

Integrated Managed Care: Regional Rapid Response Calls

The Health Care Authority (HCA) invites you to participate in Rapid Response Calls related to the implementation of Integrated Managed Care.

PURPOSE:

The purpose of these calls is to respond to emerging systemic issues or questions needing immediate attention or resolution. Our goal is to provide support for issues arising from the implementation of Integrated Managed Care in affected regions.

LOGISTICS:

Beginning January 2, 2019, HCA will have set call-in times for each 2019 implementation region. Key players will be on the phone to answer questions, work to address issues, or set up necessary follow-up meetings. ***See page 2 for the call schedule by region.***

While issues may not always be resolved during the call, it is the place to bring forward questions or concerns. The group can then determine a rapid response plan, which could include follow-up calls/emails/technical assistance, etc.

Please note: *These calls are **not** the appropriate venue for providers to bring forward: individual contract questions; claims inquiries; disputes with a single health plan; or issues unrelated to integration.*

AGENDA:

The standing agenda for these calls will be as follows:

- Roll Call by Organization
- Client Eligibility or Client Enrollment Issues
- Provider encounter/claims/billing/authorization questions or issues
- Crisis System Check-in
- Opportunity for any other topics

Examples of questions/issues:

- *We are seeing a group of clients whose ProviderOne eligibility seems incorrect. What do we do, and who do we reach out to for help?*
- *We are having a problem accessing interpreters for a client. Can we get some technical assistance?*
- *We submitted claims to MCOs yesterday who denied them all due to errors. Who can help us figure out how to fix them?*
- *We are trying to refer clients to providers outside our region and they won't accept the referral. What should we do?*
- *We saw a non-Medicaid client who needs a specific services and navigate some complexities with serving them. Who can work with us on this?*
- *We need help at the juvenile justice center finding out which MCO a youth will be assigned to upon release. How do we find this out?*
- *As the Ombuds, I have been seeing similar issues being reported in a large-than-usual volume. I want to bring it to the attention of the group.*

REGIONAL CALL SCHEDULE:

<u>Monday</u> (Core Group*)		<u>Tuesday</u> (Core Group*)		<u>Wednesday</u> (Extended Group**)		<u>Thursday</u> (Extended group**)		<u>Friday</u> (Core Group*)	
Pierce	8:30 – 9:00	King	8:30 – 9:00	Pierce	8:30 – 9:00	King	8:30 – 9:00	Pierce	8:30 – 9:00
Gr. Columbia & Klickitat	9:00 – 9:30	North Sound	9:00 – 9:30	Gr. Columbia & Klickitat	9:00 – 9:30	North Sound	9:00 – 9:30	Gr. Columbia & Klickitat	9:00 – 9:30
Spokane	9:30 – 10:00			Spokane	9:30 – 10:00	Okanogan	9:30 – 10:00	Spokane	9:30 – 10:00

***Core Group Participants:**

HCA
 Managed Care Organizations (MCOs)
 Accountable Community of Health (ACH) Representatives
 Behavioral Health Providers
 Behavioral Health Administrative Services Organization (BH-ASO)

**** Extended Group/ Early Warning Systems Participants:**

HCA
 MCOs
 ACH
 BH Providers
 BH- ASO
 Ombuds
 PH Providers
 Criminal Justice

WEEKEND CALL SCHEDULE WITH CORE GROUPS - JANUARY 5/6 AND JANUARY 12/13 AND EXTENDED DURING JANUARY AS NEEDED

<u>Saturday</u>		<u>Sunday</u>	
Pierce	8:30 – 9:00	King	8:30 – 9:00
Spokane	9:00 – 9:30	North Sound	9:00 – 9:30
Gr. Columbia & Klickitat	9:30 – 10:00		