

Meeting Minutes
MMIS/MCO Workgroup Meeting
July 16, 2008
8:30 a.m. – 9:30 a.m.

Department of Human Services Building
500 Summer Street NE Salem, Oregon 97301
Room HSB-137 A – C

Conference Dial-in # (877) 841-8228 Passcode 9214766

Alice LaBansky, Co-Chair & Jim Joyce, Co-Chair

Topic	Speaker	Time
<i>Introductions</i>	Alice LaBansky	5 min
1. EDI Testing Update	Patricia Krewson	20 min
2. Detailed Implementation Planning Update	Alice LaBansky	10 min
3. Provider Training	Paul Combs	10 min
4. <i>Wrap up</i>	Alice LaBansky	5 min

MMIS Website

www.oregon.gov/DHS/mmis

MMIS-MCO Workgroup Public Meetings page
www.oregon.gov/DHS/healthplan/meetings/mco-mmis.shtml

Next Meeting:

August 20, 2008

8:30 – 9:30 a.m.

Human Services Building, Room 137 B - D

Introductions made.

Review of Agenda

In attendance: Karen Assink Page, Maggie Rollins, Erica Anderson, Jim Kayser, Carla Jones, Rachel Ganzon, Sara Miller, Carolyn Anderson, Dana Hill, Pam Olbrich, Sydney Wright, Nancy Buck, Christian Aguilar, Kathy Ottele, Jim Joyce, Paul Combs, Alice LaBansky, Patricia Krewson, Del Texley, Chris Norman

EDI Testing Update – Patricia Krewson

We are ready for providers to begin EDI testing. Review of EDI Overview handout.

There were concerns shared around the loss of functionality with the 271 response. DHS is planning on this functionality being added back at some point. A Change Order has been submitted to add this functionality to our new MMIS. We have no date when this will be available.

Detailed Implementation Planning (DIP) Update – Alice LaBansky

Alice provided an update on the DIP. DIP planning is currently underway. DHS is looking at all of our production jobs and determining when they will stop in the legacy system and start in our new MMIS. We will need to freeze client eligibility at some point a few days before go-live to allow for data conversion. We will also need to freeze changes to the current providers' files.

We expect some of these cutover dates to be important to the MCOs and our FFS providers. Once we have our cutover dates determined, we plan on sharing this information through an upcoming MMIS Insider and other communications. Alice will share this information with the MCOs through this workgroup and will also be shared at Contractors.

Alice stressed the use of E-subscribe. MCOs and providers may check their provider profile to see what they are signed up to receive. Alice also stressed the urgency to get the work out to their providers to attend training. It's critical for FFS as well as a plan only provider to take training and understand the changes to the clients ID card and our new tools for verifying eligibility.

Question: What is the go-live date?

Answer: Sometime early September.

Question: Is FirstHealth still going to be our contractor?

Answer: No, EDS will be taking this Function over.

PIN letters will go out 2 weeks prior to go-live. Instructions will also be included. The web portal will not be available before go-live.

Question: Who exactly will PIN letters go out to, who will it be addressed to?

Answer: There will be two letters mailed and will go to the mailing address we have on file for the MCO or provider.

Question: Can these letters be sent via e-mail?

Answer: Because of security reasons, these letters may only be sent via First Class Mail.

Action Item: We will research these 2 issues and follow-up before our next meeting.

There is concern that customer service may suffer due to not having an overlap time between AIS and the cutover to the new AVR.

Karen Page from DCIPA said they have been working on implementing a plan prior to go-live to ensure they are ready for the new web portal. Their plan is to have their Security Administrator selected and clerk roles so they can set up their security function on day one.

Question: Can the system handle 20,000 providers trying to register at 8:00 on day 1?

Answer: DHS has completed some performance network testing and expects to be ready to handle the volume. Also, the DMAP provider Call Center has added staffing to handle the increase in calls.

Question: Will there be tech support available for the plans during the week of go-live?

Answer: There is a dedicated group that will be available for providers setting up security. It was requested that this group be invited to the next MMIS/MCO Workgroup meeting.

Action Item: Invite Terry Layman and Jason Georgedes to attend the next MMIS/MCO workgroup to talk about how Provider Services is gearing up for the web portal support.

Question: When will the new AVR system be available?

Answer: There is a 1 page tree of menu options and this will be available in the training materials.

The AVR does not have the same functionality as the web-portal. The functionality on the AVR is the same for all users. The web-portal has more functionality, different levels.

Action Item: Paul Combs to send out 1 page AVR Reference Guide.

Provider Training

FFS training is in progress. The training has been well attended. 10 % participation has been the norm for training. We are almost halfway through the training schedule.

Overview – The Managed Care trainings have already been completed. FFS training is still open and has valid information for member service personnel. The dates are listed on the MMIS

website. Training is still available on-line. The e-course will be posted on LMS, but it is not available yet.

Roundtable

There was discussion about combining the business and technical meetings into one.

Review of handout and changes.

Question: 3509 error code?

Answer: There is no solution yet.

Question: Will the web-portal carry the PERC and Managed Care rate since 270/271 is going away?

Answer: The 834 is going from weekly to daily, so hopefully the information will be updated/corrected quickly.