

Therapy WorkGroup Open Meeting Minutes
MAY 5, 2005
Little Rock, AR

I. Meeting began at 10:10 am

A. Marilyn Strickland, Assistant Director of Medical Services

Marilyn introduced herself, representatives from associations, DDTCS, EDS, and Medicaid. She provided "housekeeping rules" related to the Blue Flame Room. Medicaid fairness act passed by regulators. Arkansas Medicaid attorneys are working to get that in Medicaid manual with guidelines to be in compliance with new law. Provider has right to appeal in addition to Medicaid participants. Marilyn believes this will take necessity of peer review process since providers can appeal. Therapy Tests Lists- promulgation delayed due to Medicaid Fairness Act; probably through Aug./Sept. Will still look at new test via work groups and AFMC will be informed of new tests that are approved by the workgroup..

II. EDS:

A. Sheila Gifford and Alisa Logan

B. Jonathon Weigt .-

Introduced Sheila and Alisa- over provider relations.

1. People who process claim, send RA to providers.
2. When providers call PAC (provider assistance), they are calling EDS.
3. (3 hr. workshops) They are working as "trainers" now.- provide trainings/workshops for new providers or new billing personnel. Next scheduled workshop is on June 16th and 17th in Little Rock expo or Military Museum. Call your representative or Jonathon for details.
 1. 3 Reps travel the state. They have email addresses that can be accessed through web site. www.medicaid.state.ar.us
 2. Several different "help desks" at EDS. There used to be different phone numbers to access different departments- now they are all accessed through the PAC # (501-376-2211 or 800-457-4454.)
 3. Question: How soon can emails be responded to? Providers are to get a response within 4 days. Hot issues to Gail Mathman (374-6609 ext 486) or Shelia Gifford (374-6609 ext 389). Enrollment issues to Alisa Logan at ext. 496.
 4. Question: Where do licensures get mailed? New address effect January 2005 is PO Box 8105, Little Rock 72203-8105 or fax 501-374-0549.
 5. Website will clarify enrollment of providers. State and EDS are working together to increase timelines for getting provider numbers/contracts back out to providers.
 6. Billing Concerns: Reviewed therapy reference form for billing to EDS.
 7. Newsletter: Have a web-site that publishes newsletters from EDS, Software updates, etc.
 8. www.medcaid.state.ar.us Click on provider. You can check eligibility there, file claims, etc., billing tips, Site is updated quarterly.
 9. Concerns with therapist enrollment- Marilyn stated that this will be researched and addressed at length for the fall open meeting agenda.

III. MMCS:

A. Peggy Starling-Manager for provider relations for Medicaid Managed Care, a subsidiary of AFMC.

B. Teresa Homes- Senior Provider Representative

- C. They work with PCP's and their referrals.
 - 1. **PCP issues up-dates:** They have talked with PCP's about reason for referrals and what to expect from providers. MD's don't mind referring if they have seen patient. Otherwise, they do not want to refer. PCP's with 300 kids on case load are met with quarterly by MMCS. Call them if you have problems with PCP related to referrals. Have a newsletter that goes out to PCP's quarterly. Beginning to have regional meetings. Questions from meeting will be on website. Meetings address PCP responsibilities. 501-375-1200 is the number to provider services representatives. Tell operator your county and they will forward you to your rep. Extension 629: is for Peggy, Ext. 628 is for Teresa. OR pstarling@afmc.org. Can request to be put on MMCS mailing list to receive newsletters and updates.

IV. ACCOUNTS RECEIVABLE:

A. Preston Williams

- 1. **Recoupment process concerns:** Wait until RA for recoupment is best. If you send a check, make sure all claim information is on it. (use "Explanation of Check Referral" form. Attach explanation of recoupment letter.) 501-682-6592, prefer email at Preston.Williams@arkansas.gov. Make sure a subject is included on email or it will go through spam filter.

V. THERAPY WORKGROUP ISSUES

A. Jarrod McClain (AFMC):

- 1. Retro review is not going away. PA is not coming back. Do not send money to AFMC for recoupments
- 2. **AFMC Web-page up-dated:** has 5-6 updates in the FAQ section. There are Medicaid manual links on AFMC web-site. (www.afmc.org). Call Jarrod if you need help navigating AFMC web-site. AFMC is working to establish a secure web-site where providers can check status of claims. Send control number to Jarrod for now. Medicaid fairness act is slowing down web-site progress.
- 3. **Maintenance flow sheet:** on web-site now and is officially in use.
- 4. **Language algorithm:** on web-site to assist therapists with direction on languages
- 5. **Therapy chart request reference pages:** AFMC receives data from Medicaid for audit selections. If you don't receive request for records, call Jarrod to confirm you don't have any audits.
- 6. **Review status form to be on line, hopefully later this year:** . Call Jarrod for questions involving past or existing interviews. Need child's name or AFMC control number and dates of service. Will research and help providers where we can
- 7. **Reconsideration of signatures:** Signatures are registered. Therapists are doing better with documentation, registering signature, etc. Signature requirements are through Medicaid not AFMC. Follow instructions on denial letters or pending decision letters.
- 8. **Medicaid Fairness Act 1758** can be researched on legislature web-site. Jarrod is asking for word changes on "pending decision" letters. Therapists still asking for time lines, fairness act will create some delays in AFMC responses due to AFMC being in compliance with fairness act.
- 9. **Letter changes-wording changes and new changes coming:** Asking for word changes on pending decision letters.
- 10. **Supervision of assistants clarification:** A therapy session must be observed by the supervising therapist once every 30 days for each licensed assistant. Supervising therapist still needs to review all documentation and sign each progress note page.

- 11. IEP changes-** AFMC needs **pages 1 & 2 of the IFSP/IPP/IEP, and goals and objectives:** . IEP changes: Jarod knows there has been changes. All AFMC needs is page 1, 2, and therapy plan goals/objectives and signature page. Keep lines of communication open with Jarrod. He will work with you.
- B. Julia Washburn (OT Association):**
1. Call Arkansas State Medical Board for OT licensure questions.
 2. Maintenance flow chart on AROTA and AFMC web-sites.
 3. Number of audits per SFY – AFMC will audit a child one time per discipline per state fiscal year.
 4. Use of assistants: make sure you also comply with the OT practice act. OT should meet onsite with COTA 1 hour once every 40 hour week. Supervising OT should meet with COTA caseload once per month.
- C. Beth Stamp and Debbie Ashworth (PT Association)**
1. **Continued communication between Medicaid, AFMC, and providers:** good responses from Medicaid and AFMC; Happy to be a liaison for PT's in field to workgroup.
 2. **Minutes from meetings posted on web-site (providers access to it):** no membership required, although encouraged.
 3. **PTA Supervision:** Medicaid requirements are more restrictive than PT Act, therefore must follow Medicaid regulations. Clarify that supervising therapists keep a log of when they observed assistant and with what child- in the event Medicaid/AFMC ask for it in review. Need to write a progress note when observing stating observation and progress noted.
 4. **Promulgation of the list of tests with preparation for newer tests:** Lists of tests have raised concern about who can give tests. As long as you are qualified to administer a test, either discipline (PT or OT) can give tests.
 5. **Scheduling of open training for therapists in NW Arkansas:** Northwest Arkansas will have provider workshops. Shelly to cover.
 6. **Working on combining some of the requirements for DDS with Medicaid for children birth to three.**
 7. **Supervisory chart to show providers how to keep track of when they supervised their PTA's and the child**
 8. **Revised DMS-640 form on November 1, 2004:** Any prescription after Nov. 1, 2004 must be on new form.
 9. Maintenance flow chart on website with link to Medicaid
- D. Cheri Stevensen and Shelly Wier (ST Association)**
1. **IQ scores requirements age changes:** less than 9 no IQ required. Be thorough on descriptions as to why child needs therapy
 1. **ST flow chart for making decisions is available on web**
 2. **Review the need for a thorough narrative portion of a language evaluation (much improved)**
 3. **Promulgation of the lists of tests-going process and plans for the future:** If you get a new test, really like it, email Cheri or Shelly with information. Tests will be reviewed every 6 months. Algorithm for IQ issues is on AFMC website. Cheri@accessschools.org can request algorithm from Cheri. Does take 2-3 days to respond
 4. **Trainings set up with Shelly, Tony, and AFMC:** Training on June 20th at Jones Center in Springdale. Trainings are 5 hours – 9:00am – 3:00pm. Focus on A-Z billing, EDS. Target audience is public school personnel- therapist/billing. There will be 2 more trainings scheduled this summer.

5. **IEP changes:** Public schools removed objective requirement, but Medicaid still needs them- can be on separate forms. Shelly's email is swier@ar.easterseals.com. You can email her and get on her list served, where she will keep folks up to date on trainings, etc.

E. **Regina Davenport (represent DDS)**

F. **Sharon Mitchell (Early Intervention State Coordinator)**

G. **Ben Wiley (3-5 Education and Training Consultant)**

1. **Ben addressed changes in IPP and how it will affect therapists:** new IDEA goes into effect July 1, 2005. DDS/DOE does not have regulations yet- expect by December. New law does away with behavioral objectives. 3-5 will keep specific objectives.

2. Students who don't take statewide standardized test require objectives, as well as, all children reimbursed by Medicaid.

VII. QUESTIONS AND CLOSE MEETING:

Marilyn encouraged folks to send suggestions for agenda items to associations or Medicaid