

Durable Medical Equipment and Supplies Medicaid Provider Liaison Meeting

Conference Call Only
Wednesday, April 22, 2020
1:00 p.m. – 2:00 p.m.

MINUTES

Welcome and Introductions

Lisa Trumbell opened the meeting and welcomed the participants.

COVID-19 Updates

Jackie Prokop provided an overview of the Medical Services Administration response to the COVID-19 emergency with various temporary Medicaid policy changes, and emphasized the importance of receiving provider feedback on how well the policy changes are working.

Bulletin MSA 20-14

Lisa Trumbell provided a summary of bulletin MSA 20-14, issued on March 26, 2020, regarding home delivery of durable medical equipment and supplies. The policy was also issued concurrently for public comment, and providers may continue to submit comments until April 30, 2020. Medicaid policy bulletins are available on the Michigan Department of Health and Human Services (MDHHS) website at www.michigan.gov/medicaidproviders >> Policy, Letters & Forms. MDHHS is also working on a supplemental bulletin to this policy to provide an overview of coding and billing updates.

Prior Authorization Updates

Gretchen Backer requested that providers submit all prior authorization (PA) requests electronically if possible, as many staff are currently working from home. If PA requests need to be submitted via fax, providers are reminded to separate PA requests by beneficiary.

PA letters are still being sent to providers and to the beneficiaries, however there may be some lag time due to postal service limitations. Providers were reminded they can review the determination letter in the Community Health Automated Medicaid Processing System (CHAMPS).

Lori Hinkle reminded the group that any PA requests that typically go through the MPRO telephone authorization process should continue to be authorized through MPRO.

Provider Q & A

Lisa Trumbell invited participants to share questions and concerns related to the temporary policy changes made as a result of the COVID-19 emergency. The following topics were discussed:

Comment: Is there any change in time limit for physical therapist evaluation paperwork?

Response: Not at this time – updates will be posted to the MDHHS website as necessary.

Comment: Is MDHHS expecting PAs to be extended?

Response: Not at this time – any changes will be promulgated via policy.

Comment: How are claims to be submitted for items that don't require PA?

Response: No PA number will be required on the claim for those items. MDHHS has made system changes in CHAMPS to remove PA temporarily.

Comment: After the executive order ends, how long will MDHHS accept documentation for new PAs received during the emergency?

Response: Further guidance will be provided in this situation. MDHHS will also notify providers via a policy bulletin when the executive order is lifted.

Comment: Is there any current guidance on suspending the requirement to obtain a physical signature on delivery paperwork?

Response: MDHHS staff are discussing this issue internally and will address it via policy change if needed.