

Behavioral Health Delivery Workgroup Meeting Minutes December 9, 2022

Participants

Committee Members

Representative James Dunnigan, Adam Cohen, Jed Burton, Patrick Fleming, Nina Ferrell, Brian Monsen, Kyle Snow, Joel Johnson, Julie Ewing, and Russ Elbel.

Committee Members Absent

Senator Michael Kennedy, Dr. Katherine Carlson, Tim Whalen, Jake Shoff, Jennifer Ford, and Lisa Heaton.

Division of Integrated Healthcare Staff

Jennifer Strohecker, Brian Roach, Brent Kelsey, Dave Wilde, Emma Chacon, Eric Grant, Jennifer Meyer-Smart, Greg Trollan, and Sharon Steigerwalt.

Attendees

Rachel Craig, Todd Wood, Dr. Scott Whittle, Mark Greenwood, Michael Hales, Nelson Clayton, Elizabeth Klc, Jared Sanford, Kristeen Jones, Ali Warcup, Matt Hansen, Ryan Jackson, Peyton Thomas, Daniel, Jennifer Lloyd, and Sheila Young.

Welcome

Jennifer Strohecker started the meeting and welcomed the group. The bulk of the meeting today will discuss the operational updates from the providers and the plans.

Approval of September 16, 2022 Meeting Minutes

Patrick Fleming motioned to approve the minutes. Russ Elbel seconded the motion. No opposed. Motion passed to approve the minutes.

Operational Issues Update

Jennifer Strohecker opened up the discussion around the efforts that have been happening for the operational issues regarding UMIC claims. A lot of participation has been occurring between the behavioral health providers and the plans. Jennifer invited the three areas to

give an update on the progress that has been made between the state, the providers, and the plans. Jennifer recognized the amount of time that everyone has taken to resolve these issues and asked that Eric Grant and Greg Trollan give an update on their participation in these meetings.

Eric Grant stated that they have been holding bi-monthly meetings including the UMIC plans and some of the behavioral health providers and have been focusing our efforts on the claim issues. We are getting good feedback from providers that progress has been made but there continues to be concerns. The plans have documented the issues and resolutions in order to see trends among either the same provider across the same plan and share those results. The division has been invited to these meetings and that is helpful for us to stay up to date on where the issues are the progress being made.

Gregory Trollan stated that it has been a good experience and the individual meetings have been helpful for us to drill down to the specific issues and map them. The goal for identifying the immediate issues is to come up with a longer term strategy around some of the things we have identified that are consistent problems across the board and have processes in place so these issues don't come up in the future.

Jennifer Strohecker mentioned that we have an individual, Becky Johnson, dedicated to keeping an overview and tracking these items to resolutions. It is important for us to sustain this work and keep addressing these issues going forward. Jennifer turned the time over to the providers to share their experiences, and walk through some of the steps to problem identification and resolution.

Adam Cohen stated that Molina and Health Choice have reached out to his organization to discuss the systemic problems. The meetings have been fruitful. They are waiting on Select Health and the HealthyU to reach out. Since the meetings just recently happened, (last couple of months) they have not been through another billing cycle yet to determine resolution, but they have been able to go back and clean up some of the claims. Russ Elbel with Select Health mentioned that their team has met with Odyssey House regarding an EOB issue, but have not invited Adam directly, but they will going forward. Nelson Clayton from HealthyU mentioned that they have held meetings but they are being canceled as not much was needed to be discussed but perhaps we need to get with Adam directly.

Eric Grant mentioned to please involve Becky Johnson from the division in these meetings so we can keep track that these issues are being resolved.

Patrick Fleming mentioned that the idea came up to process the payment after the billing is in and then adjudicate it later. Recoupment can always happen and want to make sure that can still happen as he is concerned for the smaller providers. Eric Grant stated that Molina has made that offer to bill up front and then adjudicate later, and Brian Monsen confirmed. Patrick wondered if Select Health can make the same offer, and Russ Elbel stated yes they can make that same offer and commitment.

Jed Burton has had meetings with HealthyU and Health Choice so far. No meetings scheduled yet with the other plans. The meetings are going well, but they don't have many claims with them, but they have more claims with Molina and Select Health. Jed confirmed that there is a clinical discussion with Molina and Select Health each month where they discuss clinical cases, but not other issues. Russ Elbel stated that he would get these meetings set up.

Nina Ferrell has had a formal claims meeting with Molina. We have discovered that we don't have a ton of unpaid claims with the ACOs. There is a meeting setup with the hospital. There may have been a slight confusion with these meetings as they turned into a claims meeting instead of a relationship building meeting so that they can identify contacts and who to go to when issues arise. The meetings are illuminating and useful. She has not heard from Select Health but has no issues; however, would like a meeting with HealthyU.

Kristeen Jones mentioned a request for a contact list and where would the providers like that list to be posted? Nina Ferrell mentioned that the provider portal would be useful or even a newsletter when there are changes. Jennifer Strohecker asked the other plans if this was something that plans can do as well. Kristeen Jones stated yes and they will keep the contact list updated. Greg Trollan requested the plans to send the contact list to the department as well for our use and to be able to send it out to other providers when requested.

Jennifer Strohecker invited the plans to give an update on the work they have been doing with the provider groups.

Russ Elbel with Select Health stated that since meeting with Representative Dunnigan, they have a designated contact. Ali Warcup is the lead and Stephanie Ostmark is in contact with the providers and there is a wraparound group in place. Started to hone in on key metrics to make sure that by provider group we are getting claims processed in a timely manner. 94% of claims are processed within 30 days and 99% are processed within 60 days. They have developed a dashboard to drill down to the types of claims denials by provider groups

and we are bringing them to the clinical collaboration committee meeting. The EOB issue has been addressed. Individual therapy and care management services have all been addressed. We have met with several provider groups and are hearing today they want to have a more formal meeting with leadership staff. Jennifer Strohecker mentioned she would be looking forward to how it is going with the wraparound team and asked if there is anything the team has learned during this process. Russ stated one of things learned is the top denial reason which is having other primary insurance and there is no EOB from that insurance. We are asking if there are certain services we would not expect an EOB and should be paid for and what services should we see an EOB before paying. Also seen some services that need to have a state discussion around the service and how they should be paid and taking it to the clinical collaboration meeting. Eric Grant asked if they are seeing trends across all providers or are they unique based on each provider. Russ stated it is a combination of both. Russ stated EOB denial is the top denial reason and the one that is most common.

Kristeen Jones with Health Choice stated their provider relations department has been setting up quarterly JOC meetings with the providers to discuss issues and concerns. The director has not connected yet with Southwest Behavioral. They have set up additional monitoring and we now have a biweekly denial report. We are reviewing as a committee and monitoring and looking if the denials are accurate and fixing any issues that are coming up. For us it seems like the issues have been individual to the provider and not across the board.

Brian Monsen with Molina stated they are having different issues with different providers. We have identified what we can see are all the issues and have met with all of the groups,, but the claims have not gone through the billing cycle yet so that will be upcoming. Open to meeting with any provider groups and the meetings that have been held have been fruitful and learning experiences on both sides.

Nina Ferrell asked Kristeen Jones on the analyses for the claims that have been done for the pre-paid mental health plans, do you analyze the claims by any other category such as acute inpatient behavioral health or outpatient denials? Kristeen mentioned that she is not sure if they are included, but will request that those be included as well.

Representative Dunnigan - Thank you Russ for sending me that report and giving the report you just discussed and I like that you are trying to solve the problem. I know that Molina has met with providers. Has the U been meeting with providers as well? Nelson Clayton stated that yes we have been meeting and we have regular meetings with First Step house,

Odyssey House and Valley. We will be inviting Adam Cohen going forward. Yes, we have been having provider relations meetings.

Nelson Clayton wanted to note that we have been having regular meetings since 2020 with providers and we are working to resolve them. We have been having problems with some of the DHHS certified providers such as peer support workers and case support workers. Our solutions are not to require a denial from the primary insurance. We never get a denial and we have a SWOT team that meets monthly that is dedicated to adjudicating claims and provider issues. We feel like we have been successful so far and it seems like we still have some work with Odyssey House and our next meeting will be on the 28th. Adam Cohen has sent a snapshot of example claims that have been denied and we will be reviewing them before the meeting.

Brent Kelsey mentioned that some of the certified workers have been a problem, what can we do to make that easier? Nelson stated that they are looking forward to the web lookup tool. We were receiving spreadsheets previously and we are hoping that this tool would be better. We were not used to this and sometimes the spreadsheet was not up to date. Brent mentioned that it is live for some and they are getting them transitioned. Dave Wilde added the link to the chat to look up the peer support certifications.

<https://verification.hs.utah.gov/verification/Search.aspx?facility=N> Nelson added that people should always feel free to reach out to me and if I cannot answer I will get you to who can. nelson.clayton@hsc.utah.edu Leigha and Julie Ewing are a great resource as well for HealthyU. Julie Ewing mentioned we would love to have a place where to list the contact resource for the providers and asked for feedback. Nina Ferrell stated that having a list on the provider portal on who to contact for different issues might be helpful. **Action Item: Jennifer Strohecker mentioned that we will put it on the list for discussion and make sure there is an agreement.**

Update on Proposed Models

Jennifer Strohecker stated we wanted to bring this group back together today to give an update on where we are at and to make sure we are on the same page on the operational issues and progress is being made. While it is great to talk about the proposed models and we have made significant work, we are committed to addressing the operational issues for the involved parties. It does seem like there is some additional meetings and allow the process to be in play before we move into item #3 which are the proposed models for the TAM population. We feel this is the direction on where we are at today. Representative Dunnigan stated wonderful progress has been made, and appreciates the providers

reaching out and expressing their concerns and the plans developing a mechanism. Now we can see if we can get a system that will work.

Q&A

Jennifer Strohecker asked if there are other questions. We know that there has been ongoing work on the operational issues. We have a meeting scheduled on February 3, but are there other items that we should cover or discuss today?

Nina Ferrell stated she would like to see what each of the ACOs can bring to the table in terms of how they are planning on integrating, and what teams they have in place. I feel very strongly that they bring a proposal as this is a specific population with specific needs.

Jennifer Strohecker concurred with Nina.

Adjourn

Jennifer Strohecker adjourned the meeting at 2:56 p.m. The next meeting is scheduled for Friday, February 3, 2023 from 1:30 - 3:00 p.m (later postponed until March 31, 2023 from 1:30 - 2:30 pm).