

1	APPEARANCES
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3	TAC Members:
4	Annyln Purdon, Chair
5	Susan Stewart Marlene Reynolds
6	Teudis Perez Evan Reinhardt
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MS. BICKERS: Good morning. 1 2 This is Erin with the Department of 3 Medicaid. It is just now 11 o'clock. We 4 have a few more people coming in from the 5 waiting room so if you want to give it 6 just a moment. 7 As far as committee members go, I have Ellen and Susan. Did I miss 8 9 anyone? 10 MS. PURDON: That's all I see so 11 far. MS. REYNOLDS: Good morning. 12 13 Marlene Reynolds is here as well. 14 MS. BICKERS: Thank you, 15 Marlene. My apologies for missing you. 16 MS. PURDON: I did too. 17 Evan should be coming in here 18 soon. 19 MS. STEWART: (Indiscernible) 20 MS. PURDON: It's that time of 21 year. 22 MS. REYNOLDS: Yes, it most 23 definitely is. 24 MS. BICKERS: The waiting room 25 is cleared. If you want to go ahead and SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington (859) 533-8961 | sworntestimonyky.com

start. I show 3 of 5 so you already have 1 2 a quorum. 3 MS. PURDON: Let me check my 4 email and see if Evan is having problems 5 getting in. 6 MR. REINHARDT: I'm here. 7 Sorry. 8 MS. PURDON: Oh, there you are. 9 Sorry. Okay. We're here. 10 All right. We'll get started. 11 I want to thank everybody for being here today. I will start off with 12 13 introductions. I'm Annlyn Purdon. I am the Executive Director of Hayswood Home 14 15 Health. 16 MR. REINHARDT: Susan, we 17 couldn't hear you there. 18 MS. STEWART: Susan Stewart, CEO 19 of ARH's Home Health Programs. 20 MR. REINHARDT: Good morning, 21 everyone. I'm Evan Reinhardt, Executive 2.2 Director for the Kentucky Home Care 23 Association. 24 MS. REYNOLDS: Good morning. 25 I'm Marlene Reynolds. I'm the Regional SWORN TESTIMONY, PLLC | Frankfort | Louisville Lexington (859) 533-8961 | sworntestimonyky.com

Vice President of LHC Group. 1 2 MS. PURDON: All right. We'll get started with approval of the minutes. 3 4 I believe we have the August 29th meeting 5 to approve. There's a motion? 6 MS. STEWART: I'll make a 7 motion. This is Susan Stewart. MR. REINHARDT: I'll second 8 9 that. MS. PURDON: All in favor? Aye. 10 11 ATTENDEES: Aye. 12 MS. BICKERS: Marlene, your 13 camera has to be on to vote. Thank you. 14 There you are. 15 MS. PURDON: All right. On to 16 old business. If you want to take over 17 that, Evan. 18 MR. REINHARDT: Sure. We are 19 checking in on our previous recommendations related to reimbursement 20 21 rates. So I think last we heard that was 22 still under consideration, so seeing where 23 that is. 24 MS. BICKERS: Oh, I'm sorry Pam. 25 I was just going to give an update on when 5 SWORN TESTIMONY, PLLC | Frankfort | Louisville Lexington (859) 533-8961 | sworntestimonyky.com

they were due. Go ahead. My apologies. 1 2 MS. SMITH: I was just going to say the -- and I don't know, Erin, it may 3 4 make sense for you to give -- to give that 5 first, if you want to do that, or I can --6 or I can respond to that. 7 MS. BICKERS: That's up to you. I was just going to let them know that 8 they weren't actually due for another two 9 weeks and that they were still under 10 11 review, but you told me, so you go for it. 12 MS. SMITH: Well, that leads 13 right into what I was going to say, is that they actually are still under review 14 15 and I don't have any updates. 16 MR. REINHARDT: All right. So 17 same answer for supplies and supplies 18 limits then, Pam, too? 19 MS. SMITH: Yeah. So the other 20 change at the end of that -- the policy 21 change to add supply-only to DME -- so I 2.2 know we did add some supplies that are on 23 the home health fee schedule to the DME 24 fee schedule, but I don't know -- is there 25 more information that you can give, Evan, SWORN TESTIMONY, PLLC

1 on that last comment? So we are trying to 2 expand the availability for individuals to 3 be able to access those supplies, so you 4 are seeing some that are -- a duplicate of 5 some of the supplies that are on the fee 6 schedule for home health that are now 7 showing up on the DME fee schedule. But I 8 believe there was always an overlap with some supplies, but that is direct effort 9 10 to expand access for individuals that were 11 not able to access supplies. MR. REINHARDT: Then the last 12 13 one you are asking about, Pam, the 14 supplies limits bullet? Is that what you 15 are asking for more information on? 16 MS. SMITH: No. The policy 17 change to add supply-only to DME. 18 MR. REINHARDT: Yeah. I think 19 the specific issue there was that only 20 happens on the home health side. So there 21 is some overlap with DME, but for 2.2 supply-only patients, home health was the 23 only, you know, quote unquote, provider, 24 that could support those folks, and our 25 suggestion was to open it to allow DME to SWORN TESTIMONY, PLLC

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serve those individuals.

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2 MS. SMITH: Okay. And I think 3 you will there were some recent updates 4 to the DME fee schedule to cover some of 5 those supplies, so but all of those are 6 still, as Erin said I think that was on 7 a separate track outside of the 8 recommendation that was already in the 9 works and under discussion, so you will 10 get a diff not a different I'm 11 sorry. That was the wrong answer you 12 will get a more detailed response in the 13 reply. But those were going down two 14 parallel paths. And let me add, also 15 it's not on here but just to let you 16 know the pleurx drain and then there was 17 also a foam dressing code, A6213, that 18 covered somehow got missed. That change 19 order has been submitted. I know that 20 pleurx drain we have been talking about 21 for some time, but those change orders 22 have been submitted. 23 And there is another one that is 24 in process of being submitte	-	Serve chose marvidadis.
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	25	

previously on the home health fee 1 2 schedule. The extra-large diapers are on 3 there, but not the extra-large pull-ups. 4 And I think that's T4544. So we are in 5 the process of adding that. So by the 6 next Home Health TAC I should be able to 7 tell you that all of those are on there and you should be able to see them on the 8 9 website. But I know we have been working on them for guite some time. 10 11 MR. REINHARDT: All right. 12 Any other questions from the 13 group on the old business? 14 MS. PURDON: No. 15 MR. REINHARDT: Okay. 16 Ready to move to new business if 17 you are, Annlyn. 18 MS. PURDON: Yes. 19 MR. REINHARDT: All right. 20 And then, Pam, I think this is a 21 question for you related to EVV. We had 22 previously sent over some communication 23 about better understanding what the launch 24 process is going to look like for EVV, and 25 as folks are trying to get connected up SWORN TESTIMONY, PLLC

with Therap, and for those who already 1 2 have a provider and have that provider 3 communicate with Therap get onboarded, I 4 think there are a lot of concerns about 5 that timeline and how long it is going to 6 take. Some folks have heard as long as 7 six months just to get everything squared 8 away with their current provider and Therap, so we just really want to 9 10 emphasize the concern that we might not be 11 able to hit that January 1 deadline. 12 So if there is an opportunity 13 for us to have a soft launch as opposed to 14 getting up and running January 1 and 15 having everything go hard launch, that is 16 something that we would really recommend that DMS consider. 17 18 So don't know if there is any 19 update on EVV for timeline launch and all 20 that kind of stuff. 21 MS. SMITH: So we are having 2.2 weekly town halls with Therap. The next 23 one is going to focus specifically on 24 onboarding. This last town hall, we had 25 more DMS people and project people on the 10 SWORN TESTIMONY, PLLC

meeting than we did home health and 1 2 private duty nursing individuals show up 3 for the town hall. So those are really 4 important. I want to encourage that 5 people attend those, especially beginning 6 next week, we are going to really start 7 covering the onboarding process, looking at the claims. 8 9 I want to also encourage you to 10 make sure your information is up-to-date 11 in Provider Portal. We pulled contact information from Provider Portal and I 12 13 spoke to three or four different providers 14 yesterday, and the individual contact 15 information that was in Provider Portal, 16 those individuals had not been working for 17 the agencies -- for a couple of 18 agencies -- for several months. So we are 19 working on, right now, looking at who has 20 contacted Therap, who we have not heard 21 anything from, making sure that we get in 2.2 to contact with all of the providers. But 23 please, if you've not heard anything from 24 Therap, if you've not returned any of the -- there was a form sent out -- if you 25 11

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1	have not returned that, return that. Or
2	if you have questions, send those in
3	either to the Medicaid public comment box,
4	medicaidpubliccomment@ky.gov, so that we
5	can make all the connections.
6	The $1/1/24$ deadline is a CMS
7	deadline for us that if we do not meet
8	that deadline, then DMS could face
9	significant penalties. So we are working
10	towards meeting that deadline. Does that
11	mean we are not going to provide technical
12	assistance and help the providers?
13	Absolutely not. We are here to help
14	onboard and to help facilitate that
15	process, but I would have you all
16	encourage everyone to attend those
17	meetings.
18	Susan, I see your hand up.
19	MS. STEWART: Yeah. One of the
20	fundamental questions that I can't seem to
21	get an answer on and I'm one of the
22	people that reached out to you yesterday.
23	So you had our contact information wrong.
24	And I kicked it into high gear yesterday
25	and reached out to you and went to the 12
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1 Therap website. 2 But one of the fundamental 3 questions that I can't get an answer to 4 from my EMR vendor or Therap is, is my EMR 5 vendor considered a third party or are 6 they just an EMR? 7 MS. SMITH: Are they an EVV vendor? 8 9 MS. STEWART: I don't think so. 10 MS. SMITH: So, then, they would 11 not be considered a third-party. They 12 have to be an EVV vendor that captures the 13 required data elements for the Cures Act. So that would be the check-in, the 14 15 check-out, the service provided, who is 16 providing it, and the location the service 17 is being provided in. 18 And, Susan, I do appreciate how 19 quickly you responded yesterday when you 20 realized that we did have some incorrect 21 email addresses for some of your all 2.2 staff. 23 MS. STEWART: I kind of was 24 waiting on to see if Therap reached out to 25 me, and yesterday was my deadline to 13 SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington

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1	give them so yesterday, that's when I
2	reached out to you.
3	So you have to be an approved
4	EVV vendor to be considered a third-party,
5	right?
6	MS. SMITH: You have to be
7	yes. You have to be an electronic
8	verification vendor. So you have to be a
9	vendor that does that. There are some
10	EMRs that have that functionality.
11	I believe, we work with Oasis,
12	and there are some home health agencies
13	that use Oasis, but we have a waiver
14	provider that uses Oasis, and they are one
15	of our third-party vendors with personal
16	care services.
17	If you have not who is your
18	EMR? Or if you want to email that to me
19	separate if you don't want to
20	MS. STEWART: I don't care.
21	It's Meditech. There's only three
22	Meditech users in the state of Kentucky
23	and we are all three trying to work
24	together to try to figure out to how to do
25	these the onboarding. Specifically, 14
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the one thing you get when you email the 1 2 kentuckysupport@therap.net, or whatever 3 that email address is. I emailed that 4 yesterday, and got a response back and 5 there is a link embedded in that to go to 6 a form to complete the form. But the very 7 first thing at the top of that are four 8 choices that you have to pick, and we don't know which one to pick at the top of 9 10 those four choices that how it applies to 11 So we're all three in the same boat, us. 12 and it is Meditech. 13 MS. SMITH: Okay. So if you want to reach -- I have it taken down so I 14 15 will have Kelly set up something. We can 16 meet with the three of you all if you want 17 to do a quick Zoom or a Team's meeting and 18 we'll walk through that form with you all. MS. STEWART: 19 Okay. 20 And I did register for a 21 15-minute call with Therap --MS. SMITH: Okay. 22 23 MS. STEWART: A Kentucky person. 24 MS. SMITH: Okay. 25 MS. STEWART: I did register for 15 SWORN TESTIMONY, PLLC

that and that is later on today. 1 So I am 2 hoping that that will help. 3 MS. SMITH: They should. They 4 should. 5 MS. STEWART: I have some IT 6 people joining me for that as well, so. 7 MS. SMITH: If you will let me know after you have that meeting where you 8 all are and if you still have questions, 9 10 then we can set up a separate session. 11 MS. STEWART: Thank you. 12 MS. SMITH: Okay. 13 MS. PURDON: I will tell you my 14 issues. 15 So I have Access and they are an 16 EVV vendor, but they are not signed up 17 with Therap yet, or have a script written. 18 They're in with Sandata and Telus, and 19 there are four or five that they are 20 already in with. So they said, yes, that 21 they will write the script and sign up 2.2 with Telus, but they were like, "We've got 23 people in states we been working six to 24 eight months to write the script, test," 25 and they were like, "There is just no way. 16 SWORN TESTIMONY, PLLC

You can't give us two-and-a-half months." 1 2 And like, contracts, we still 3 have to do contracts with Therap. That 4 has to go through legal. They say, 5 "You've got a month." They are all by 6 itself before they start writing anything. 7 But even worse than that, I've now started weekly meetings with them and 8 she said, "You know, I can't start until I 9 can start," and she said, "I can't start 10 until I have a script in hand to start 11 12 looking at." But Therap won't send that 13 to them until I sign a contract saying 14 that my EVV vendor is already set up and 15 ready to go. So Therap has kind of put 16 the horse before the -- the cart before 17 the horse. Therap needs to give them the 18 script so we can get started. 19 MS. SMITH: And they are going 20 to post this -- but we met about that 21 yesterday -- and they are going to post 22 the interface specs and give those to the 23 provider. 24 So I would have your third-party 25 vendor, or you, reach back out to Therap 17 SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington

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1	and they are going to give those
2	release those so that they have them.
3	MS. PURDON: It's my
4	understanding Therap has had us fill out
5	many forms that they are going to contact
6	and I put the contact information of the
7	Access woman and she said nobody's
8	contacted her, but I will get back with
9	them in our weekly meeting and let them
10	know that it is going to be posted so we
11	can get started.
12	Then, what if they give me, "We
13	can't have this done for six months?"
14	Like, what's going to happen to me
15	January 1 when I am submitting absolutely
16	nothing to Therap because there is no
17	script for me to send them anything?
18	MS. SMITH: So we will address
19	each providers, what is going on I
20	can't answer that. It's going to depend
21	on where we are January 1.
22	So we are I'm not am I
23	going to start issuing corrective action
24	plans the second week of January because
25	people aren't getting all their visits in? 18
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1	No. But I do need it to be an open line
2	of communication and I need to know what
3	is going on.
4	So please, Annlyn, either email
5	me directly, email that Medicaid public
6	comment box, so that we know what is going
7	on, and we know if you are having problems
8	with Therap. I can't address problems
9	with the vendor if I don't know that
10	somebody is trying to contact them and
11	they are not giving them what they need.
12	MS. PURDON: Actually, I wasn't
13	able I had a Hayswood board meeting to
14	attend the last town hall meeting. But I
15	did listen to it. And I noticed, now,
16	they've shut down that you can't ask
17	questions during the session. It's really
18	limiting to the provider.
19	MS. SMITH: We have done that
20	because what we have found is, it is
21	better if we can collect the questions and
22	provide answers in FAQ so that everyone
23	gets the same response. Otherwise what we
24	found is that if there wasn't something in
25	writing, is that people were trying to be 19
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1 helpful, answers were getting changed 2 or -- if you think about the Telephone 3 Game -- so we wanted to make sure and try 4 to prevent that from happening. So that 5 has been happening -- not just on the EVV 6 webinar, but some of our other webinars as 7 well, where we have been collecting the questions through the chat function so 8 that we can provide a comprehensive list 9 10 of those FAQs. 11 MS. PURDON: Okay. 12 So I will email my contract 13 issue because I'm not signing a contract 14 saying that my EVV vendor is all set and 15 ready to go and all these things are met 16 when I know 100 percent it's not. It's 17 not even been started. So that's one 18 issue. 19 And then, another is, I think we 20 need a hard date of when some sort of 21 action will be taken against us, because 2.2 we have started the conversation of coming 23 out of Medicaid. We can't take the chance 24 of losing money, or we are partway through 25 this with Access and then Medicaid is 20

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saying April 1st it has to be ready. 1 It's 2 just not -- we even talked about well, 3 maybe, we will sign up for Therap -- and 4 then we thought, train all of our people 5 for Therap for three months and then turn 6 around and train them for our system? 7 It's just not worth it. We don't get paid enough. Every Medicaid's a loss before we 8 get in the door, so going through all of 9 10 this is just impossible. 11 MS. STEWART: I think that what 12 you are going to see is providers will refuse to take Medicaid patients --13 14 MS. SMITH: So I need you all to 15 remember, this is a CMS requirement. This 16 is a federal requirement. So if we do not 17 enact this, then we, then Medicaid, has 18 penalties. 19 So I need you all, though, to be 20 open to not wait until the TAC. I need to 21 get those emails so that I know what is 2.2 going on. If you all aren't hearing from 23 Therap, I can't fix it if I don't know you 24 are not hearing from Therap or if you have 25 questions. 21

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So I need you to communicate 1 2 either directly with me, use that Medicaid 3 public comment. April Lowery and Laura 4 Presley from my team are both also on this 5 project. 6 MS. STEWART: Is there 7 opportunity for the FAQs to be sent to the association so they can be included in our 8 9 weekly updates we get from them on hot 10 issues? 11 MS. SMITH: We can. We can. 12 So in addition to posting them, 13 I can work with Erin and Kelly and we can 14 get those sent out. We do send those a lot of times to the different associations 15 16 or the TACs so that they also can 17 distribute them. But, yes, we can do 18 that. 19 MR. REINHARDT: That would be 20 great. We would be happy to send them out 21 as soon as we get them. 2.2 MS. STEWART: And Pam, we 23 understand that you are just implementing 24 what is being handed down to you. But I 25 think that we would be amiss if we didn't 22 SWORN TESTIMONY, PLLC Frankfort | Lexington Louisville (859) 533-8961 | sworntestimonyky.com

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1	tell you what truly is going to happen.
2	MS. SMITH: I appreciate that
3	and I do understand this is a very tight
4	timeline. I do. I understand. But just
5	keep those lines of communication open. I
6	can't help unless we work together. It's
7	going to take all of us working together.
8	MR. REINHARDT: We have a few
9	others, too, that we will probably
10	communicate directly with you, Pam, and
11	just try to make sure that you are in the
12	loop on because I had heard from some
13	other folks that Therap hadn't reached out
14	to either, so I'm sure they are at the
15	very beginnings of the whole process, too.
16	So.
17	MS. SMITH: Or it's that email
18	address issue. So if you have not heard
19	from Therap, and Evan, if you or anybody
20	on here wants to communicate to your
21	peers, communicate out to the association
22	members, that if you have not heard from
23	Therap, please send us your make sure
24	we have the current email address, the
25	current contact information, so that we 23
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can make sure that we are sending -- we're 1 2 not sending it to a box that either 3 somebody is not there or it's not getting monitored. 4 5 MR. REINHARDT: We will remind 6 everybody to do that. We just went 7 directly to Therap and got -- I think they had a link that they wanted everybody to 8 9 click. 10 MS. SMITH: There was a form --11 I think it was a Jot Form was the term for the form to be used, to collect some of 12 that information. Yes. 13 14 MR. REINHARDT: We sent all of 15 that information out so hopefully people, 16 at least, have gotten that taken care of 17 if they've had a chance to do that. 18 I don't have anything else on 19 that one, Annlyn, unless you have 20 anything. 21 MS. PURDON: I have so many 2.2 things, but I don't know if we will cover 23 it in this. 24 I don't know. I quess we will 25 just start there. I think it is going to 24 SWORN TESTIMONY, PLLC Frankfort | Lexington Louisville (859)

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1	be a very serious situation quickly. So.
2	All right. We will start there.
3	I guess our next thing is
4	supply-only Medicare denial requests.
5	MR. REINHARDT: Yeah. This
6	topic came up here recently. And I think
7	this has come up from time-to-time and
8	here, most recently, we have communicated
9	with WellCare on this. Teudis and others
10	have had several different iterations of
11	this with the various MCOs, but they are
12	requesting a Medicare denial for a
13	supply-only patient and, you know, there
14	is some sort of paperwork they want done
15	on the front end, and I believe that it
16	shouldn't be necessary to get that denial
17	to be able to bill.
18	So I wanted to raise that up and
19	see if any of the MCOs or Medicaid can
20	speak to that.
21	Teudis, am I capturing that
22	correctly? I think I saw you on the call
23	a minute ago.
24	MR. PEREZ: Yes.
25	MR. OWEN: Evan? This is Stuart 25
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1	Owen with WellCare. Good morning.
2	MR. REINHARDT: Good morning.
3	MR. OWEN: Yeah. We have
4	huddled on this internally, had a meeting,
5	and we are looking at it. And from what I
6	understand, yes, there's actually, in that
7	scenario, there is, I think it is called a
8	condition code that you indicate on a
9	claim that would denote that regarding
10	Medicare status. So we are looking into
11	that, and we think that there might be an
12	issue because of an attachment, I think,
13	that has to be provided and that we
14	actually might have an issue regarding
15	that because there is an attachment, if I
16	understand correctly.
17	But long story short, we met
18	yesterday yesterday or Friday
19	regarding this, so we do think there is an
20	issue. Just want to let you know and we
21	are definitely making it a high priority.
22	Looking at it right now.
23	MR. REINHARDT: All right. We
24	appreciate you taking a look and whatever
25	we can do to help, let us know. You've 26
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got all of the info from our side for now. 1 2 MR. OWEN: I know we had an 3 email from you, and I will respond back to 4 that as well, related to the Kentucky Home 5 Care Association. It's on there, so I 6 will definitely be communicating with you 7 regarding this. MR. REINHARDT: All right. 8 Any other MCOs or Annlyn have 9 10 anything else on that? 11 MS. PURDON: I don't. In the past we have discovered 12 the 12 in box 18 that normally works, that 13 sometimes we still have to contact our 14 15 provider reps and have it resent back for 16 review. Sometimes it takes a while, but 17 we normally get them fixed. 18 MR. REINHARDT: They don't 19 expect the denial to be a part of that, or 20 they do? 21 MS. PURDON: In the past, for 22 us, they haven't. I mean we have had that 23 where we've had to go back to our provider 24 reps to get it --25 MR. REINHARDT: Right. 27 SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington

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1 MS. PURDON: -- reprocessed and 2 corrected. It's one that pops up every 3 few years. A system update, I guess, and 4 then whatever settings was there gets 5 kicked out and then it's requesting the 6 Medicare denial again. 7 All right. So are we ready for general discussion? 8 9 MR. REINHARDT: Yep. 10 MS. PURDON: Any updates from 11 the MCOs? 12 HUMANA REPRESENTATIVE: Yeah. Ι 13 guess Humana can start. Can you all hear 14 me? 15 ATTENDEES: Yes. 16 HUMANA REPRESENTATIVE: Okay. 17 So I just wanted to first point 18 out -- I wouldn't say we're having any 19 like -- there's no real billing issues, 20 but I just wanted to kind of share some of 21 the things that we are seeing, at least, 22 on our claims, that have led to denials. 23 The top four is tied to 24 unregistered MPIs -- so your billing MPIs, 25 your attending MPIs, your rendering MPIs, 28 SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington

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1	and then also taxonomy codes. Your
2	billing taxonomy, rendering, your
3	attending taxonomy codes. Most of the
4	time a provider is registered with more
5	than one MPI or more than one taxonomy,
6	and they just bill with the wrong one
7	that's not applicable for home health. So
8	we've seen that.
9	And also where the MPI render or
10	taxonomy question is no longer active. So
11	those are some of the things that we have
12	seen.
13	We've also seen situations where
14	a missing EOB, where these are
15	dual-covered members, member has both
16	Humana Medicaid and a Medicare plan, there
17	is no EOB information from the primary
18	insurance. So we have seen claim denials
19	on that.
20	And then the last one, which is
21	consistent, I think, with our last meeting
22	that we had, and that is where diagnosis
23	codes are not always consistent with the
24	gender of the member.
25	That's what Humana found.
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I'll just report as 1 MR. OWEN: 2 far as issues, it's kind of what we were 3 just talking about. I recently pulled 4 auth data -- authorizations. We were at 5 98.59 percent approval of home health 6 authorization requests, so no issue there. 7 And I did see that our top denial reason with claims is duplicate 8 claim. So I don't know if that's helpful. 9 10 And then, just the issue that 11 you brought up, Evan. That's the only 12 other thing that I was going to mention. 13 MR. REINHARDT: Thank you. 14 AETNA REPRESENTATIVE: This is 15 Crystal with Aetna. Can you hear me? 16 MS. PURDON: Yes. 17 MS. REYNOLDS: Yes. 18 AETNA REPRESENTATIVE: Okay. 19 I'm having a little bit of trouble with my 20 mic. 21 We don't have any issues that 22 have been identified within our system or 23 anything like that to report. 24 The only denials that we are 25 seeing currently come through, appears to 30 SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington (859) 533-8961 | sworntestimonyky.com

1	be I believe it was Humana that was
2	just speaking it's more related to the
3	MPI and taxonomy. Either a made has
4	latched in the system and it's no longer
5	active or the taxonomy doesn't match the
6	file that we have.
7	Just those types of denials is
8	kind of what we see trending.
9	MS. PAGE: Hi. Good afternoon.
10	This Anna Page from Passport.
11	We see the same on denials from
12	a claims perspective.
13	I've not heard of any issues,
14	other than, every now and then, we'll get
15	an isolated issue from a UM perspective.
16	No issues there either.
17	We have a very, very low denial
18	rate and, generally, if cases are denied,
19	it's due to lack of information, and we
20	try to reach out to the providers to get
21	additional clinical information to support
22	the additional visits.
23	MS. PURDON: Was that all of the
24	MCOs? Do we have Anthem? Is that who we
25	haven't heard from? 31
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1 MR. REINHARDT: Anthem and 2 United. 3 MS. PURDON: Okay. 4 MS. KRAMER: Hey. This is 5 Jennifer Kramer with Anthem. I'm still 6 learning how to use the Zoom on new 7 Windows 11, so I apologize. It took a 8 little bit to get the mute button. 9 I'm not seeing any trending 10 issues or anything at this time with 11 Anthem. I've looked around through everywhere and it looks like if something 12 13 comes across to us, it's been onesie or twosie little issues that we have been 14 15 able to take care of pretty quickly. If anybody has anything, you are 16 welcome to send over to me and I will 17 18 promptly review it. 19 Are you guys able to hear me 20 because I do have microphone issues as 21 well. 22 MS. PURDON: Yes. We heard you. 23 MS. KRAMER: Okay, good. Thank 24 you. 25 MS. PURDON: Anybody with United 32 SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington (859) 533-8961 | sworntestimonyky.com

on? 1 2 I guess we will move on. Any updates from DMS? 3 4 MS. SMITH: I think we have 5 covered probably the majority of them 6 there. 7 And I just found out that there is actually a webinar -- or a town hall --8 9 for EVV tomorrow. As of right now, we 10 have nine people registered for that. So 11 I am having somebody send me the link and I'm going to post that in the chat so that 12 13 you all have that to pass on to other individuals. 14 15 MS. PURDON: Thank you. 16 MS. ROWLEY: Pam, I've got the 17 link. You've got it now, or I can post 18 it. Just let me know. 19 MS. SMITH: Thank you, April. 20 MS. ROWLEY: I'm posting it 21 right now. 22 MS. BICKERS: And I will copy 23 that out of the chat and email it out to 24 the TAC after the meeting as well. 25 MS. PURDON: Thank you. 33 SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington (859) 533-8961 | sworntestimonyky.com

All right. Are we on to any 1 2 recommendations? 3 MR. REINHARDT: Yeah. I think a discussion based on where we were with EVV 4 5 and the significant amount of work needed 6 to be done to hit that January 1 deadline. 7 Just recommending any and all flexibility DMS can provide giving providers and their 8 vendors time to reach a state of 9 compliance so that was the thought at this 10 11 point. I don't know if anybody has any additional detail to add to that, but we 12 13 would just recommend that DMS utilizes 14 that flexibility to the best of their 15 ability. 16 MS. PURDON: I second that. Ι 17 don't know if we are making official 18 recommendations, but I second that. 19 MS. STEWART: I third it. 20 MS. PURDON: All right. 21 I don't know if that's anything 22 we need to vote on. Are we making an 23 official recommendation? 24 MR. REINHARDT: We may as well 25 make it official. So we have a 34 SWORN TESTIMONY, PLLC

recommendation and a second and just have 1 2 everybody vote. 3 ATTENDEES: Aye. 4 MS. PURDON: All right. 5 Anything from Susan and the MAC? Is she 6 on mute? 7 Then I guess the next meeting is August the 15th unless there is anything 8 9 else. 10 MS. STEWART: The next meeting 11 can't be August the 15th. MS. REYNOLDS: We are going 12 13 backwards. 14 MS. PURDON: That is very true. 15 Then I don't know when the next meeting 16 is. 17 MS. BICKERS: My apologies for 18 not catching that. I think your next one 19 is on the 19th, on my birthday. Yeah. The 19th. December 19th. 20 21 Evan, do you mind following up 2.2 that recommendation in writing for me, 23 please? This is Erin. 24 MR. REINHARDT: No problem. 25 Happy to do it. Apologies about that. 35 SWORN TESTIMONY, PLLC Frankfort | Louisville Lexington (859) 533-8961 | sworntestimonyky.com

1 December 19th is our next meeting. 2 MS. BICKERS: Sorry I didn't 3 catch that error before posting that either. 4 5 MS. PURDON: I was just willing 6 to go right along with it. 7 MS. STEWART: See? EVV has made 8 us crazy. 9 MS. PURDON: No doubt. 10 All right. Well, I guess we are 11 adjourned. 12 Thank you everybody for 13 attending and the comments and the discussion. 14 15 MR. OWEN: Everybody have a good 16 rest of the day. 17 MR. REINHARDT: Take care. 18 19 20 21 22 23 24 25 36 SWORN TESTIMONY, PLLC Lexington | Frankfort | Louisville (859) 533-8961 | sworntestimonyky.com

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3	CERTIFICATE
4	
5	I, STEFANIE SWEET, Certified Verbatim
6	Reporter and Registered CART Provider - Master,
7	hereby certify that the foregoing record
8	represents the original record of the Technical
9	Advisory Committee meeting; the record is an
10	accurate and complete recording of the
11	proceeding; and a transcript of this record has
12	been produced and delivered to the Department
13	of Medicaid Services.
14	Dated this 20th day of October, 2023
15	
16	/s/ Stefanie Sweet
17	Stefanie Sweet, CVR, RCP-M
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