

# Private Hospital Directed Payment (PHDP) Check-In Call



L.A. Care  
HEALTH PLAN®

For All of L.A.

Thursday, January 9, 2020

All participants are **muted** upon entry...  
Please communicate via the **CHAT** feature

A screenshot of a meeting control bar. A red arrow points to the 'Chat' button, which is highlighted. The bar contains buttons for 'Participants', 'Chat', 'Recorder', and 'Notes'. Below the bar is a text input field with a 'Send' button.

Participants Chat Recorder Notes

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

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# Agenda

- 1. Introduction & Meeting Purpose**  
*James Alvarez, Program Manager, Enterprise Quality Management*
- 2. PHDP Webinar Schedule**  
*James Alvarez, Program Manager, Enterprise Quality Management*
- 3. Combined Hospital & Plan Partner Meeting**  
*James Alvarez, Program Manager, Enterprise Quality Management*
- 4. Encounter Rejection File Remediation**  
*James Alvarez, Program Manager, Enterprise Quality Management*
- 5. Contract Flagging Schedule**  
*Christopher Legaspi, Business Analyst III, Provider Network Management*
- 6. Issues within Volume Chart**  
*Christopher Legaspi, Business Analyst III, Provider Network Management*
- 7. Questions & Answers (Q&A)**



# PHDP Webinar Schedule

*James Alvarez, Program Manager, Enterprise Quality Management*



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# PHDP Webinar Schedule

- For 2020, we will be conducting our PHDP Webinar series on a monthly basis as opposed to the bi-weekly schedule.
- February's webinar will take place on Thursday, February 6<sup>th</sup>, from 10:00 am to 11:00 am. A "Save-the-Date" will be sent one week before the meeting.

# Combined Hospital & Plan Partner Meeting

*James Alvarez, Program Manager, Enterprise Quality Management*



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# Combined Hospital & Plan Partner Meeting

- L.A. Care will be hosting an on-site, combined Hospital & Plan Partner meeting on Thursday, February 27<sup>th</sup> from 10:00 am to 12:00 pm.
- The purpose of this meeting is to provide a forum for Hospitals & Plan Partners to discuss business processes, clarify timelines, and answer questions. Further information regarding this meeting will be provided in early February.

# Encounter Rejection File Remediation

*James Alvarez, Program Manager, Enterprise Quality Management*



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# Encounter Rejection File Remediation

- We are currently reviewing the rejected encounter data and will be preparing the files for this service period.
- No ETC for when the files will be sent out.
- A timeline, along with additional information will be provided in our next PHDP Check-in Webinar- Thursday, February 6<sup>th</sup>.
- As a reminder, we will send a “Save-the-Date” one week before the meeting.



# Contract Flagging Schedule

*Christopher Legaspi, Business Analyst III, Provider Network Management*



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# Contract Flagging Schedule

- L.A. Care received the FY1819 Phase 1 First Pass data set from DHCS.
- Portions of the volume chart were distributed to Plan Partners in late December for those records assigned to the Plan Partners.
- L.A. Care is in receipt of the volume chart from the Plan Partners. L.A. Care is reviewing. Once finalized, those various volume charts and the records assigned directly to L.A. Care will be compiled and distributed to Hospitals, with a target date of January 10th.
- Hospitals will need to review and validate the contract status listed in the volume charts sent by L.A. Care. If you disagree with the values listed in the Final Contract Status column, then Hospitals will need to work with the applicable Plan to remediate the discrepancy.
- Hospitals and the assigned Plan, identified in the “Plan Partner” column, will need to get in contact and remediate those issues.
  - This must be completed by January 17th, to allow all Plan Partners and L.A. Care time to compile updates and prepare for submission to the DHCS by January 24th.

# Issues within the Volume Chart

*Christopher Legaspi, Business Analyst III, Provider Network Management*



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# Issues within the Volume Chart

- L.A. Care experienced an issue in identifying the Plan Partner for ~68,000 records (1%). This issue appears to be randomly distributed amongst all Hospitals. L.A. Care's IT is currently working to resolve the issue.
- With this issue being known, L.A. Care will continue to compile all of the information from the Plan Partners and L.A. Care, in order to distribute volume charts to the hospitals.
- For those records with the Plan Partner identified, hospitals should continue to process and flag those records as in previous iterations.
- For those records where the Plan Partner is not identified, hospitals may review and input the contract status to the best of their ability. If possible, linking those records within the volume chart to billing systems should allow the identification of the responsible payors.

# Issues within the Volume Chart

- Regarding the records assigned to Blue Shield, L.A. Care experienced issues with the intake of ~30,000 records (0.5%) received from Blue Shield, and are working to resolve the issue.
  - These records will be present within the volume chart sent to each hospital, but will not contain a Plan or Final Contract Status. Please submit the contract status for these records to the applicable Plan, as hospitals will not have a Plan Contract Status to review and agree/disagree with.
- Separately, L.A. Care will be in contact with DHCS regarding both issues and for guidance on how to approach these records for this phase.

# Questions and Answers (Q&A)



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As a reminder, please send any PHDP-related inquiries to [PNMProjects@lacare.org](mailto:PNMProjects@lacare.org)

**THANK  
YOU!**

