Opening

✓ Webinar Check
✓ Welcome and Acknowledgement
✓ Blessing
✓ Introductions
Agenda

- Opening: Welcome, acknowledgment and blessing, introductions, *Lucilla Mendoza*
- Opening Statements:
  - Tribal Elected Leaders
  - American Indian Health Commission
  - Northwest Portland Area Indian Health Board
  - Health Care Authority Leadership
- Overview and summary of MCO practice issues, *Vicki Lowe*
- Steps take to address these concerns, *Jason McGill & Jonny Shults*
- Next steps and discussion of overall improvements
- Consultation summary and closing, *Lucilla Mendoza*
Overview of MCO Practices Issues

- Overpayment and recoupment notices
- Compliance with the HCA Tribal Health Program Billing Guide
  - Ensure that this is clear in the billing guide
- Overpayment/underpayment issues with tribal encounter rate
- Billing taxonomy changes by MCOs
- Customer service line limitations for calls with tribes
Summary of steps to address issues

- Review the Tribal Health Program Billing Guide
- Pause recoupment efforts to look for ways to address process moving forward
- Institute direct access that Tribes can utilize when support is needed
- Reach out and engage directly with clinics to offer support
- Acknowledgement of practice improvements needed to work with tribal and urban Indian Health Care Providers
  - Formal and informal plans in place to improve practices with IHCPs
Consultation summary and next steps
Thank you!

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