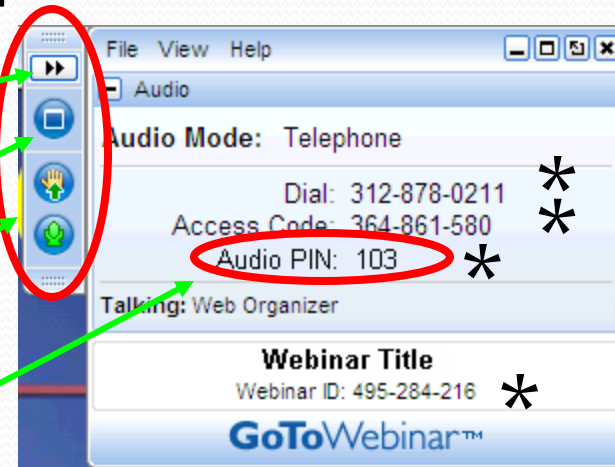


## Using the Attendee Control Panel

- Grab Tab
  - Click arrow to open/close Control Panel.
  - Click square to toggle Viewer Window between full screen/window mode.
  - Click hand icon to raise/lower hand.

- **When joining via telephone, be sure to enter on the telephone keypad the Audio PIN noted in your Control Panel.**

- By default, you will be joined into the Webinar muted. Questions will be taken at the conclusion of the presentation.
  - Please use the Hand Icon to raise your hand to ask a question.
  - When the organizer is ready to address your question, your line will be unmuted and you will be cued to ask your question.



The \* phone number, Access Code, Audio PIN, and Webinar ID shown are for informational purposes only. Please do not use these numbers.

# **Provider Billing Errors for BAYOU HEALTH Claims Submitted to Shared Savings Plans**

**Molina Medicaid Solutions  
Community Health Solutions  
United HealthCare Community Plan  
Joint Training**

**Webinar #6**

**June 5, 2012**



# **Bayou Health Implementation**

## **A Transition from Legacy Medicaid to Medicaid Managed Care**

**This webinar is the sixth in a series of webinars addressing billing issues identified with claims processed for Shared Health Plan members.**

# Reminders

- At the end of the presentation there will be a question and answer session. For this please make sure that you have dialed into the conference using your audio PIN and raise your electronic hand to ask questions.
- There is a brief survey at the conclusion of this Webinar, Please take a moment to complete it as your feedback is vital for the preparation of the next Webinar.



# **Bayou Health Transition**

With the June 1, 2012

Rollout of GSA-C

Bayou Health is Implemented  
Statewide

# Transition of Waiver Recipients to Bayou Health

- Some Medicaid Home and Community-Based Waiver recipients will now be transitioned to Bayou Health as Phase II
- The tentative date for this transition is July 1, 2012
- These recipients were not included in the initial rollout
- This transition does not change the waiver services currently received by these recipients
- Actual waiver services are 'carved out' of Bayou Health at this time

# CommunityCARE & KIDMED

- Effective June 1, 2012, the legacy Medicaid CommunityCARE and KIDMED Programs are no longer in existence
- Providers must contact each of the 5 Bayou Health plans to discuss procedures, reports, etc., that were once a part of these programs

# Billing EPSDT Screenings

- Going forward – the EP Modifier is only used with the RHC/FQHC T1015 encounter code when billing screenings
- Other providers of screening services should not use the EP modifier
- Other Modifiers used for billing screening services should continue to be used where appropriate



# Carved Out Services

- Some services are considered 'carved out' of Bayou Health and should still be billed directly to Molina for payment
- Claims for these services that are submitted to a Shared Plan will receive a denial of 313 (Submit to FI not BYU)
- To correct this denial, simply rebill the claim to Molina instead of the health plan
- The following slide contains a list of 'carved out' services for the shared plans
- A list of complete 'carved out' services, prepaid and shared, can be found at the link below
  - [List of Carved Out Services](#)

# Carved Out Services for Shared Plans

The following services continue to be billed to Molina

- Dental
- Pharmacy
- Waiver Services
- Durable Medical Equipment
- Long Term Personal Care Services
- Personal Care Services for Children under age 21
- Hospice
- Emergency and Non-Emergent Transportation Services
- Nursing Facility
- ICF-DD
- Case Management
- Adult Day Health Care
- EPSDT Health Services
- EarlySteps case management and medical services

# Durable Medical Equipment

- Claims for DME must continue to be authorized and submitted directly to Molina Medicaid Solutions (Legacy Medicaid) for recipients enrolled in a Bayou Health shared plan
- DME claims for recipients enrolled in a prepaid plan must go directly to the pre-paid plan

# Ambulatory Surgical Centers

- Some ASC claims have processed incorrectly and paid multiple procedure lines instead of being denied with the edit 214 (allowed 1 service per recipient per day)
- We are in the process of correcting logic and systematically voiding incorrectly paid claim lines
- Once it is complete an RA message will advise providers
- Claims for free-standing Ambulatory Surgical Centers are billed as a professional claim (837P or CMS-1500)
- **An attending provider number should not be included on the claim form - Payment is for the facility fee**

# Vision/Optical Services

- Claims for the medical services by the ophthalmologist or optometrist (actual eye exam and/or other related medical services) are billed to the shared plans
- Claims for the eyewear (frames, lenses, etc.) are billed to Molina
- Some claims for eyewear have been denied incorrectly.
- We are currently correcting this issue and plan to recycle claims once completed

## TPL Claims - CHS

- Claims for recipients with Private Insurance can be submitted electronically, this is the preferred method
- When a claim must be submitted hard copy please make sure that boxes 9, 9a, 9b, and 29 are completed
- These blocks should be left blank if there is no private insurance involved

## TPL Claims – UHC

- Claims can be submitted either hard copy or electronically
- Hard copy claims need to verify that the correct box, 9A, are completed
- Nothing is needed in those boxes if there is no TPL involved

# Bayou Health

## Noon Conference Call

- DHH holds a Bayou Health conference call Monday through Friday at 12 Noon
- All providers are invited to attend this call whenever possible
- Representatives from DHH, all 5 health plans, and Molina are present on the call
- We encourage you to make this call a part of your business day each day since many provider questions are asked and answered during the call.

1-888-278-0296

Access Code 7299088





# Contact Information

**Molina Medicaid Solutions  
Provider Relations**

800-473-2783

225-924-5040

**UnitedHealthcare Community Plan of Louisiana, Inc.  
Provider Relations**

866-675-1607

**Community Health Solutions of Louisiana  
Provider Relations**

855-247-5248

**Magellan Behavioral Health**

800-424-4399

# Hand Test

- Due to confusion over the past few weeks, we are now going to perform a test on raising your electronic hands
  - Please raise your electronic hand located on the left hand side of the webinar toolbar
    - **If you see a red arrow, your hand is raised**
    - **If you see a green arrow, your hand is lowered**
  - Now we will lower all hands and begin to ask questions based on the hand being raised
- Please be aware that we will not have time for all questions that will need to be asked, we do apologize for this in advance

# Questions

