

The Advisor

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INSIDE THIS ISSUE

1. Monthly Musings
2. ECS Team Spotlight
3. Tips from the Team
4. Announcement from CGS
5. Availability Increases Functionality
6. UHC KanCare Update



Monthly Musings

By Sarah Hanna, CEO

“How You Doin’?”

Remember Joey Tribbiani on the NBC comedy “Friends?” This catchphrase of his always made me laugh. Aside from the comedy of it, as principals of the organization we should be asking ourselves “How you doin’?” as a leader. I asked this question of myself and decided to send out a survey about my performance. I’m not going to lie; it was scary, enlightening and humbling.

I used the 360-degree feedback survey format. I found it to be a good source of questions in gaining information on my effectiveness as a leader. I chose to use Survey Monkey as my vehicle for the delivery of the survey to everyone on my staff and I made it completely anonymous.

If you decide to join me in the survey experience, to ensure that your staff gives you their true opinions, they need to feel safe in their ability to be truthful in their opinions without fear of repercussions. You also need to be the person who can hear the good, bad and the ugly and use it to improve and not “search” out those who made comments that hurt your ego. Ego is the enemy, and it must be “checked” at the door. This information helps you to know where you stand based on your employee’s perceptions and their insights on areas that need professional development.

If you chose to accept the challenge, you will find that it is never easy to receive negative responses regarding your performance. One tip that worked for me was to read the information multiple times to help me move from the emotional to the logical/analytical response when reviewing the scores/comments. Be honest with yourself about your weaknesses, do some “business soul searching” and take this information to enhance your leadership abilities. By listening to your team, you will improve your overall performance and have a better understanding of what is needed from you as the leader of your organization.

ECS North Team Spotlight

ECS North is proud to introduce you to a very valuable member of our team...Abbey Luzader.

Abbey joined the ECS team in October 2009. She is a Senior Account Manager where her primary responsibilities are working closely with her clients managing their revenue cycle. She works with payers and her team to maximize revenue opportunities to increase collections.

Abbey has 2 children - Lex who is 14 and Dharma who is 18. She also has 2 pets. An adopted deaf American Bulldog named River and a cat named Darla. Abbey said jokingly that sometimes she will confuse her daughter's name of Dharma with the cat's name of Darla when yelling at one or the other. When she is not working or being a "chauffeur to her children, Abbey loves to be outdoors as much as possible in her free time. When the weather turns cold and limits her outdoor activities, you can find her in the kitchen baking.

One of Abbey's favorite family traditions occurs at Christmas. Her extended family lives far away so on Christmas Eve she will make a big international themed dinner. Then they will do a fun family activity such as bowling, board games, or going to the movies. After, they will open gifts that her family sent.

She stated that her favorite part of working at ECS North is that each day is never the same. New challenges present themselves and she works with a great team who collaborate toward a common goal of taking care of the clients.

When asked what her funniest moment at ECS North was, she said for 11 years out of force of habit she has parked in the same spot in the company parking lot. Every evening she will walk out and turn right to go to her car. There have been a few occasions when she has parked in other spots that are right in front of her, but she still turns right. She then will stand looking at the empty space wondering where her car is. She always laughs when she realizes she parked somewhere else and then at what other's must be thinking when they see her standing looking at an empty parking spot.

Abbey had this to say about why she loves working at ECS North:

"Over the years as a team we have made amazing strides together. I'm so fortunate to be part of and help lead such an inspiring, progressive, and enthusiastic group of individuals."

Meet Abbey!
ECS North's
October EOM



Abbey Luzader

Tips from the Team

*From Milissa Kummerer -
Medical Documentation Department Supervisor*

Did you know that expired CMNs/SWOs make up 35% of held revenue for providers on average? I know...shocking right?! After 15 years managing the ECS North Medical Documentation Department, the one thing I have learned is that documentation requires diligence and persistence. I have worked extensively with my team to abide by a strict protocol for following up on the medical documentation after the request has been sent to the referral. This requires various forms of communication: email, e-fax, phone and in extenuating circumstances at the request of the physician good old fashion "snail mail."

This of course is not for the "faint of heart." Not just anyone can be successful in this position. I look for people with the following characteristics:

- Good communication skills,
- Able to build relationships with referral sources,
- Ability to unwaveringly follow process protocols and follow up timeframes,
- Firm understanding of product coverage criteria,
- Strong comprehension of chart notes

Just to name a few.

Part of the 35% that is being tied up in the held revenue numbers are due to recertification CMNs. Monitoring the recertification CMNs is an area that seems to be missed in the industry. By sitting in held revenue, the ramifications can vary and include some of the following:

- They are sometimes tied to expiring prior authorizations and are needed to obtain a reauthorization,
- They quickly become a bottleneck for payments, and
- Recert CMNS can turn into write offs if claims are held for an expired CMN beyond the payer's timely filing limit.

There are more "tricks of the trade" that I can share with you and if you need our help, ECS North is here for you. Feel free to reach me at: mkummerer@ecsbillingnorth.com and let's get your held revenue turned into cash.

Milissa answers the question:

"What's holding my money up?"



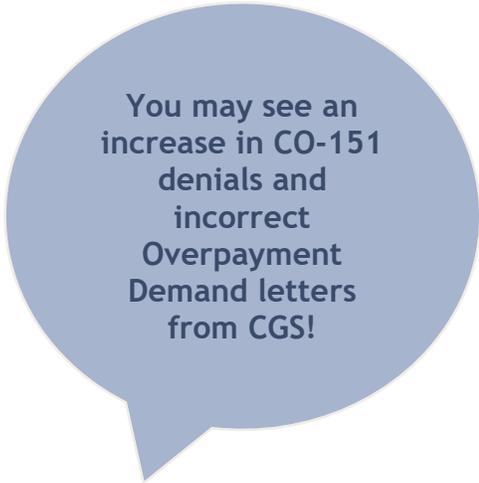
Milissa Kummerer

CGS Announces Claims Processing Error

CGS announced that they are aware of a claim payment issue that has caused several claims to be processed incorrectly, denying with Reason Code CO-151, due to an issue with the Medically Unlikely Edit (MUE) files. CGS recently became aware that in addition to the impact to initial claims, there is also an impact to claim adjustments that were initiated or in process on 9/23/20 or 9/24/20. These adjustments may have been the result of a reopening request, appeals request, CARES Act adjustment, or any other reason that a claim would normally be adjusted. The affected adjustments have also denied with Reason Code CO-151.

In the case of many of these adjustments because the initial claim had been paid, the now denied adjustment has automatically created an overpayment situation. You may incorrectly receive overpayment demand letters or immediate offsets regarding these claims. Note that not all CO-151 denials were processed incorrectly.

CGS is working on a solution to resolve this issue as quickly as possible, although they have not currently provided a timeframe for when all the claims and adjustments will be corrected. At this time, CGS stated that there is NO need to take any action regarding the affected claims, adjustments, or overpayments.



You may see an increase in CO-151 denials and incorrect Overpayment Demand letters from CGS!

Availity Increases Functionality

Availity has increased workflow options with Anthem and affiliated plans to allow for submission of both solicited and unsolicited documentation attachments. Each Availity user will need to have the “Medical Attachments” role enabled in order to utilize this functionality. This enhancement will allow for faster turnaround time on claims with corresponding attachments. In addition, providers will now be able to track in real time the documents that were submitted and be able to reference proof of submission in comparison to mail or fax options.

KanCare October Updates

October has brought many updates and training opportunities for our UHC Kansas clients. UHC will providing a two part, Fall All MCO Webinar Training on October 21st. The first session of the webinar will be reviewing; eligibility verification, determining coverage, claim billing/management, reconsiderations, appeals and with special focus on the new pharmacy prior authorizations and external independent third-party review. The second part of the webinar will focus of KDHE policy. UHC will also be providing a UHC KanCare 101 Webinar by Mona Hull on October 28th. To register for either of these webinars, please contact your provider advocate to receive an invitation.

UHC is also making a couple changes to their provider portal, LINK. They are launching a new multi-factor authentication requirement upon logging into Link. With this new change coming, this is a great opportunity to update/verify the contact information in your accounts to avoid any interruptions. Without a valid phone number or email, you will not be able to pass the new authentication process. If this were to happen to your account, you will have to reach out the support team at 1-855-819-5909 or optumsupport@optum.com. As you might have already noticed, as of 10/05/2020 the Eligibility Link has been replaced with Eligibility and Benefits and the Claims Link has been replaced by Claim Status and Follow Up.

UHC has made one final update during October and that is regarding prior authorizations. As of 10/01/2020, UHC has updated their requirements for Kansas Medicaid. An updated of items that require prior authorization can be found by utilizing the following link, [UHC Prior Authorization](#). As a reminder, please also note that UHC no longer accepts prior authorization via fax.

Kansas Medicaid did not release any new bulletins for October. However, there were several September bulletins that were released. If you have not yet had the opportunity to review those yet, all bulletins and COVID 19 updates can be found from KMAP (<https://www.kmap-state-ks.us/Public/provider.asp>).

KanCare Provider Portal launching multi-factor authentication.

UPDATE/VERIFY YOUR CONTACT INFORMATION TO AVOID INTERUPPTIONS!!

