

**PCS Stakeholder Meeting**  
Kirby Building – Conference Room 297 (Dix Campus)  
1985 Umstead Drive  
Raleigh, NC 27603-2001

**Agenda**

8/21/14

1:00pm to 3:00pm EST

- 1) Welcome
- 2) Reports
  - a) Liberty Health Care
    - i) PCS 4<sup>th</sup> Quarter Regional Trainings Reminder
- 3) DMA PCS Program Updates
  - a) Payment Adjustment Plan
  - b) Release of Additional Hours Update
  - c) NCTracks Analytics
  - d) Plan of Care Rollout
  - e) Provider Manual Rollout
- 4) Reports from Other Divisions
  - a) DAAS
  - b) DHSR
  - c) DMH/DD/SAS
- 5) Provider Q&A
- 6) Next Steps
- 7) Adjourn

**Minutes**

1) Welcome:

DMA thanked all stakeholder group members for attending and reminded stakeholders of the Question Submission Process and that potential subjects or questions for discussion should be sent at least three days prior to the meeting. The relevant section of the announcement is reposted below.

Stakeholders should submit questions through the PCS mailbox at [PCS\\_Program\\_Questions@dhhs.nc.gov](mailto:PCS_Program_Questions@dhhs.nc.gov). Items and concerns you would like addressed during the stakeholder meetings should be submitted at least three days in advance of the regularly scheduled meetings with a notation "FOR STAKEHOLDER MEETING."

2) Reports:

Liberty Healthcare NC:

Liberty shared a Review of the Regional Training Schedule now posted on the Provider Portal and the Liberty Website <http://www.nc-pcs.com/training-announcement/>

**PCS Stakeholders are encouraged to submit potential topics to be discussed at Upcoming Regional Training via the PCS Email**

**[PCS\\_Program\\_Questions@dhhs.nc.gov](mailto:PCS_Program_Questions@dhhs.nc.gov) or Liberty Customer Support Email NC-Iasupport@libertyhealth.com**

Viebridge:

No Specific Reports.

3) DMA PCS Program Updates

a. Payment Adjustment Plan

i. Name Change

1. *DMA explained that the process that had previously been named Recoupment/Repayment has been altered to more accurately reflect the process. As presented in the August 20<sup>th</sup>, 2014 Webinar available on the Liberty <http://www.nc-pcs.com/training/> and PCS Webpages <http://www.ncdhhs.gov/dma/pcs/pas.html> with a full Recording.*

ii. Summary of Manual Check Process

1. *DMA explained that those providers that wish to manually repay the balance owed to DMA, they may do so by sending a check to the DMA Lockbox Address:*

**Miscellaneous Medicaid Payments**

**PO Box 602885**

**Charlotte, NC 28260-2885**

iii. Notification of Balance owed

1. *DMA indicated that notification letters to providers indicating their balance owed and each of the payment adjustment periods would be distributed to providers prior to the first Payment Adjustment check write on September 9<sup>th</sup>.*

b. Release of Additional Hours Update

i. General Notice to Providers

1. *In preparation for the upcoming Payment Adjustment scheduled to begin with the September 9, 2014 check write, The Division of Medical Assistance (DMA) would like to ensure that all requests submitted for additional safeguards per N.C. Session Law 2013-306 have been processed. In efforts to ensure beneficiaries are awarded safeguards and providers have the ability to appropriately bill for services provided; DMA would like to inform providers of scenarios that may have impacted the processing of requests for additional safeguards mandated by the session law. Beneficiaries and providers who have experienced these scenarios and have not received notification of award or received an award with an incorrect effective date are advised to contact the PCS Program immediately for Resolution.*

ii. Change of Provider (COP) requests that processed after beneficiary submitted Change of Status (COS) for additional safeguards

1. *DMA indicated that all of these cases have been Resolved, Previous providers of beneficiaries who received additional*

*safeguards were notified of authorization (Mailed Monday 8/18/14)*

iii. Change of Status (COS) submitted for beneficiary when there was an active work flow on file (Appeal, COP, Billing Provider Number Change, etc)

1. *DMA indicated that these scenarios may cause additional safeguards not to process or process for an incorrect effective date.*

iv. Release of Change of Status (COS) Notifications that processed as annuals (April 28<sup>th</sup>, 2014)

1. *DMA indicated that assessments released at this time may not have recalculated for additional safeguards during the release.*

v. Additional Safeguards authorization effective date overrode beneficiaries Maintenance of Service (MOS)

c. NCTracks Analytics

i. Short Review of NCTracks processing since July 2013

1. *DMA distributed handouts of the NCTracks statistical analysis. Copy will be posted to the PCS Webpage <http://www.ncdhhs.gov/dma/pcs/pas.html> along with these minutes.*

d. Plan of Care Rollout

i. Demo of POC

1. *DMA indicated that it was the intention of DMA and Viebridge to provide a demonstration of the electronic Plan of Care tool at the October Regional Trainings held by Liberty Healthcare.*

ii. POC Stakeholder Group Meetings

1. *DMA indicated that the PCS Stakeholder POC group would begin meeting again in early October.*

e. Provider Manual Rollout

i. Electronic Format

1. *DMA outlined the aims of the Provider Manual in providing a living guidance operations manual for PC's Providers that will provide walkthrough instructions for Billing, Requests, Change of Status, and other important PCS functions.*

ii. Distribution

1. *DMA indicated that the Provider Manual was expected to be available at the October Regional Trainings.*

4) Reports from Other Divisions

a. DAAS

i. *No specific updates*

b. DHSR

i. *No specific updates*

c. DMH/DD/SAS

i. *No specific updates*

5) Provider Q&A

- a. When will the Letter Notifying a Provider of their balance due be distributed?
  - i. *DMA indicated that the Notification letters would be distributed to Providers prior to the September 9<sup>th</sup> check write.*
- b. Will the Letter Notifying a Provider of their Balance due include the individual Payment Adjustment amounts for each check write?
  - i. *DMA indicated that Yes, each payment adjustment would be individually listed on the Notification Letter.*
- c. What is the format of the Plan of Care Tool?
  - i. *DMA indicated that the electronic Plan of Care Tool will initially resemble the Assessment results and will include some auto fill options. The full demo will be displayed at the October Regional Trainings and discussed by the Stakeholder POC Workgroup.*
- d. Will the Provider Manual be Collaborative? What services and programs will it cover?
  - i. *DMA indicated that the Provider Manual will be PCS Policy focused but will include elements where PCS interacts with other agencies or authorities; ex. PASRR.*

6) Next Meeting: September 18<sup>th</sup>, 2014: 1:00pm to 3:00pm EST in Kirby 297