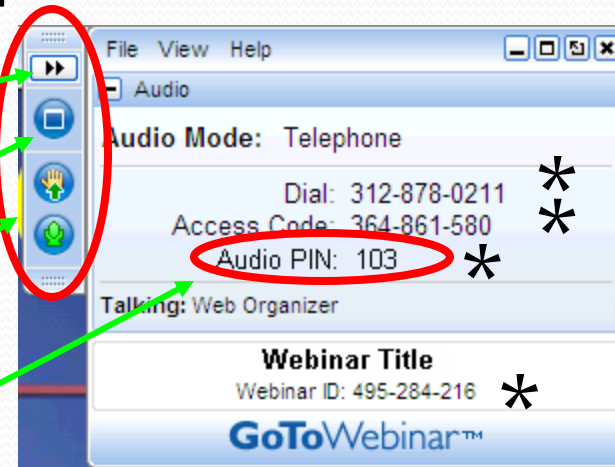


Using the Attendee Control Panel

- 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 #8

July 3, 2012



Bayou Health Implementation

A Transition from Legacy Medicaid to Medicaid Managed Care

This webinar is the eight 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.

Transition of Waiver Recipients to Bayou Health

- Some Medicaid recipients who are part of the Home and Community Based Waiver Program will be transitioned to Bayou Health
- The date for this transition has not been determined
- Once a date has been agreed upon, recipients will be notified via choice letter and providers will be notified via RA Message or web notice

Rehabilitation Center Claims

- Rehabilitation Center claims do not require an attending provider number on the claim
- When an attending provider number is placed on the claim the claim will either deny or services will pay incorrectly

RUM PAs

- Molina and MSI have been actively making system changes to load Prior Authorizations that spanned the Bayou Health Implementation date
- These authorizations were initially rejected due to the Bayou Health effective date for the recipients
- Once this process is complete providers will be notified via web notice or RA message

Vision Service

Members Enrolled in a Shared Savings Health Plan

- Claims for the vision exam and other vision services provided by an ophthalmologist, optometrist, or optician must be submitted to the patient's Health Plan for pre-processing and the Health Plan will then submit to Molina.
- Claims for eye wear shall continue to be billed and submitted directly to Molina as they were prior to Bayou Health.
- For eye wear, continue to follow legacy Medicaid fee-for-service policy and requirements.
- When indicated Prior Authorization can be obtained from the Molina Prior Authorization Unit at 1-800-488-6334; ePA www.lamedicaid.com; or Fax 225-929-6803.

Vision/Optical Services

- Some claims for eyewear have been denied incorrectly.
- The logic is corrected which should prevent claims submitted to Molina beginning June 18, 2012 from denying in error
- Denied claims will be recycled for the RA of 7/3/12
- Eyewear claims that were initially submitted through the shared plan will deny again with edit 313 and must be submitted directly to Molina for consideration

Sterilization Forms

- For dates of service prior to 8/1/2012 providers may continue to submit the previous version of the Sterilization Consent form
- For dates of service on or after 8/1/2012 providers must use and submit the consent form with an expiration date of 12/1/2012
- Effective immediately, provider should start using the most current form
- The form is located at www.lamedicaid.com, link Forms/Files/User Manuals

Current Issues being worked

- Claims being paid at \$0 in error
 - Claims being processed as a TPL claim instead of a straight Medicaid claim
- Home Health Agency, Outpatient Hospital Rehabilitation and Hemodialysis claims denying as a duplicate
- Home Health Agency claims denying with an edit 400
- Error Code 273 – TPL carrier code required
- Error Code 078 – Resubmit with Documentation

Current Billing Instructions

Please refer to the Medicaid website below for current billing instructions.

[www.Lamedicaid.com](http://www.lamedicaid.com)

Links:

➤ Provider Manuals/Hospital Services Provider Manual

http://www.lamedicaid.com/provweb1/Providermanuals/Hosp_Main.htm

or

➤ Billing information/UBo4 Billing Instructions

http://www.lamedicaid.com/provweb1/billing_information/ubo4instructions.htm

Field Visits

- Just a reminder that each company, Molina, CHS and UHC, has Field Analysts in your area available to come to your office and assist with any of the issues you are having.
- If you would like to arrange an on-site visit, please contact your local area Field Analysts or refer to the Provider Relations contact list at the end of the presentation.

Bayou Health

Noon Conference Call

- Beginning on July 9, 2012 the noon calls will take place on Monday - Thursday
- Schedule for providers is as follows:
 - Monday – Professional Services, RHC/FQHC
 - Tuesday – All other providers
 - Wednesday – Hospital
 - Thursday – Behavioral Health

1-888-278-0296

Access Code 7299088

Louisiana Behavioral Health Program

- For questions regarding billing of services impacted by the Louisiana Behavioral Health Program:
 - Providers may call 1-800-788-4005
 - Recipients may call 1-800-424-4399
 - Email to: laproviderquestions@magellanhealth.com
- Magellan Conference Call
 - Thursdays at 11:30 am
 - Dial-In Number - 1-888-205-5513
 - Participant Pass Code - 827176



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

