Modernizing Continuum of Care (MCC) Virtual Training

September 18, 2017 Q&A Session

Question: Are we not covering the new Level of Care (LOC) information?
> Answer: The information provided in the virtual training is the new LOC information, LOC's will be converted to Program Enrollment Type (PET) codes.

Question: If a patient is discharged from the hospital to a Skilled Nursing Facility (SNF), does the hospital have to go into CHAMPS and fill out the discharge before the SNF would be to enter an admission
> Answer: No, given there is a hospital admission over 30 days, the hospital discharge will auto end date once the SNF admission is added.

Question: What is the time frame for entering the admission information when entering into a SNF facility?
> Answer: There is no time frame to enter an admission, we ask providers to complete the admission in a timely fashion.

Question: So SNF's still complete the normal Level of Care Determination (LOCD) tool as we have in the past?
> Answer: Yes, the LOCD tool will still need to be completed.

Question: Should the new admission process be completed by admissions? Or by a clinical person? Or by a billing person?
> Answer: The policy for who completes the admission remains the same.

Question: For new Medicaid applicants-- would we complete the admission prior to the application being filed or after it is submitted to MDHHS?
> Answer: If there's no Medicaid ID number you can enter the admission without the Medicaid ID number; therefore, prior to the application being filed.

Question: Will we have to discharge a resident when they get discharged to the hospital but is anticipating coming back?
> Answer: Yes, only If the resident is in the hospial for greater than 30 days or once the hospital admission is added the prior admission will be auto end dated one day prior.

Question: The conversion to Sigma – I do not have a C&PE account so how do I make a Sigma account?
> Answer: Please refer to the resources below for the SIGMA website and steps on creating an account in SIGMA.

Question: Will hospice's still be required to have a signed paper 1074 on file in the patient's chart?
> Answer: No, the paper 1074 will be eliminated. Providers will need to print the admission/enrollment from CHAMPS and have the beneficiary and provider sign the admission printed page. A copy needs to be retained in the beneficiary's record for audit purposes.

Question: There was no mention of the changes to the LOCD process are there changes?
>   Answer: No, there are no changes to the LOCD tool process, current LOCs will be changing to PETs.

Question: The MSA-2565 needs to be submitted to MDHHS by 12.15.17 does this include residents in a SNF and on Medicaid currently?
>   Answer: Yes, the MSA 2565C will need to be submitted to the DHS caseworker by December 15, 2017 to allow adequate time for the DHS caseworker to submit the admissions.

Question: Is the responsible party liable for payment? The responsible party is not liable to pay from their own funds correct?
>   Answer: Current MSA policy is not changing, this is just a new means to enter the admission information.The responsible party information would be completed if different than the beneficiary information

Question: We do admission notice the week we submit a new application. If they generate another application to the responsible party, that will be very confusing to them.
>   Answer: In MCC if an admission is completed for a patient who does not have a Medicaid ID number the admission can be completed, that will then trigger the Medicaid application be sent to the patient through bridges. Once the admission is completed it would then show the status within on the roster list page of 'completed-awaiting MA coverage'. An application would not need to be submitted if an admission has been completed.

Question: SNF will be entering admissions, readmissions and discharges directly into Champs - which will trigger the caseworker to update Bridges information on their end?
>   Answer: Yes, the living arrangement will continue to be updated by the MDHHS caseworker. Once the admission is completed the PET and Benefit Plan would be added in real time, as long as the beneficiary has active/current Medicaid eligibility for the admission date.

Question: What if the patient is coming to a SNF for the first time after an in-patient hospital admission?
>   Answer: You would enter your SNF admission, this would then end date the inpatient hospital admission (if it was an admission over 30 days) and create the SNF admission.

Question: For additional training, where do we find that information? The dates you gave in red are not listed on the training webpage.
>   Answer: Refer to the Medicaid Training webpage, listed in resources.

Question: Did you say a new application would be sent out for someone with Medicaid spenddown?
>   Answer: Yes, for hospital admissions completed for a person who currently has no Medicaid, completing an admission would trigger the Medicaid application be sent to the member.

Question: How quick can we expect the caseworkers to complete the admission so we can get paid?

> Answer: As of January 1, 2018 the admission will not be completed by the MDHHS caseworker, the provider will be completing the admission within CHAMPS via the admission screens.

Question: Can we use "signature on file" for the signature page still? Also does this signed page need to be submitted or just retained in the record?

> Answer: The admission form must be signed, signature on file is not acceptable. A signed copy must be retained by the provider and kept in the members record.

Question: Can we use MCC to input outstanding coverage issues that have not been updated by the workers? We still have several coverage issues that are months old.

> Answer: You cannot update coverage, this is specific to admissions. If by January 1, 2018 the admission has not been completed by the MDHHS worker, the provider can add the admission within CHAMPS via the admission screens.

Question: Are we able to enroll in the following yet? MCC specific to SNF and Hospice providers: October 17, 2017 and October 18, 2017

> Answer: The October virtual training dates are already posted you can register now.SNF and Hospice specific provider training dates will be posted later this week, see the resources below for the website.

Question: In saying the signed admission must be retained in the record- can we scan it into their medical record or must we keep the original signed hard copy?

> Answer: As long as the admission notice has been signed by the patient and stored in the patients medical record it would not matter whether the document was paper or electronic.

Question: Can I enter a discharge date from another provider, for example hospice is discharged but does not enter their discharge date?

> Answer: No, a provider would need to enter or update their own admission record with the discharge information.

Question: What will the turnaround time be for updating a hospice enroll or disenrollment?

> Answer: The process for updating a recod is still be internally discussed.

Question: For admissions received in our facility between 12/15/17 and 1/2/18, do we wait until 1/2/18 to admit them in MCC? Or do we still use the 2565?

> Answer: Yes you would hold all admissions after 12/15/17 to enter them into MCC January 1, 2018 when MCC is live in CHAMPS.

Question: Will need electronic signature instructions for SNF admissions please?

> Answer: The admission needs to be printed and signed and retained in the member's record, whther this be electronically or paper.

Question: How do we get access to the Nursing Facility Enrollments and Discharges in CHAMPS?

> Answer: The domain administrator would be able to grant access after implementation.

Question: So the admission notice done electronically via CHAMPS does not require the signature to show, just the hard copy that we print and keep in the patient file if I'm understanding correctly.

> Answer: Correct, the screen within CHAMPS will not display the signature but once the admission notice is printed the beneficiary and provider should both sign the notice and retain in the mmebers record.

Question: It was stated that admissions couldn't be changed/updated. How or where should changes be sent to be update?

> Answer: Via email to Providersupport@Michigan.gov

Question: How does this affect snap shot dates and waiver divestment?

> Answer: We aren't aware of what a snap shot date is, Divestments will be assigned their own PET codes, refer to the MSA proposed policy bulletins.

Question: Currently we wait for DHHS to give us back our approved 2565 to attach nursing home level of care 02 coverage for SNF. How will we know if the coverage for the admission we entered is approved with Nursing Home benefits?

> Answer: If the member has active and current coverage on the date of the admission the PET and benefit plan will be assigned once the admission is completed. Eligiblity can be viewed within CHAMPS under the member tab using the eligibility inquiry function or from the roster list page using the view eligibility action.

Question: LOCD's are completed once they admit into a SNF I thought?

> Answer: The LOCD tool and process is not changing, having an LOCD tool is one of the requirements prior to completing a Nursing Facility admission in order for the PET and benefit plan to correctly assign.

Question: So we will no longer receive confirmation of approved 2565 (old 2565) showing NH/02 with PPA. We are to just keep checking CHAMPS for coverage, correct?

> Answer: Correct there will no longer be a confirmation page sent back to the provider; howver, eligibility should show the benefit plan and PET instantaneously for a member who has active or current coverage on the date of admission.

Question: Can we also get a list of all domain features/options we will need to tell our administrator to add for us to the CHAMPS screen? Thanks!

> Answer: The listed profiles are included in the presentation, the presentation can be downloaded from the Medicaid Provider Training webpage, see resources below.

Question: For discharges, you mentioned there is a voluntary and involuntary? Does involuntary only refer to involuntary transfer?

> Answer: The type of discharge is the reason why the beneficiary was discharged from the facility. Based on the type selected there are additional fields that need to be completed.

Question: The only other involuntary transfer I could think of as hospitalization, but it was mentioned that we do not need to complete those discharges as the hospital would do so after 30 days.

> Answer: If you as a SNF provider do not currently use involuntary discharge then you would not need to once transitioned to MCC. Generally involuntary discharges occur more with hospice providers.

Resources

- Proposed Policy bulletins: http://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_42542_42543_42546_42553-87511--,00.html

- List Serv Instructions: http://www.michigan.gov/documents/LISTSERV_127789_7.pdf

- Medicaid Training website to register for a training: http://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_5100-127606--,00.html

- Biller B Aware and Provider Tips: http://www.michigan.gov/mdhhs/0,5885,7-339-71551_2945_42542_42543_42546-101427--,00.html

- LOC to PET crosswalk table: http://www.michigan.gov/documents/mdhhs/LOC_to_PET_crosswalk_597849_7.pdf

- SIGMA websites:
    - http://www.michigan.gov//mdhhs/0,5885,7-339-71545-424564--,00.html
    - http://www.michigan.gov/budget/0,4538,7-157-79033---,00.html

MDHHS
Michigan Department of Health & Human Services
RICK SNYDER, GOVERNOR | NICK LYON, DIRECTOR