

Orthotics and Prosthetics
Medicaid Provider Liaison Meeting
Capitol Commons Center
Monday, April 13, 2015
1:00 p.m. – 3:00 p.m.

MINUTES

Welcome and Introductions

Lisa Trumbell opened the meeting and introductions were made.

Prior Authorization Requests in the Community Health Automated Medicaid Processing System (CHAMPS)

Michigan Department of Health and Human Services (MDHHS) Provider Relations staff gave a presentation on the process for submitting a Prior Authorization (PA) request in CHAMPS. A handout of the PowerPoint presentation was provided to each attendee, and is also available on the MDHHS website at www.michigan.gov/medicaidproviders >> Communications and Training >> DMEPOS Liaison Meetings.

New Agency/Healthy Michigan Plan Updates

MDHHS staff gave an update on the implementation of the Healthy Michigan Plan, and reported that as of April 13, 2015, 581,769 beneficiaries were enrolled in the program, and 475,000 Healthy Michigan Plan beneficiaries will be enrolled in a Medicaid Health Plan (MHP) by May 2015. Healthy Michigan Plan MHP enrollees are encouraged to complete a Health Risk Assessment (HRA) with their primary care physician to address one or more healthy behaviors. Beneficiaries with incomes above 100% of the Federal Poverty Level (FPL) who complete the HRA process will have their cost-sharing obligation reduced by 50% for first-time completion, and their cost-sharing obligation will be reduced by 100% if a second HRA is completed within 11-15 months. Beneficiaries with incomes below 100% of the FPL will receive a gift card for completing the HRA process with their primary care physician, since they are exempt from cost-sharing. For additional information about the Healthy Michigan Plan, providers may visit www.michigan.gov/healthymichiganplan, and resources for beneficiaries are available at www.healthymichiganplan.org or www.michigan.gov/myhealthportal.

Prior Authorization Updates

- MDHHS has had to return many PA requests that were not complete at the time of submission. Some of the common reasons for returns include the PA form being submitted unsigned, and the omission of the brand name and model number of a piece of equipment. For items that are made in-house, attendees were reminded to indicate that information on the PA request form, but to otherwise include the brand name and model number for every piece of equipment billed to Medicaid. For example, many PA requests are being returned for listing "Cascade Dynamic Ankle Foot Orthosis (DAFO)" only, because no model number is indicated.
- MDHHS will no longer maintain the online Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) database posted to the website with as much detail as is currently provided. Providers were encouraged instead to utilize the Medicaid Code and Rate Reference tool in CHAMPS for billing information. Procedure codes are updated quarterly in the Medicaid Code and Rate Reference tool.

- Many PA requests for CSHCS services are being returned because the prescribing provider is not listed on the beneficiary's case. Attendees were reminded that parents of CSHCS beneficiaries receive a letter in the mail indicating which providers are assigned to their child's case, and they should bring that letter to their appointment. If a family does not have their letter, they can call their Local Health Department to obtain another copy.
- Providers may obtain verbal PA by fax or phone. If a provider requests a verbal PA for an emergent service, they may dispense the service the day of the request, and are not required to wait for a response from MDHHS staff. A response is required from MDHHS within 72 hours of the verbal PA request. If a provider submits a verbal PA request by fax, they need to indicate "verbal PA request" in the "remarks" section of the form. MDHHS staff would prefer to receive verbal PA requests by phone.
- Attendees were also reminded to check a patient's Medicaid eligibility before dispensing a service.

Healthy Michigan Plan Managed Care Plan Issues

Retroactive Fee-for-Service (FFS) Healthy Michigan Plan Coverage into Managed Care Plan Healthy Michigan Plan Coverage

A copy of the Changes in Enrollment subsection of the Medical Suppliers Chapter within the Medicaid Provider Manual was provided to meeting attendees to clarify the payment process for equipment provided to beneficiaries with a change in enrollment status. MDHHS staff summarized by indicating that if a piece of customized equipment is prior authorized by FFS Medicaid or a health plan prior to a change in enrollment, the authorizing party is responsible for payment.

Contacts for Healthy Michigan Plan Health Plan Issues

MDHHS staff offered to share MHP and MDHHS MHP contract manager contact lists with meeting attendees. Attendees were also encouraged to first contact the MHPs directly to resolve issues before reaching out to the MDHHS contract managers for assistance.

Children's Special Health Care Services (CSHCS) Night Splint Issues

Meeting attendees reported that certain MHPs have been denying coverage of night splints for CSHCS beneficiaries that were prescribed as medically necessary. MDHHS staff requested that providers share specific examples of instances when night splints are denied so the Department can contact the MHPs for clarification. Providers also reported problems with select MHPs denying coverage for knee braces.

Other Issues

Unclaimed Custom-Made Items

Meeting attendees reported that they are continuing to experience cases in which custom-fabricated items have not been picked up, despite many attempts to contact the beneficiaries who ordered the items. MDHHS staff responded that these cases are being reviewed by the Department to determine if any policy changes can be made to address provider reimbursement in these situations. Attendees noted that Medicare will reimburse providers for any portion of these items that cannot be returned.

Next meeting: Monday, October 12, 2015

Please be sure to sign-in upon arrival and provide your email address for electronic notification of future meetings, including minutes from this meeting. – Thanks.