

Special COVID-19 Letter of Direction #1

Date: April 29, 2020

To: Centennial Care 2.0 Managed Care Organizations

From: Nicole Comeaux, Director, Medical Assistance Division

Subject: Medicaid Expedited Claims Payments

Title: Medicaid Expedited Claims during the COVID-19 Emergency



The purpose of this Letter of Direction (LOD) is to provide guidance and directives to the Centennial Care 2.0 Managed Care Organizations (MCOs) for expedited payment standards related to the national public health emergency associated with the 2019 Novel Coronavirus (COVID-19) outbreak. The purpose of this direction is to assure that providers and suppliers have the resources needed to address the outbreak and Medicaid members receive continuation of essential services with minimal disruption or delay.

Expedited Claims Payment for Clean Claims

HSD is requiring the MCOs to expedite Clean Claims processing as follows. Claims from I/T/Us, day activity Providers, assisted living Providers, Nursing Facilities and home care agencies, including Community Benefit Providers, will remain at the current expedited timeframes.

Current Timeframes

- 4.19.1.6 Paying Clean Claims in a timely manner as follows:
- 4.19.1.6.1 For Claims from I/T/Us, day activity Providers, assisted living Providers, Nursing Facilities and home care agencies, including Community Benefit Providers, ninety-five percent (95%) of Clean Claims must be adjudicated within a time period of no greater than fifteen (15) Calendar Days of receipt and ninety-nine percent (99%) or more of Clean Claims must be adjudicated within a time period of no greater than thirty (30) Calendar Days of receipt;
- 4.19.1.6.2 For all other Claims, ninety percent (90%) of all Clean Claims must be adjudicated within thirty (30) Calendar Days of receipt and ninety-nine percent (99%) of all Clean Claims must be adjudicated within ninety (90) Calendar Days of receipt;

Expedited Claims Payment Timeframes

- 4.19.1.6.2 For all other Claims, ninety percent (90%) of all Clean Claims must be adjudicated within ~~thirty (30)~~ **fifteen (15)** Calendar Days of receipt and ninety-nine percent (99%) of all Clean Claims must be adjudicated within ~~ninety (90)~~ **thirty (30)** Calendar Days of receipt;

Reporting Requirements

A template has been provided with the LOD, and MCOs are directed to run reports and submit them to their HSD contract managers via email by 5:00 p.m. on the fifth (5th) Business Days following the 15th of each month and the last day of each month, or as directed by HSD (i.e., the frequency of the report could change). If the frequency changes, a new template will be provided. MCOs are directed to submit historical data, from January 1, 2020 through April 15, 2020, on claims adjudication within fifteen (15) Calendar Days to be used as a benchmark for current, expedited payments. This data shall be submitted five (5) Business Days after receipt of the finalized LOD.

This COVID-19 Letter of Direction will sunset when the Human Services Department determines that the outbreak of the 2019 Novel Coronavirus (COVID-19) associated with the national public health emergency has been contained.

Reporting requirements will cease after the claims run out period (e.g. HSD determines that the national public health emergency ceases on 6/30, the last report submission will be due on 7/20 for the 6/30 reporting period, allowing reporting to include claims payment run out).

Attachments:

Attachment #1- TEMPLATE- Expedited Claims Payments Report & Graphs

COVID-19 LOD #1 Expedited Claims Payments Report

Reporting Period			
MCO Name	MCO		
Report Run Date			

Semi-Monthly Claims Receipt:	2nd 1/2 Jul 2020	1st 1/2 Jul 2020	2nd 1/2 Jun 2020	1st 1/2 Jun 2020	2nd 1/2 May 2020	1st 1/2 May 2020	2nd 1/2 Apr 2020
Semi-Monthly Reporting Period Begin Date	Jul 16 2020	Jul 1 2020	Jun 16 2020	Jun 1 2020	May 16 2020	May 1 2020	Apr 16 2020
Semi-Monthly Reporting Period End Date	Jul 31 2020	Jul 15 2020	Jun 30 2020	Jun 15 2020	May 31 2020	May 15 2020	Apr 30 2020
Clean Claim LOD Standards & Timeliness							
Physical Health							
Total Claims Received (Count)							
Total Claims Pended (Percentage)							
Total Clean Claims Adjudicated (Count)							
Total Clean Claims Paid (Percentage)							
Total Clean Claims Denied (Percentage)							
<i>LOD Standard</i>							
% Adjudicated (0-15 Days)	90% (0-15 Days)	75.0%	93.0%	93.0%	93.0%	92.0%	90.0%
% Adjudicated (0-30 Days)	99% (0-30 Days)						
% Adjudicated (>30 Days)	1% (>30 Days)						
Total Claims Adjudicated (Dollars)							
Total Claims Paid (Dollars)							
Behavioral Health							
Total Claims Received (Count)							
Total Claims Pended (Percentage)							
Total Clean Claims Adjudicated (Count)							
Total Clean Claims Paid (Percentage)							
Total Clean Claims Denied (Percentage)							
<i>LOD Standard</i>							
% Adjudicated (0-15 Days)	90% (0-15 Days)	85.0%	93.0%	93.0%	93.0%	92.0%	91.0%
% Adjudicated (0-30 Days)	99% (0-30 Days)						
% Adjudicated (>30 Days)	1% (>30 Days)						
Total Claims Adjudicated (Dollars)							
Total Claims Paid (Dollars)							

COVID-19 LOD #1 Expedited Claims Payments Report

ITUs							
Total Claims Received (Count)							
Total Claims Pended (Percentage)							
Total Clean Claims Adjudicated (Count)							
Total Clean Claims Paid (Percentage)							
Total Clean Claims Denied (Percentage)							
<i>LOD Standard</i>							
% Adjudicated (0-15 Days)	<i>95% (0-15 Days)</i>						
% Adjudicated (0-30 Days)	<i>99% (0-30 Days)</i>						
% Adjudicated (>30 Days)	<i>1% (>30 Days)</i>						
Total Claims Adjudicated (Dollars)							
Total Claims Paid (Dollars)							
Specialty-Pay Providers							
Total Claims Received (Count)							
Total Claims Pended (Percentage)							
Total Clean Claims Adjudicated (Count)							
Total Clean Claims Paid (Percentage)							
Total Clean Claims Denied (Percentage)							
<i>LOD Standard</i>							
% Adjudicated (0-15 Days)	<i>95% (0-15 Days)</i>						
% Adjudicated (0-30 Days)	<i>99% (0-30 Days)</i>						
% Adjudicated (>30 Days)	<i>1% (>30 Days)</i>						
Total Claims Adjudicated (Dollars)							
Total Claims Paid (Dollars)							

COVID-19 LOD #1 Expedited Claims Payments Report

Semi-Monthly								
Semi-Monthly Claims Receipt:		1st 1/2 Apr 2020	2nd 1/2 Mar 2020	1st 1/2 Mar 2020	2nd 1/2 Feb 2020	1st 1/2 Feb 2020	2nd 1/2 Jan 2020	1st 1/2 Jan 2020
Semi-Monthly Reporting Period Begin Date		Apr 1 2020	Mar 16 2020	Mar 1 2020	Feb 16 2020	Feb 1 2020	Jan 16 2020	Jan 1 2020
Semi-Monthly Reporting Period End Date		Apr 15 2020	Mar 31 2020	Mar 15 2020	Feb 29 2020	Feb 15 2020	Jan 31 2020	Jan 15 2020
Clean Claim CONTRACT Standards & Timeliness								
Physical Health								
Total Claims Received (Count)								
Total Claims Pended (Percentage)								
Total Clean Claims Adjudicated (Count)								
Total Clean Claims Paid (Percentage)								
Total Clean Claims Denied (Percentage)								
		<i>Contract Standard</i>						
% Adjudicated (0-15 Days)	<i>90% (0-30 Days)</i>	36.0%	35.0%	34.0%	33.0%	32.0%	31.0%	30.0%
% Adjudicated (0-30 Days)	<i>99% (0-90 Days)</i>							
% Adjudicated (>30 Days)	<i>1% (>90 Days)</i>							
Total Claims Adjudicated (Dollars)								
Total Claims Paid (Dollars)								
Behavioral Health								
Total Claims Received (Count)								
Total Claims Pended (Percentage)								
Total Clean Claims Adjudicated (Count)								
Total Clean Claims Paid (Percentage)								
Total Clean Claims Denied (Percentage)								
		<i>Contract Standard</i>						
% Adjudicated (0-15 Days)	<i>90% (0-30 Days)</i>	50.0%	45.0%	40.00%	33.0%	32.0%	31.0%	30.0%
% Adjudicated (0-30 Days)	<i>99% (0-90 Days)</i>							
% Adjudicated (>30 Days)	<i>1% (>90 Days)</i>							
Total Claims Adjudicated (Dollars)								
Total Claims Paid (Dollars)								

COVID-19 LOD #1 Expedited Claims Payments Report

ITUs							
Total Claims Received (Count)							
Total Claims Pended (Percentage)							
Total Clean Claims Adjudicated (Count)							
Total Clean Claims Paid (Percentage)							
Total Clean Claims Denied (Percentage)							
<i>Contract Standard</i>							
% Adjudicated (0-15 Days)	<i>95% (0-15 Days)</i>						
% Adjudicated (0-30 Days)	<i>99% (0-30 Days)</i>						
% Adjudicated (>30 Days)	<i>1% (>30 Days)</i>						
Total Claims Adjudicated (Dollars)							
Total Claims Paid (Dollars)							
Specialty-Pay Providers							
Total Claims Received (Count)							
Total Claims Pended (Percentage)							
Total Clean Claims Adjudicated (Count)							
Total Clean Claims Paid (Percentage)							
Total Clean Claims Denied (Percentage)							
<i>Contract Standard</i>							
% Adjudicated (0-15 Days)	<i>95% (0-15 Days)</i>						
% Adjudicated (0-30 Days)	<i>99% (0-30 Days)</i>						
% Adjudicated (>30 Days)	<i>1% (>30 Days)</i>						
Total Claims Adjudicated (Dollars)							
Total Claims Paid (Dollars)							