



Therapy Services Forum Summary

January 7, 2011

Beth Kidder, Bureau Chief of Medicaid Services
John Loar, Therapy Services Program Analyst

Facilitator
Co-Facilitator

Other Medicaid Services Staff Present:

Mike Bolin, AHC Administrator
Judy Taylor-Fischer, Program Administrator

Acute Care Services
Child Health Services

Other Agency Staff Present:

Melanie Brown-Woofter, Chief
Laura Rumph, Manager
Jennifer Barrett, Program Administrator
Lee Peacock, Operations Review Specialist

Health Systems Development
Managed Health Care
Third Party Liability
Third Party Liability

Attendees:

- MeMe Smith
- Susanne Shin
- Laura Rumph
- Gary Reid
- Jennie Norris
- Lain Lopez
- Alisa Snow
- Kovee Schutt
- Pilar Alsiro
- Roberta Neves
- Chris Snow
- Daiana Lopez
- Jan Wooten
- Kathy Reep
- Linda Beeman
- Lydia Reid
- Cheryl Collins
- Larry Gonzalez
- Carol Burch
- Carol Greewood
- Renee Jenkins
- Amy Gomez
- Laurie Ann Brooks
- Roberta Neves
- Stephanie Spinelli
- Laura Maynard
- Susan Horuiath
- Bill Spinelli
- Paula DiBenedetto
- Diane LoCastro
- Courtney Swilley

Agenda Items:

Therapy Services Program Updates:

Web Page Updates:

- Updated Utilization Management Program section.
- Added the *Future Therapy Forums* section which includes the scheduled dates for the rest of the year:
 - March 25, 2011
 - June 24, 2011
 - September 16, 2011
 - December 9, 2011
- Updated the *Past Therapy Forums Summaries* section.
- Added the Summary of Services to the *Useful Links* section.

Third Party Liability Claims:

- Location 54, which is the location that third party claims are sent when they are in a pending status, should be cleared out by January 14, 2011.
UPDATE The claims have been cleared out of location 54 and are no longer pending.
- The TPL unit has set up additional standards and guidelines that the TPL vendor will have to follow to ensure the volume of claims in suspense is kept to a minimal amount.
- The TPL unit is instructing the vendor that no claim can be in location 54 for more than 30 days.
- Dan Roy is the lead on the TPL clear out and he can be contacted for any kind of TPL emergency or claim issue involving TPL.
 - Email: Daniel.Roy@ahca.myflorida.com
 - Phone: 352-840-5747
- Jennifer Barrett can also be contacted for TPL issues.
 - Email: Jennifer.Barrett@ahca.myflorida.com
 - Phone: 850-412-4137

NCCI Implementation:

- The National Correct Coding Initiative was implemented October 1, 2011.
- An exception process was created to allow for speech therapy code 92507 and 92508 to be billed according to current Florida Medicaid policy.
- The exception process requires reports to be submitted to Centers for Medicare and Medicaid Services indefinitely.
- Medicaid will revisit the current Florida Medicaid policy for 92507 and 92508 in the future to determine if these codes will remain billable in 15-minute increments or move to an untimed service in accordance with NCCI policy.
- Same day evaluations and treatments are not payable according to NCCI.

Utilization Management:

Overview

- Began the utilization management program in November 2011.
- Held three trainings in November via call-in.
- The Utilization Management Provider Self Training is available on the Web site.
- There is also a frequently asked questions list available on the Web site.
- Notifications have been sent out to 24 providers.
- These 24 providers included speech and physical therapy providers.

- Only one provider has not responded and that provider will be referred to Medicaid Program Integrity.
- Notification letters will be sent to providers at the address listed on their provider file with the fiscal agent. Please make sure these addresses are up to date as failure to respond will result in a referral to Medicaid Program Integrity for a comprehensive review.

Prescription

- According to the Therapy Services Handbook, the doctor's prescription must include the frequency and duration.
- A question was raised as to whether or not the plan of care would satisfy the frequency and duration requirement of the prescription. AHCA is reviewing this question and will issue a clarifying statement in the future via a provider alert and Web page announcement.
- A question was raised as to whether the diagnosis code is required. The diagnosis code is required in the plan of care. Only the diagnosis is required on the physician prescription.

Quality Improvement Organization (QIO) Contract:

- We are in the process of procuring the contract for the Quality Improvement Organization.
- Therapy will not require prior-authorization before July 1, 2011.

HMO Activities

- Sanctions were recently levied against HMOs.
- HMOs will also be required to send in a corrective action plan.
- The Bureau of Managed Health Care will be doing follow-up audits as well.
- Providers who are having problems with particular health plans can contact Laura Rumph of the Bureau of Managed Health Care at:
Laura.Rumph@ahca.myflorida.com.

Wrap-Up:

- Future therapy forums:
 - March 25, 2011
 - June 24, 2011
 - September 16, 2011
 - December 9, 2011
- AHCA will request agenda items for the next therapy forum. Suggestions for agenda items should be sent to the Therapy Services mailbox at:
Therapy_Services@ahca.myflorida.com.
- We encourage provider participation in filling out questionnaires as we plan future forums. Questionnaires were filled out by 15 of the 31 providers who attended.