

8.4.21 - NE Tribal/Medicaid Monthly Call Agenda

Conference Access Number **(888) 820-1398**

Attendee Code- **7300221**

Present: Jacob Kawamoto, Danielle Trejo, Chris Morton, Danielle Trejo, Aaron Reece, Stacy Schenk, Jennifer Newcombe NTC, LeAnn Ortmeier UHC, Tracy Nelson MCNA, RickyAnn Fletcher MCNA, Keri Bass (Winnebago), Ariel Earth (Winnebago), Mackenzie Grant (Winnebago), Terri Mentink (Winnebago), Sebrina Vink (Winnebago), Crystal Appleton (Omaha), Ashley Parker (Omaha) Vietta Swalley (Santee), Nancy Mackey (Santee), Rebecca Crase (Ponca), Rebecca Tamayo (Ponca), Bo Boryca (UIHP), Sam Hasan

SPA/Waiver Updates

- SPA
 - o Update: RN eSPA provision for administering COVID-19 vaccines was approved by CMS back to 12/2020
- Waiver Authority
 - o None at this time

Additional Items

MCO follow ups/open discussion:

- Any new updates with UHC/St. Luke's contracting?
 - o Jacob received an update that UHC and St. Luke's are optimistic that they will reach a contracting agreement soon.
- Improved responsiveness with Healthy Blue?
 - o Nancy last week put in an ambulance claim on Availity, but the ambulance claims have a different NPI and should be attached. Healthy Blue/Availity is saying they're not able to respond because they do not recognize the NPI.
 - Santee needs Jenny to follow up and make sure the ambulance NPI is tied to Santee in Availity and Healthy Blue's systems.
 - o The Tribes are still having issues hearing back from Healthy Blue in a timely manner
- Crystal – where is the State of Nebraska at with crossover claims?
 - o Nebraska is still awaiting clarification/guidance from CMS in order to align internal operations and systems.
- How long before these updates?
 - o Unsure at this time, but Jacob will be sure to keep the Tribes updated.
- Issues have arisen with UHC and Optum Pay. The Tribes have to use Optum Pay and use an online link to pull down EOBs for auto ACH payments. This is taking extremely long, sometimes days, to get EOBs from Optum Pay. Can the Tribes demand paper text for EOBs? Optum Pay is also trying to have the Tribes purchase "Optum Premium" to have access to unlimited EOBs, close the claims, and other options. The Tribes just want the EOBs.

- UHC is aware of this, and so far has been trying to let Optum Pay resolve the issue. Nancy and LeAnn had talked, LeAnn will get a hold of Optum Pay and discuss the issue and potential solutions.
- In Oct. when everyone changes to Prime, how is this going to work? Will the ones already in the system be automatically eligible?
 - When October comes, everyone eligible for Medicaid under the Heritage Health Adult (Expansion) group will be moved or added to the new Nebraska Benefit Plan, which will offer full state benefits (same as the previous “Prime” group).
- Santee is changing NTC pharmacy back to the CVS claims mart, and has been assured retro claims are going to work.
 - Last time NTC switched their pharmacy claims and Santee tried to retro claims back, it wasn’t taken care of.
 - Jennifer with NTC: as of 8/1 they transitioned pharmacy claims back to CVS claims mart (from RxAdvance). NTC has stressed that the Tribal piece is important to rectify and ensure proper function. If the Tribes run into any issues, reach out to Jennifer.