DHS — Oregon Department of Human Services

Aging and People with Disabilities

Presented by: Provider Relations Unit and Central Office Staff

OREGON ACCESS HCW PROVIDER ENROLLMENT ENHANCEMENTS

GOALS & REASONS FOR CHANGE

High-level federal compliance goals

Relationship to other IT projects
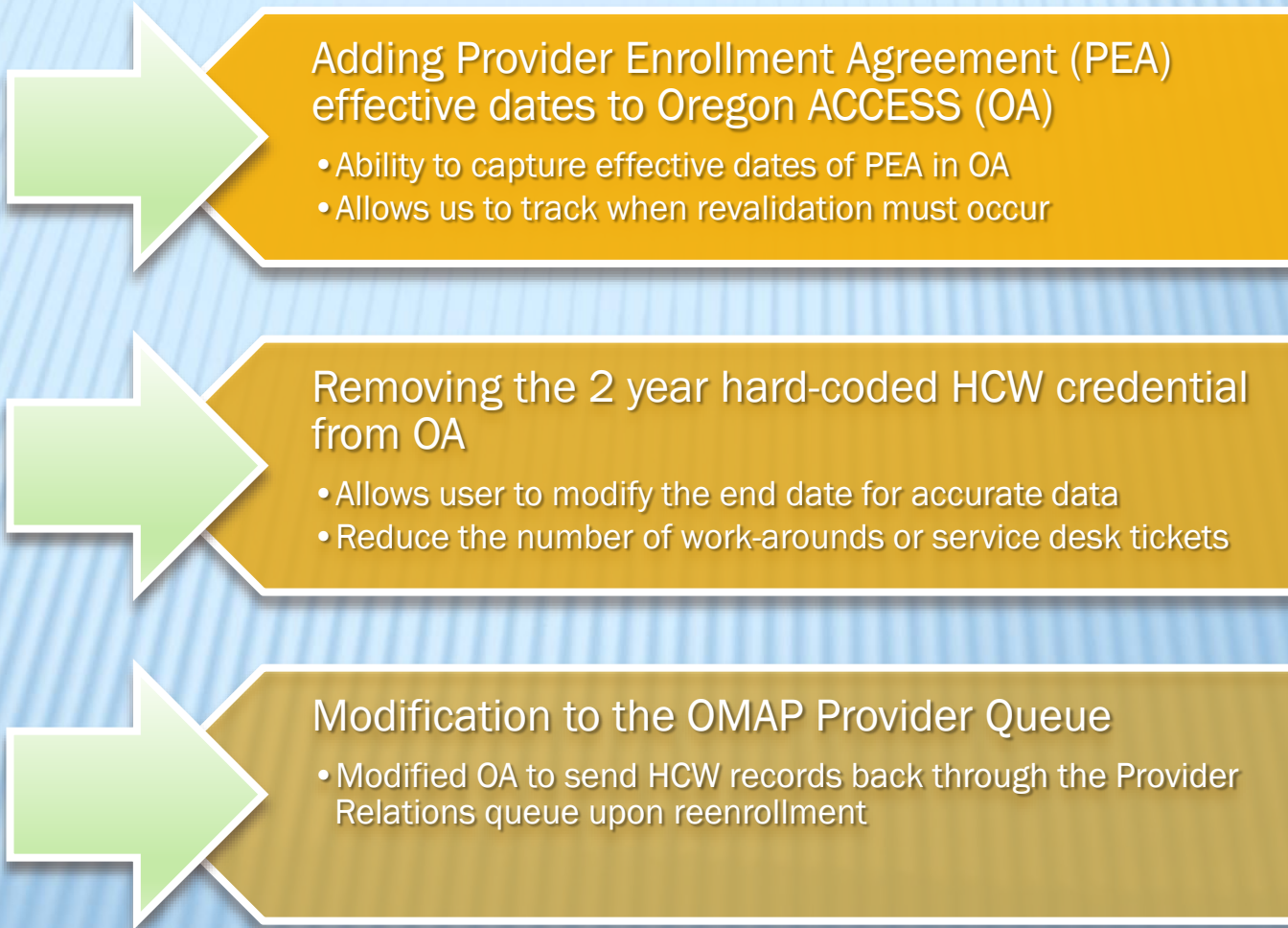
Improved Program Integrity and Provider Record Data

REASON FOR APD-AR-17-045 TRANSMITTAL

✖ Oregon ACCESS Homecare Worker (HCW) provider enrollment changes of July 31, 2017:

 ✚ Implement federal compliance changes arising from the 2011 Patient Protection and Affordable Care Act (ACA) for enhanced Medicaid Provider Enrollment functions

 ✚ Correct known system issues impacting HCW enrollment.

WHAT CODE OF FEDERAL REGULATIONS (CFR) ARE ADDRESSED BY THIS CHANGE:

- 42 CFR 455.405 – The State plan must provide that the below requirements are met.

- 42 CFR 455.414 – The State Medicaid Agency must revalidate the enrollment of all providers regardless of provider type at least every 5 years.

- 42 CFR 455.420 – After deactivation of a provider enrollment number for any reason, before the provider's enrollment may be reactivated, the State Medicaid agency must re-screen the provider.

REVALIDATION AND RE-ENROLLMENT OF HCW

Adding Provider Enrollment Agreement (PEA) effective dates to Oregon ACCESS (OA)
- Ability to capture effective dates of PEA in OA
- Allows us to track when revalidation must occur

Removing the 2 year hard-coded HCW credential from OA
- Allows user to modify the end date for accurate data
- Reduce the number of work-arounds or service desk tickets

Modification to the OMAP Provider Queue
- Modified OA to send HCW records back through the Provider Relations queue upon reenrollment

DATA FIELDS TO CAPTURE PEA DATES

✖ Although not enforced yet, capturing HCW PEA effective dates in OA allows us to:

+ Track when revalidation must occur, including when new screening checks must be completed;

+ Identify the PEA expiration date in credential expiration notices improving communication with the HCW;

+ Improve program integrity and audit outcomes.

+ Display PEA expiration dates for the HCW in time capture system, when available.

HCW = Homecare Worker
PEA = Provider Enrollment Agreement

EDIT ABILITY OF HCW CREDENTIAL END DATE

- Modifying OA to remove the 2 year hard-coded HCW credential allows us to:
  - Modify the end date for capturing the correct HCW credential period;
  - Accurately utilize the Background Check Unit's Long Term Care Registry for HCW criminal history check;
  - Reduce the number of work-arounds or service desk tickets;
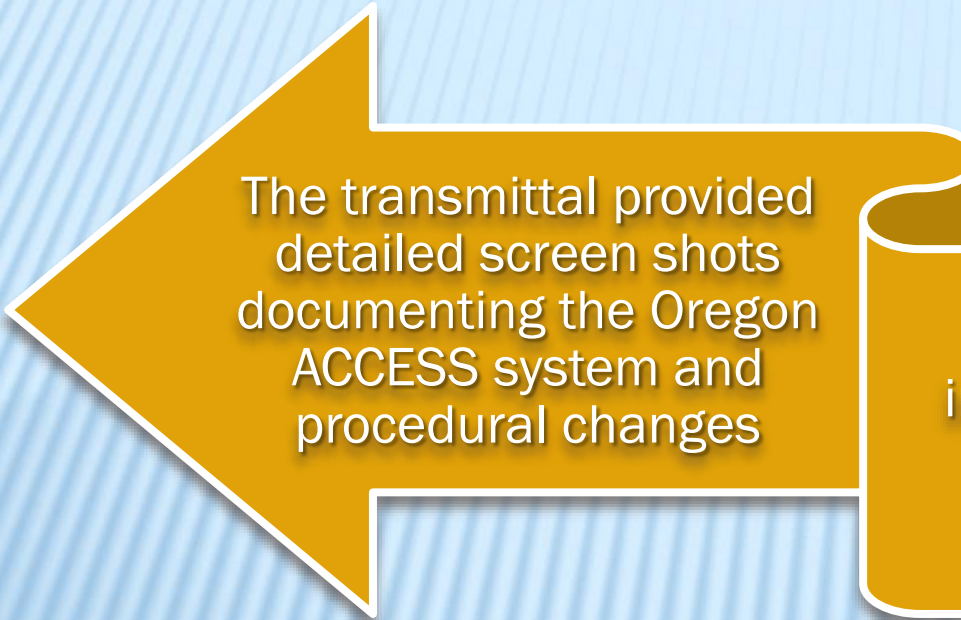 - Reduce the potential for improper payment findings on audits.

INCREASE THE NUMBER OF HCW RECORDS BEING SENT TO THE PROVIDER QUEUE

- Modification to the OMAP Provider Queue allows us to:
  - Run new screening checks on HCW provider records following inactivation;
  - Minimize the risk of payment errors due to non-compliance with the federally required screenings upon re-enrollment following deactivation of the provider number;
  - Improve program integrity and maintain our federal funding.

CUSTOMER IMPACT

- Providers
- Provider Relations Unit
- APD/AAA Staff and Management
- HCW Provider Enrollment
- ITBS Staff
- APD LTC Policy
- CMS and SOS Auditors
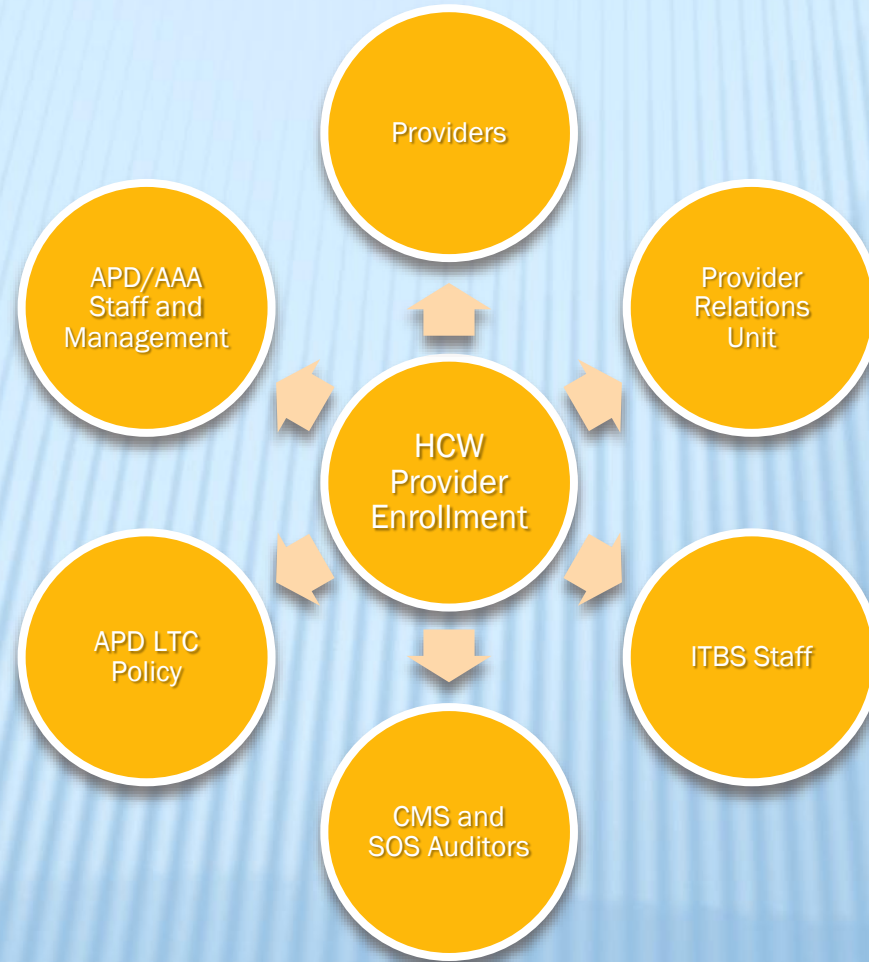
PROCEDURES

The transmittal provided detailed screen shots documenting the Oregon ACCESS system and procedural changes

Service desk tickets and inquiries were received for a short period following deployment

CURRENT STATUS

HCW provider queue increase

- PRU on-track with maintaining quick turn-around times on enrollment requests
- Increased outreach with confirmation of criminal history check renewals
- Improved audit tracking of required screenings

Decreased service-desk tickets associated to credential end-date error corrections.

SERVICE DESK TICKET TOPICS

* Multiple saves: July 2017 OA enhancements triggered multiple save requirements at different points when updating the HCW record for some impacted users. The October OA release will correct this and no longer require multiple saves. However, best practice will be to save changes frequently.

* Display error when credential period is less than two years: The October OA release will correct this to display the period entered by the user rather than defaulting to the full two year period.

FEEDBACK AND CONTACT INFORMATION

✖ QUESTIONS or CONCERNS?

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