

Early Childhood Intervention

Big
Changes
Are
Coming



These things are happening

- Program income will be from billing for services provided
- State ECI office will give smaller grants
- No reimbursement for uncollected billings

Without proper management, these things could happen

- Financial Deficits
- Decreased staff and family satisfaction
- Perception of lost culture or true lost culture

You Must Manage

**Your Agency's Internal
Processes**

**State System
Expectations**

**Ongoing Interactions with
Managed Care
Companies**



Critical Responsibility

Working With Managed Care Companies

- ❑ Finding Your True Costs and Negotiating a Fair Rate
- ❑ Understanding and Communicating Contract Requirements to Staff
- ❑ Managing Productivity
- ❑ Getting Approval, Billing and Successfully Collecting



RESOURCES

ECI Committee's Billing Committee's Video on Best Billing Practices

Texas Council's Readiness Guide

Managed Care Companies Provider Complaint Process

State Provider Complaint Process

Sample Reports and Tracking Mechanisms from Other Providers

Consultants on Billing, Dashboards, Productivity

Collaborations

Billing Systems



STATE of TEXAS ACCESS REFORM



Medicaid Managed Care

*Note:
HHSC manages
all Medicaid
health plan
contracts.*

Statewide Expansion Is Underway

All Counties Will Be in Managed Care Areas
In March 2012

Expansion Study clear states, Managed Care savings are from changing client health care utilization patterns, **not from reducing payments to providers.**

TEXAS  STAR
PROGRAM

STAR+PLUS
PROGRAM
Your Health Plan ■ Your Choice

STAR Health

 CHIP



Check the
TMHP website
for each child to
find the correct
Program and
the **HMO**

How is ECI changing in
relation to managed care?

ECI: Children Enrolled in Managed Care

9/1/11

- Therapists enroll independently as providers with TMHP.* MCO may require therapists to go through a credentialing process.
- **PT, OT, and ST evaluations are billed to MCO.**
- **Nutrition, audiology and counseling services are billed to MCO.**
- TCM services are billed to TMHP.
- SST services are reported in TKIDS and billed by DARS ECI.
- Ongoing PT, OT and ST services are reported in TKIDS and billed by DARS ECI.

10/1/11

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- SST services are billed to THMP under same provider enrollment as ECI/TCM enrollment
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3/1/12

- **March 1, 2012*NEW MCO areas and NEW MCOs**
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How do ECI providers become
active partners with health
plans?

Get Smart

Quantify Challenges
Create Relationships



Get Smart

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Create Relationships

It takes a lot to get paid.

Contract Negotiation

Credentialing

Authorization

Billing

Appeals

Payment

Contract Negotiation = 30-90 days

- HMO sends template for review
- Provider reviews contract language and rates and proposes changes
- HMO review of changes and sends revised template
- Provider signs contract, with Board approval if required
- HMO conducts a facility site review
- HMO signs contract once credentialing thresholds are met
- HMO loads fee schedule into system

It takes a lot to get paid.

Credentialing and Loading = 45-120 days

- HMO sends credentialing information, requirements vary by HMO
- Provider complies with requirements and sends in necessary information
- HMO reviews and sends to credentialing committee if required
- Agency or individual provider is credentialed
- HMO loads agency or provider into system, or Center loads agency or provider into system

Billing and Payment = 30-180 days

- Provider requests and receives preauthorization, if required
- Provider provides service, documents and bills
- HMO adjudicates clean claim as paid, denied or pended within 30 days
- HMO rejects unclean claim within 30 days
- Provider appeals denials, pends or rejections to HMO
- HMO reviews appeals and makes a determination to pay or deny
- Provider appeals to HHSC if necessary

Get Smart
Quantify Challenges
Create Relationships

Get to Know the HMOs.

Do your research

Set up meetings

Collect business
cards

Educate the HMOs on ECI.

Program Philosophy

Specialized Services

Purpose of General
Revenue

Get Informed, Stay Informed

HHSC Medicaid and CHIP Managed Care Services RFP

<http://www.hhsc.state.tx.us/contract/529120002/announcements.sh>

HHSC Managed Care Initiatives

<http://www.hhsc.state.tx.us/medicaid/MMC-Proposals.shtml>

HHSC Calendar of Client Education Sessions

www.txmedicaidevents.com

Provider Training and Information

http://www.tmhp.com/Pages/PCCM/PCCM_Home.aspx