



**PASSPORT HEALTH PLAN
Insurance Issues Resolution Committee**

**July 14, 2017
9:00 a.m.**

**GLMS Offices
Board Room**

Attendees in **Bold**

Jeffrey Burton, MD	GLMS IIRC Chair
Steve Houghland, MD	Passport CMO & VP
Jennie Wilbourn	Passport Manager, Provider Network Management
Courtney Kelly	Passport Manager, Provider Network Management
Micah Cain	Passport Behavioral Health Prov Network Management
Patti Sacra	LCKMGMA Practice Representative, ULP
Lindy Lady	KMA Manager, Medical Business Advocacy
Trudy Reister	Guest - Gastroenterology Health Partners
Jessica Williams	GLMS Director, Member & Client Services
Stephanie Woods	GLMS Practice Resource Specialist
Mary Hess	GLMS PEPS Administrative Assistant

<i>Time Marker:</i>		<i>Action Steps</i>
	I. Welcome and Introductions	
	II. Review February 10, 2017 meeting summary Summary approved with no additions or revisions	Summary approved with no additions or revision.
	<p>III. Old Business</p> <p>a) Status of H0049 & H0050 SBIRT Screening Code uploads Courtney Kelly reported she met with Passport's Behavioral Health Director and was notified that H0049, SBIRT code for alcohol and/or drug screening, up to 14 minutes, has been added to the DMS System but a reimbursement rate has not yet been established. Courtney also spoke with Passport's reimbursement department and they are checking to see if anything else has been added. Codes 99408 and 99409 may still be used. H0049 is the only code that has been communicated to Passport's Behavioral Health Director. H0050 was not mentioned in any communication. Stephanie added that the Physician's TAC took H0049 and H0050 to the MAC for approval. She will research to see why the H0050 was not approved. Courtney said she will also follow up about H0050 with DMS.</p> <p>b) Passport Behavioral Health Program Micah Cain stated that Cindy Bundy is no longer with Passport and he is now the Behavioral Health Manager. He stated that if a member needed Behavioral Health Services, the best solution would be to set that person up with a Passport care coordinator. The member can also contact Passport's Behavioral Health Hotline at 1- 855-834-5651. The member will be connected with a case manager who will assist them to find behavioral health providers in their area, and help them to set and track appointments.</p>	Courtney Kelly will follow up with DMS on information for SBIRT Code H0050 and report back at the next meeting.

<p>Micah also reported that his department has been meeting with Behavioral Health Providers in Region 3 and having quarterly meetings with them. Passport can also generate reports that can break down the percentage of members who were seen for Behavioral Health needs and identify whether or not the information was reported to the member's PCP. The department is working on raising that percentage and encouraging behavioral health providers to reach out to the member's PCP. The department can assist both the member and the Behavioral Health provider to connect to the member's PCP. Micah said he has a document with a Behavioral Health Program Overview which he can email to Stephanie.</p> <p>c) GLMS Medicaid Roundtable Follow Up Stephanie and Patti Sacra shared with Jennie the question that was asked at the April Roundtable concerning Code CPT 43520 (Pyloromyotomy). Historically, this procedure has been done as inpatient but the providers at ULP find it acceptable to perform the procedure on an out-patient basis with an observation period. If the procedure is submitted with an observation code, payment is denied.</p> <p>Jennie said she will speak with Anna Page the Director of UM on allowing this code to be used either inpatient or outpatient with an observation period. Dr. Houghland is in the habit of allowing a physician the discretion on a situation such as this, but as Patti said, the system does not allow it. The system may need to be adjusted to allow this to occur. Jennie will discuss the issue with Anna Page, reply to Patti, and share the information with Stephanie at GLMS.</p> <p>d) Letter from GLMS concern Passport & Little Clinic Stephanie shared the letter Dr. Burton had sent to Dr. Houghland on behalf of GLMS members concerning the agreement between Passport and the Little Clinic. The letter expressed the concerns of this agreement being contrary to the "Medical Home" model of healthcare and asked how information would be shared from the Little Clinic to the member's PCP.</p> <p>GLMS or Dr. Burton have not yet received any response to the letter. Jennie Wilbourn will touch base with Dr. Houghland on the letter and report back at the next meeting.</p>	<p><i>Micah Cain will email Stephanie a Behavioral Health Program Overview.</i></p> <p><i>Jennie will speak with Anna Page at Passport to see if Code CPT 43520 can also be used as an outpatient procedure. She will update Patti Sacra and Stephanie at GLMS on the outcome of the conversation.</i></p> <p><i>Jennie will touch base with Dr. Houghland on the letter from GLMS and report back at the next meeting.</i></p>
<p>IV. New Business</p> <p>a) Passport Updates</p> <p>Passport HealthPlan Moving Office Headquarters to West Louisville Jennie shared details on Passport's news of moving its company headquarters to 18th Street and Broadway in Louisville. They have purchased property and hope to break ground this September. When completed, proposed plans call for the medical campus to include a YMCA branch, pharmacy, and grocery. All 500+ Passport employees will be housed at this location. Passport's building will include space on the first floor for community use. Passport Leadership has been working with leaders and residents of the California neighborhood. Passport estimates that approximately 60% of their members live in a 10-mile radius to this location. Estimated completion of the project is 2019 or 2020.</p> <p>New Claims Payment System and Provider Portal Effective October 1, Passport will have a new third party administrator for claims processing. Instead of renting the claims system, Passport will own it and it will be based in-house. This will allow the claims to move faster with greater accuracy, and provide access to representatives in house.</p> <p>Passport will also have a new provider portal October 1. This will be through their</p>	

	<p>partnership with Evolent Health. There will be detailed training sessions onsite in Louisville in mid to late September. So far, two sessions are planned at Norton Women's and Children's Hospital in St. Matthews and one session at the Home of the Innocents. Patti recommended that a session take place onsite for University of Louisville physicians. A change of ID numbers for both providers and groups will occur, however this system will move to more NPI driven information. As details are finalized, the plans for training will be shared with providers.</p> <p>b) Quality Program Bonus Update Jennie reported that plans are being discussed to re-instate the primary care bonus payment program, but there is no information to share at this time.</p> <p>c) Medicaid Enrollment Delays Stephanie asked Jennie and Courtney if they had heard about long delays in Medicaid Provider Enrollments. Courtney said she had spoken with a provider who said it had taken quite some time to get a Medicaid ID number updated. Stephanie shared her experience with sending enrollments. A representative from the state Medicaid office told her it took seven days just for the application to be received, and they are still working on enrollments from February and March. Stephanie asked if a new enrollment was sent directly to Passport, is there a large delay? Jennie said they experience some delay, but not a lengthy delay.</p>	
	<p>V. GLMS Hassle Report Trudy Reister of Gastroenterology Health Partners came to speak about a claim they have dealt with since 2015 where one claim was paid but another was not. Jennie said she would research the issue and contact Trudy very soon. She apologized that she and her practice had experienced this contradiction for such a long time.</p>	<p><i>Jennie will research Hassle #1255 and contact Trudy Reister of Gastroenterology Health Partners in the next few days.</i></p>
	<p>V. Next quarterly Passport IIRC meeting: Friday October 6 – 9 a.m. - GLMS</p>	
	<p>VIII. ADJOURN</p>	