

# KANCARE LEGISLATIVE OVERSIGHT COMMITTEE MEETING

November 25, 2013

Robert G. (Bob) Bethell Joint Committee on  
HCBS & KanCare Oversight  
Date November 25, 2013  
Attachment 25



25.2

# Provider Issues Resolution

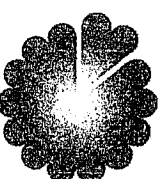
- Enhanced file transfer process related to front end billing allowing Amerigroup to improve claims processing for the following:
  - Ambulance claims
  - Vision claims
  - Anesthesia claims
- Relaxed authorization requirements for certain behavioral health codes to improve operational efficiencies for providers.
- Implemented 200+ nursing home rate changes since late September and reprocessed claims associated with the changes.



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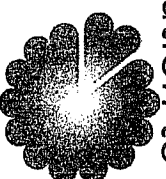
# Provider Issues Resolution

- Enhancements to increase automation of claims processing and reduce manual errors:
  - I. Process for updating of NDC table/J code reconciliation
  - II. Automation of nursing facility patient liability transaction
  - III. Elimination of manual process for dental surgery claims processing
  - IV. Automated adjustment of wheelchair claim processing
  - V. Adjustments for hospital based ambulance claims



# Provider Relations Activity

- Focused effort on hospital engagement and hospital issue resolution
  - I. Over 40 onsite meetings with hospitals to review current claims status, AR levels, operational performance and perform other issue resolution in last 6 weeks.
  - II. Internal operational review focusing on resolving hospital specific configuration and problematic claims such as:
    - a. Neonate claims processing
    - b. Retro eligible claims
    - c. Critical Access Hospital long term care unit claims
- Participation in Kansas Hospital Association (KHA) – Technical Advisory Group and Prior Authorization Work Group:
  - Forums to receive feedback on operational performance and provide important operational updates and information to KHA members.



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in healthcare

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# Provider Relations Activity

- Other provider relations activities in past six weeks:
  - I. 23 Ask Amerigroup calls – open forums for provider questions
    - a. 16 - general provider forums for asking questions on Amerigroup processes and discuss operational issues
    - b. 5 – specific to Community Mental Health Centers
    - c. 2 – specific to Intellectual/Developmental Disabled (I/DD) providers
  - II. 200 face-to-face visits by provider relations staff
- Targeted outreach efforts with Community Mental Health Centers to review operational issues:
  - I. Internal Amerigroup task force focused on resolving claims and authorization issues for Community Mental Health Centers
  - II. Dedicated provider relations representative
- Internal operational task force meeting on operational issues and claims resolution



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# I/DD Readiness Update

- Successful I/DD readiness review
- 20 new service coordinators with 120 years of experience
- Over 120 providers contracted
- Dedicated provider relations representative for I/DD
  - Provider Orientation: 2 scheduled webinar orientations for all I/DD providers and 1 weekly billers call in December
- Meetings with 14 CDDOs and 240 attendees
- Continued positive efforts to complete agreement with Interhab

