

# Private Hospital Directed Payment (PHDP) Information Exchange Forum



L.A. Care  
HEALTH PLAN®

For All of L.A.

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

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 camera 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)*

## 2. Brief overview of most recent PHDP-related communication

*James Alvarez, Program Manager, Enterprise Quality Management*

- September 21, 2018 – Accepted/Rejected Encounter Files
  - sFTP access
  - 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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- September 21, 2018
  - Accepted Encounter Files – Sent via secure email by Eric Tietz
  - Rejected Encounter Files – Sent via secure email by Eric Tietz

Please note: this is a one-time occurrence, and we continue to encourage your organization to work with your designated Account Manager to setup sFTP for future file transfers regarding PHDP.

# sFTP Access

*James Alvarez, Program Manager, Enterprise Quality Management*



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# L.A. Care sFTP Access

- In order to set up an sFTP account with L.A. Care, contact your L.A. Care Account Manager with the following information:
  - 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.



# Questions pertaining to sFTP Access

Question	Answer
<b>You just sent me the approved and rejected files of DHCS data, so why do I need an sFTP site with L.A. Care?</b>	You don't need the sFTP site setup if you don't plan on sending L.A. Care any Excel file data that you need our help with.
<b>We've already got an sFTP site setup so why do we need another?</b>	Existing sFTP sites are used to programmatically upload 837 data into our claims and encounter systems and cannot be used for the PHDP project.
<b>Our company has their own security policy so why can't L.A. Care access our sFTP site to obtain the Excel data file?</b>	Since L.A. Care is responsible for submitting data to DHCS, we need to ensure the data received from an IP address is authenticated within the L.A. Care network.



# 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

Error Code	Error description	% of error pool	Primary action by
H10614	Local codes must not be submitted	75.8%	L.A. Care
H51082	ICD-10 code must be coded to the highest specificity.	8.2%	TBD
H51000	The Procedure Code is not a valid CPT or HCPCS Code for this Date of Service.	2.8%	TBD
H51102	Invalid NUBC Revenue Code	2.5%	TBD
H51106	Invalid NUBC Condition Code.	2.0%	TBD
B31107	The 'Service Date' must be within the 'Statement Dates'.	1.9%	L.A. Care
H51086	ICD9 Code is not valid, must be coded to the highest number of digits possible (4th or 5th digit).	1.9%	TBD
H54271	ICD-10 Codes can not be duplicated.	1.1%	TBD
H25370	Telephone/FAX number in PER must be exactly 10 positions long. The value provided is too short.	0.9%	L.A. Care
H20759	NDC Code value is too long. Must be a 5-4-2 formatted code. Spaces and hyphens are not allowed.	0.5%	TBD
H20760	NDC Code value is too short. Must be a 5-4-2 formatted code without the hyphens (11 digits only).	0.5%	TBD
H51061	Procedure Modifier is not a valid CPT or HCPCS Modifier Code	0.5%	TBD
H11204	Invalid X12 syntax for data elements	0.3%	TBD
H20204	Code Value not valid in this HIPAA implementation.	0.3%	TBD
H25376	The Entity's State is required when the address is in the USA, including its territories, or Canada.	0.3%	TBD
H20205	Incomplete X12 loop (Example: Billing TAX ID missing, missing diagnosis codes)	0.3%	TBD
H46465	Admission Date (DTP-01=435) was not expected because this claim is not for Inpatient Services.	0.2%	L.A. Care

# Q&A Forum



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Send

# Questions?



- At this time, please use the chat function to submit your questions regarding 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!**

