



Therapy Services Forum Summary

September 1, 2010

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

Facilitator
Co-Facilitator

Other Agency Staff Present:

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

Acute Care Services
Child Health Services

Attendees:

- Tom Roberton
- Doug Stafford
- Jennie Norris
- Sara Reese
- Howard Adams
- Bob Asztalos
- Jeanne Rainey
- Chris Snow
- Tina Hoover
- Lydia Reid
- Anne Swerlick
- Kathy Reep
- Kevin Johnson
- Meme Smith
- Roberta Neves
- Kovee Schutt
- Jean Thomas
- Toni Large
- Debora Oliveira
- Tammy Smith
- Robi Olmstead
- Gary Reid
- Evelyn Dowey
- Sidney Scarborough
- Stuart Meaux
- Alain Lopez
- Lisa Scott
- Courtney Swilley
- Laura Rumph
- Linda Beeman
- Alisa Snow
- Stephanie Roberts
- Martha Edenfield
- Renee Jenkins
- Deborah Campbell

Agenda Items:

Therapy Services Program Updates:

- The updated Medicaid Therapy Services Web page was introduced as the one stop shop for all things related to the Therapy Services program.
- Providers are encouraged to visit the updated Medicaid Therapy Services Web page frequently for new information at:
<http://ahca.myflorida.com/Medicaid/childhealthservices/therapyserv/index.shtml>.
- Some of the information now available on the Web page includes:
 - Provider Alert sign up
 - Link to the Florida Medicaid Therapy Services Handbook
 - Link to the Florida Medicaid Provider General Handbook
 - Link to the Florida Medicaid Provider Reimbursement Handbook
 - Therapy Services Public Forum Announcements
 - Contact information for local Medicaid area offices

Third Party Liability Claims:

- The TPL attachment issue with claims has been resolved.

- The backlog of claims is being worked as quickly as possible. There have been additional resources added to this process in order to resolve the backlog.
- Daniel Roy is listed as the TPL process expert and can be contacted at #352-840-5747 if provider issues have not been resolved.
- Non-Medicare TPL claims must be received within 12 months from the date of service or six months from the date of third party insurance payment or denial.
- The filing limit for Medicare claims crossing over to Medicaid is the greater of 36 months from the date of service or 12 months from the Medicare's adjudication date, whichever is later.
- Providers should make sure to include the cover sheet generated by the EDI Web site.

Utilization Management:

- Florida Medicaid will begin implementing a utilization management process with a target start date in October 2010.
- Utilization Management Process:
 - The review process will utilize a retrospective claims review on physical, speech, and occupational therapy claims.
 - Medicaid will request a small number of claims records from providers.
 - Both providers and claims records will be selected randomly.
 - The random selection process will identify claims by the treating provider.
 - Claims will be reviewed by a Florida Medicaid consultant licensed in the type of therapy corresponding to the discipline of the identified provider.
 - Florida Medicaid will request that providers void claims where deficiencies are cited by the reviewers.
 - This review process will not extrapolate claims when recouping funds, however, if deficiencies are referred to Medicaid Program Integrity (MPI), MPI can extrapolate based on a sufficient sample size.
 - A checklist will be posted online as a guideline for claims. The checklist is not a required form, but is available to assist providers with record keeping.
- Trainings on what to expect with the process will be made available.
 - Training dates, times and locations will be posted on the Medicaid Therapy Services Web page.
 - Additionally, a Provider Alert will be sent out to announce the training dates.
- Questions about the Utilization Management Process can be sent to: Therapy_Services@ahca.myflorida.com.
 - These questions will not be responded to directly, but will be compiled into a frequently asked questions list that will be posted to the Medicaid Therapy Services Web page.

Quality Improvement Organization (QIO) Contract:

- The Invitation to Negotiate (ITN) to procure the contract for inpatient hospital and home health prior authorization is currently being bid, so information that can be disclosed on the ITN is limited.

- The new contract resulting from this bid will include prior authorization of therapy services.
- The ITN can be accessed online at:
http://myflorida.com/apps/vbs/vbs_www.ad.view_ad?advertisement_key_num=88415.
- Medicaid Therapy Services is scheduled to require prior authorization as early as April 2011.
- Therapy evaluations will not require prior authorization.
- There should be some type of phase in process for recipients who are currently authorized.
- Respiratory therapy is not scheduled for prior authorization.
- Providers will not need to have a contract with the QIO vendor.
- Home and Community Based Waivers (e.g., Developmental Disabilities, Aged/Disabled Adult) are not included in the process.
- Children's Medical Services will be included unless the child is in a Health Maintenance Organization, Provider Service Network, or is eligible through Title XXI.
- The prior-authorization is for recipients who are fee-for-service.
- QIO vendor will not be involved with payments to providers and will have no financial incentives to deny services.
- Authorizations will be based on medical necessity guidelines set forth in the Medicaid Therapy Services Coverage and Limitations Handbook.
- Only a physician can deny, reduce or terminate services.
- ITN currently requires prior-authorization requests to be completed by therapist reviewers licensed in the discipline in which they are reviewing.
- The vendor awarded the QIO contract will be invited to future forums to speak on the contract.
- It is recommended that providers take part in the trainings when they become available.
- The anticipated term of the resulting contract is October 1, 2010 – June 30, 2014.
- In accordance with Section 287.057(14), Florida Statutes, the contract resulting from this solicitation may be renewed for a period that may not exceed three (3) years or the term of the resulting original contract, whichever period is longer.

Wrap-Up:

- Future forums will be scheduled for a Thursday or Friday.
- The next forum date will be posted on the Medicaid Therapy Services Web page along with tentative forum dates for calendar year 2011.
- Future forums will be coordinated with the Florida Hospital Association public forums.