



12.07.22 - NE Tribal/Medicaid Monthly Call Agenda

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

Attendee Code- **7300221**

Present: Jacob Kawamoto, Chris Morton, Jeshena Gold, Cathy Kearney, Audrey Parker (Omaha), Vietta Swalley (Santee), Nancy Mackey (Santee), Becky Crase (Ponca), Jennifer Newcombe (NTC), Tuesday Kuhlman (NTC), Mariana Johnson (NTC), Adam Proctor (NTC), Heath Phillips (NTC), LeAnn Ortmeier (UHC), Cassandra Price (UHC), Tonya Yale (UHC), Jenn Nelson (UHC), RickyAnn Fletcher (MCNA), Tracy Nelson (MCNA), Gelisha Jeffers (HBN), Angie Rudeman (HBN), Stacey Steiner (CMS)

SPA/Waiver Updates

- SPA
 - o NE 22-0015: Disaster Relief SPA
 - Waives signature requirements for drugs dispensed during the PHE, backdated to the beginning of the PHE
 - o NE 22-0016: Physician-Administered Drugs
 - Physician-administered drugs (not covered at the AIR) will be reimbursed at the Medicare rate (avg sales prices +8%) rather than the avg sales prices +6%
 - **QUESTION (Omaha):** How do the Tribes bill for these? How would these drugs not be covered at the AIR?
 - **ANSWER:** MLTC will research this and follow up with the group
 - o NE 23-0001: Home Health APRN - Update
 - Update to Tribal Notice previously sent on 8/25/22, adds physician assistants to the list of provider types now allowed to order home health services and certify plan of care.
- Waiver Authority
 - o None at this time

Managed Care

In keeping with recent guidance from CMS and initiatives coming from the National Indian Health Board and Federal Government, a recurring agenda item to discuss managed care delivery to Tribal Medicaid beneficiaries in Nebraska is being added to this meeting series. The goal of adding this item is to ensure the Tribes have a dedicated time to discuss any managed care questions or concerns.

- **QUESTION (MCNA):** Has the state figured out the portals that providers will start using for dental starting 1/1/24? Or do providers have to credential with each plan individually?

- **NTC:** For the initial go-live, dental providers will credential and contract with each plan, and each plan will have their own portal. In 2025 there will be a move to centralize credentialing. Then all MCOs will use a single credentialing contractor. Credentialing will go to that vendor, but at this time there is no identified vendor for this. Currently, each MCO will credential and contract with each dental provider.
- **MCNA:** That is helpful information, and MCNA will be sure to communicate that to providers.
- **QUESTION (Santee):** Will MCNA still be doing dental?
 - **ANSWER (MLTC):** Each MCO will administer dental under the new contracts.
 - Omaha is starting to credential and contract now for dental services.
 - Santee likely won't enter into contracts with MCOs/dental sub-contractors.
- **NTC:** Involve is only with NTC, the other two MCOs will have their own dental groups. Involve is not the overall entity credentialing for dental but is just with NTC.
 - Involve is aware that the Tribes do not need to contract in order to be treated as in-network providers. Not credentialing will not inhibit the ability of Tribal health facilities to provide dental services. Involve will reach out to contract, but if the Tribes don't want to credential, that decision will be honored.
 - For NTC, overseeing Involve is their responsibility, so if there are questions or issues the Tribes can bring them to NTC. The Tribes don't have to think of Involve as independent of NTC.
- **QUESTION (Omaha):** The facilities will have to educate the new MCO as they set up their new systems. Would like to see a better process for integrating the new MCO. Has the appeal been resolved?
 - **ANSWER (MLTC):** The protest period ended on 12.06.22, so no update as of this meeting.
- **QUESTION:** For UHC and HBN who will be responsible for administering dental?
 - **UHC:** United Healthcare Dental
 - **MLTC:** Molina would seek out a dental vendor, but things are still in the preliminary stages for Molina.
 - **NTC:** Involve currently does NTC's vision, and they're a subsidiary of the NTC parent corporation and already in NE and familiar with the state.
- **QUESTION for MCNA (Santee):** When do they need to start pulling EOBs?
 - **MCNA:** They've always been on the portal
 - **Santee:** When Santee got their checks they weren't attached
 - MCNA will ask their finance team.
- **QUESTION (Omaha):** Not sure what is happening with Maximus. There has been a significant delay in getting a provider enrolled. Is there a problem the Tribes should be aware of? MCNA has been waiting for one of Omaha's providers to be credentialled through Maximus.
 - **Santee:** No issues so far. There was one, but their license number was wrong and took a bit to get that corrected.
 - **Omaha:** This process is usually fast. This one is a CA license.
 - **MLTC:** Jacob will help look into this
 - **MCNA:** Once approved, make sure ask them to back-date approval to the original requested date.
 - **Omaha:** This was requested back in Sept.

Additional Items

- Medicare Crossover Claims – Update

- MLTC discussed the crossover claims reports were sent out in late October at the November Consultation Meeting.
 - Santee and Omaha Tribes voiced that they had discrepancies with their claims data, and the data that was on the reports from MLTC. Santee has sent some information to MLTC, and Policy is working with the Finance and Claims teams to identify the issues and resolution steps. MLTC is still awaiting claims data from the Omaha Tribe.
 - Omaha had a flood in their building a while back, so their 2017 and 2018 EOBs are damaged. All they have are what was posted in their system. This makes it hard to match up data on the reports without actually seeing the EOBs. Omaha is concerned about the claims that were paid at the AIR previously. Omaha doesn't want to owe funds for the claims either. Not sure how to move forward and resolve. Payments posted are on their old system. Omaha to copy off accounts receivable, what was posted vs what was on the report sent by MLTC.
 - **QUESTION:** Is there anything CMS can do to help?
 - **CMS:** Unsure, if Omaha could send an email to CMS about the issue that would be helpful.
 - OMAHA to send email to Stacey at CMS outlining the issue around missing/damaged EOBs.
 - **QUESTION (Omaha):** Can MLTC reimburse separately for claims from 2017, 18 and 19?
 - MLTC: Jacob to ask and report back.
 - **QUESTION (Santee):** Santee has provided EOBs for 2017. What is the next step?
 - **ANSWER (MLTC):** Policy is working with the finance and claims teams to understand the discrepancies in the EOBs vs the reports MLTC pulled. Jacob will reach out to Santee for next steps once the finance teams are able to analyze the EOBs.
- November 9, 2022 In-Person Consultation Meeting – Follow Ups
 - MLTC is working on meeting minutes from the last in-person consultation, as well as action items and follow ups to issues and discussions raised at the meeting, such as preparations for the PHE Unwind and clarification around Authorized Representatives
- NEMT
 - At the August Quarterly Consultation meeting, it was agreed that the MCOs and Tribes would discuss how to improve access to transportation services for Tribal beneficiaries.
 - Is there any support that MLTC can offer the Tribes or MCOs?
 - **QUESTION (Omaha):** How will the Tribes be enrolled as NEMT providers? Omaha has run into issues with taking that first step. What do the Tribes need to do to get this off the ground? Do they need direction or information to give to their transportation department? Do they need to enroll as a new provider type?
 - With the new contracts coming out in 2024, are the MCOs switching providers?
 - **NTC:** NTM is staying
 - **HBN:** Will be transferring over to ModivCare starting 1/1/23. HBN can send out their bulletin on that.
 - Omaha Tribe has a transportation coordinator and wants to start including her on meetings to take over enrolling as an NEMT provider.
 - NTC did get her info from Crystal Appleton and will be reaching out to her to get the ball rolling with enrollment.
 - UHC will be staying with ModivCare.

- **QUESTION (Omaha):** When did ModivCare come into play? Haven't contact Omaha about an agreement or enrollment. Do they start 2023? Or when did they start?
 - **ANSWER (UHC):** UHC has utilized ModivCare since 2020 and has had them on some of the monthly meetings as well. UHC includes them every month on the meetings, and a rep will be at the next meeting.
- **QUESTION (Omaha):** Do we have to have an agreement with them?
 - **ANSWER (UHC):** Not sure where they stand on that. Can discuss at the next monthly meeting.
- Santee has been working on Medicare Plan D plans, and has been having trouble with Cigna. Cigna is telling them that members have to have Medicare parts A and B both. When buying a Part D plan, individuals should only have to have a Medicare part A **or** B plan. Cigna is asking to certify that they must keep Cigna A and B to stay in the Part D plan. Santee will send the information on to Stacey at CMS.
 - Omaha has never had this problem, and they also work with Cigna. Started talking with Stacey on this issue.
 - **QUESTION (CMS):** Is it possible the individuals are getting funneled to Medicare Advantage Plans?
 - **ANSWER (Santee):** No, they are looking for Part D plans only.
 - **CMS:** Then something is not right.
 - Santee is going to try and enroll in a Part D plan and take screenshots and send this info to Stacey at CMS.