 - Sponsor: Valley Medical Center
 - Number of Providers: ~300
 - Service Area
 - Public Hospital District 1; and University of Washington Medicine.

- Western Washington COHE
 - New COHE Sponsor: Franciscan Health System
 - 11 Partner Organizations
 - Number of Providers: ~1,200
 - Service Area: 19 counties in western Washington



COHE Expansion

Next Steps

- Support COHEs in system and process development
- Complete gap analysis
 - Where is there and is there not access to best practice providers
- Fill gaps through additional or expanded COHE contracts

CENTERS FOR MEDICARE AND MEDICAID

Updates

WA State Health Care Authority

Technical Advisory Group

September 11, 2013

Nancy L. Fisher, MD, MPH

CMO, Region X

Updates

- ▣ Antipsychotic use in nursing homes
- ▣ Re-admissions
- ▣ Health Disparities
- ▣ ICD-10
- ▣ Open Payment
- ▣ Million Hearts Campaign
- ▣ EHR Meaningful Use
- ▣ PQRS & Value-Based Modifier

?Questions?

Nancy.Fisher @ cms.hhs.gov

206-615-2390