

# Private Hospital Directed Payment (PHDP) Information Exchange Forum



L.A. Care  
HEALTH PLAN®

For All of L.A.

**Call-In #: 1-855-749-4750**

**Access Code: 660 625 404**

Everyone is automatically **muted**...  
Please communicate via the **CHAT** feature

A screenshot of a meeting control bar. It features four buttons: 'Participants' (with a person icon), 'Chat' (with a speech bubble icon), 'Recorder' (with a circular icon), and 'Notes' (with a document icon). A red arrow points from the left towards the 'Chat' button. Below the buttons is a text input field with the placeholder text 'Please type your question/comment here and click "Send".' and a 'Send' button to its right.

Participants Chat Recorder Notes

Please type your question/comment here and click "Send".

Send

*We will begin promptly at 9:10 A.M.*

# Agenda

## 1. Introduction

*Provider Network Management, Engagement and Strategy (Communications)*

- Quick introduction to personnel involved with the Private Hospital Directed Payment Program (PHDP) initiative here at L.A. Care Health Plan (L.A. Care).

## 2. Brief overview of materials previously disseminated.

*James Alvarez, Program Manager, Enterprise Quality Management*

- August 29, 2018 – PHDP Letter
  - sFTP accessibility
  - PHDP background
  - Timeline

## 3. Error remediation designation

*Greg White, Director, Healthcare Analytics*

## 4. Q&A forum



# PHDP Communications

*James Alvarez, Program Manager, Enterprise Quality Management*



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# sFTP Access

*James Alvarez, Program Manager, Enterprise Quality Management*



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# L.A. Care sFTP Access

- A Secure Connection Credentials (PGP) using an sFTP protocol must be established to send and receive encounter data. To do this, L.A. Care will need a static IP address that we will use to grant permissions to the site. If you do not currently have one, your Internet provider should be able to set one up for you.
- **Once you have the static IP address, contact your L.A. Care Account Manager and please do the following:**
  - 1. Provide the static IP address**
  - 2. Provide the contact information for the POC who will be responsible for sending and receiving the Encounter data on the sFTP site**
- Once received, credentials to access the sFTP site will be granted to your POC and we will verify that: **1)** your ability to send data on the sFTP site and **2)** it can be accessed by L.A. Care.



# PHDP Background

*James Alvarez, Program Manager, Enterprise Quality Management*



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# PHDP Background Information

DHCS is splitting State Fiscal Year (SFY) 17/18 into two (2) phases:

- **Phase 1:**

- Service period: July 01, 2017 – December 31, 2017
- Encounters due to DHCS: December 31, 2018
- Estimated payment to Plans: September 2019

- **Phase 2:**

- Service period: January 01, 2018 – June 30, 2018
- Encounters due to DHCS: June 30, 2019
- Estimated payment to Plans: March 2020



# L.A. Care Timeline

*James Alvarez, Program Manager, Enterprise Quality Management*



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# L.A. Care Timeline

Timeline	Task
<p><b>Between now and 10/31/2018</b> (Hospitals to audit and submit encounters.)</p>	<p>Hospitals will complete internal analysis between hospital's encounter data and what DHCS provided to hospital. Hospitals are encouraged to exhibit due diligence by conducting thorough internal encounter analysis before submission to L.A. Care to ensure that the data received and eventually sent to DHCS for the determination of payment is updated and accurate. Hospitals should follow normal business processes to submit withheld and remediated encounter data.</p> <p>As an additional resource, please reference the PHDP Program toolkit to ensure the successful submission of encounter data.</p> <p>To accommodate turnaround times for claims and encounter data processing, Hospitals should strive to ensure all claims have been submitted by 10/31/2018.</p>
<p><b>09/10/2018 – 10/31/2018</b> (L.A. Care to troubleshoot problems with Hospitals and Plan Partners)</p>	<p>Plan Partners can request assistance from their assigned L.A. Care Plan Partner Analyst to resolve encounter data problems that they could not resolve themselves.</p> <p>Hospitals that submit encounter data directly to L.A. Care can participate in weekly PHDP calls host to obtain more information and remediation assistance, hosted by L.A. Care's Enterprise Shared Services department.</p> <p>Note: L.A. Care will attempt to conduct encounter analysis support on a first-come, first-serve basis and cannot guarantee we will get to all submissions should they be sent towards the end of the deadline. Therefore, we recommend that hospitals begin submitting their encounters as soon as possible to allow for sufficient review and remediation time.</p>
<p><b>11/01/2018 – 11/30/2018</b> (L.A. Care to assist Hospitals with remediated resubmissions.)</p>	<p>Should L.A. Care receive hospital encounter submissions timely, and pursuant to the volume of submissions from our private hospital network, we will, to the best of our ability, review and provide hospitals with feedback regarding what encounter data needs to be remediated. Resubmissions will only be accepted until 11/30/18.</p> <p>Note: Hospital encounter submission does not guarantee encounter analysis by L.A. Care and we encourage hospitals to perform a thorough encounter analysis to capture missing data and remediate before submission.</p>



# Error Remediation

*Greg White, Director, Healthcare Analytics*



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# Error Remediation Designation

837 Institutional		Percent Distribution	
Error Code	Primary action by	All	H10614
H10614	L.A. Care	75.825%	Excluded
H51082	TBD	8.244%	34.102%
H51000	TBD	2.794%	11.558%
H51102	TBD	2.525%	10.444%
H51106	TBD	1.957%	8.095%
B31107	L.A. Care	1.948%	8.059%
H51086	TBD	1.860%	7.693%
H54271	TBD	1.071%	4.429%
H25370	L.A. Care	0.874%	3.615%
H20759	TBD	0.472%	1.953%
H20760	TBD	0.470%	1.946%
H51061	TBD	0.454%	1.879%
H11204	TBD	0.348%	1.440%
H20204	TBD	0.342%	1.415%
H25376	TBD	0.330%	1.364%
H20205	TBD	0.252%	1.041%
H46465	L.A. Care	0.234%	0.968%
		100.000%	
<b>Total without H10614</b>		<b>24.175%</b>	<b>100.000%</b>



# Q&A Forum



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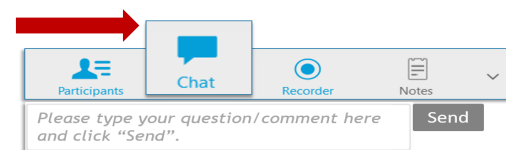
A screenshot of a meeting control bar. It features four main buttons: 'Participants' (with a person icon), 'Chat' (with a speech bubble icon), 'Recorder' (with a microphone icon), and 'Notes' (with a document icon). A red arrow points from the left towards the 'Chat' button. Below the buttons is a text input field containing the text: "Please type your question/comment here and click 'Send'." and a 'Send' button.

# Questions?



- At this time, please use the chat function to submit your questions in regards to Error Remediation Designation.
- We will take a moment to review the submissions before answering.

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feature





- If there are any questions we are not able to address during this forum, we will prepare and distribute a “Frequently Asked Questions” (FAQ) sheet after this meeting.
- Complex questions will be addressed by the appropriate subject matter expert.
- As a reminder, all questions related to PHDP should be sent to [PNMProjects@lacare.org](mailto:PNMProjects@lacare.org).



**THANK  
YOU!**

