

**Heritage Health Stakeholder Forum
Agenda**

Meeting Date / Time	Tuesday, September 17, 2019 2:00pm – 3:30pm
Meeting Location	Nebraska State Office Building 301 Centennial Mall South Lower Level Conference Room A Lincoln, NE 68509
Conference Line	(888) 820 – 1398 Access Code: 4533256#

Agenda:

Topics	Facilitator
Welcome and Introductions	Carmen Bachle
Status Update - Known Issues Log	Heritage Health Plan Representatives
1115 SUD Waiver-Post Award Forum	Todd Baustert
Open Forum Provider Feedback	Carmen Bachle
Adjourn	Carmen Bachle

Next Meeting:

Meeting Date / Time	Tuesday, November 19, 2019 2:00pm – 3:30pm
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Heritage Health Stakeholder Forum Meeting Minutes

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Summary:

Topics	Facilitator
<p>Welcome and Introductions</p> <p>Carmen Bachle, Plan Management Administrator welcomed everyone to the meeting.</p>	Carmen Bachle
<p>Roll Call: Carmen Bachle took roll call of the committee members:</p> <p>Jennifer Acierno, Leading Age Nebraska, Jean Anderson, Lancaster County Medical Society, Sheila Augustine, Nebraska Medicine, Beth Baxter, Regional Admin. Behavioral Health Region Three; Ryan Beetho, Nebraska Home Care Association; Amy Behnke, Health Center of Association of Nebraska (HCAN); Carole Boye, President & CEO for Community Alliance; Margaret Brockman, DHHS, Div. of Public Health; Pat Connell, Vice President, Behavioral Health, Compliance, & Government with Boys Town; Jon Day, Executive Director of Blue Valley Behavioral Health; Annette Dubas, Executive Director, NABHO; Shannon Engler, Director, Counseling & Mental Health Services of Bryan Health; Wayne Fisher, Ph.D., Director, Monroe-Meyer Institute; Ingrid Gansebom, Region Four; Tamara Gavin, Deputy Director, Behavioral Health Services; Donna Giger, Box Butte General Hospital; Joe for Frannie Green, MAMES; Lori Hack, WellCare of Nebraska; Topher Hansen, NABHO; Corina Harrison, DHHS, Div. of Developmental Disabilities; Rhonda Hawks, The Hawks Foundation; Jan Henderson, Ponca Tribe of Nebraska; C.J. Johnson, Regional Admin. Behavioral Health Regional Health Region Five; Christine Johnson, Behavioral Health Support Foundation; Patti Jurjevich, Regional Admin. Behavioral Health Region Six; Cindy Kadavy, Nebraska Health Care Association; Darla Lapointe, Winnebago Tribe of Nebraska; Lori Lundquist Wall, Ph.D.; Nebraska Psychological Association; Karen Meados, National Alliance on Mental Health; Beth Miller, Good Neighbor Community Health Center; Vernon Miller, Chairman, Omaha Tribe of Nebraska; Ellen McElderry, Nebraska Total Care; Ellen Mohling, DHHS-DDQI; Marcia Mueting, Nebraska Pharmacists; Adam Peters, Nebraska Total Care; Cassandra Price, United Healthcare Community Plan; Adam Proctor, Nebraska Total Care; Bill Reay, Omni Behavioral Health; Todd Reckling, CAFCON, Amy Reynoldson, Nebraska Medical Association; Marilyn Rhoten, Alogent/CHI Health; Stacy Scholten, DHHS, Div. of Children and Family Services; Stacy Simson, Office of Probation Administration; Kathy Seacrest, Behavioral Health Region Two; Janet Seelhoff, Nebraska Home Care Association; David Slattery, Nebraska Hospital Association; ; Good Neighbor Community Health Center; Teresa Tack-Stogdill; DHHS, Developmental Disabilities; Jessica Thoene, Nebraska Speech-Language-Hearing Association; Roger Truddell, Chairman, Santee Sioux Nation; Mike Vance, Ph.D. Director, Children's Hospital & Medical Center; Barbara Vogel, Behavioral Health Region One; Kelly Weiler, Children's Hospital & Medical Center; Dr. Martin Wetzell, WellCare Health Plan; Terri Wolfram, Midtown Health Center; Larry Wright, Ponca Tribe of Nebraska; Mona Zuffante, Tribal Health Director, Winnebago Tribe of Nebraska.</p>	Carmen Bachle

<p>1115 SUD Waiver-Post Award Forum</p> <p>July 1, 2019 CMS approved Nebraska’s application for an 1115 SUD Waiver. CMS requires that all demonstrations have a forum following application award, to gain additional public feedback. This section of the agenda is to ensure Nebraska Medicaid has acquired such forum. No feedback was provided.</p>	<p>Todd Baustert</p>
<p>Status Update-Known Issues Log</p> <p>NTC- Adam Peters reported an item related to the Chiropractic Fee Schedule. NTC updated the fee schedule to align with the updated MLTC fee schedule. NTC is in the process of creating a claims project to reprocess impacted claims. Target date of completion is the end of September.</p> <p>NTC has one special project in process and this is related to codes denied in the system for EX46. The claim project is in process and targeted to close by the end of September.</p> <p>WellCare- Melissa Humphrey reported WellCare has no open issues on the Known Issue log.</p> <p>UHC- Cassandra Price reported UHC has no issues on the Known Issue log.</p> <p>Cassandra shared with the group the following call information regarding UHC’s new PT/OT and Speech Therapy prior authorization process. UHC will host a call from noon to 1 pm, central time Monday thru Friday until October 2nd. The number is 763-957-6400 access code 82844348.</p> <p>Cassandra stated policies relating to prior authorization are posted on UHCprovider.com.</p>	<p>Health Plan Representatives</p>
<p>Open Forum Provider Feedback</p> <p>Nebraska Health Care Association- Cindy Kadavy asked if plans could provide explanations and examples of how they calculate the lessor of when it comes to crossover claims for Part A and Part B.</p> <p>MLTC- Carmen clarified that Jeremy with MLTC Finance had addressed this in an email sent out to providers as requested previously. In addition communication was provided by MLTC Finance staff during a previous stakeholder forum.</p> <p>Mary Walsh-Sterup stated parents of patients denied services through NTC and have gone to State Fair Hearings are asking if there is a next step to address the denied services.</p> <p>MLTC- Carmen stated all member appeal rights are universal across the plans. The member has the right to appeal the denial through various levels. Member rights to appeal can be found in State statute, regulations, and the member handbook. Any member questioning a State Fair Hearing decision should refer to the back page of their appeal findings received from the state. The back page includes additional appeal rights and the necessary steps.</p> <p>Cindy Kadavy asked about updates relating to the acquisition of WellCare by Nebraska Total Care and any impact on Heritage Health going forward.</p> <p>Carmen stated as of now there are no Nebraska specific updates related to the merger. We are operating business as usual in Nebraska.</p>	<p>Carmen Bachle</p>

<p>Nebraska Pharmacist Association- Joni Cover asked for the pharmacist point of contact at Nebraska Total Care.</p> <p>Adam stated he would follow-up with Joni off line.</p> <p>Joni inquired on the status of the Over the Counter (OTC) covered product list previously discussed.</p> <p>WellCare- Shannon Nelson stated WellCare continues in the direction received January 1st to ensure OTC products are on the CMS rebatable list. The CMS rebatable list is updated for WellCare quarterly.</p>	
Adjourned	Carmen Bachle

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Tentative Agenda Topics	TBA