

Doulas & Medicaid Managed Care Organizations

Billing & Claims Overview for the PA Doula Commission March 14, 2024

E. L. KATZ

CONSULTING



UPMC for You Affiliate of UPMC Health Plan







Health Partners Plans Health Partners





HIGHMARK WHOLECARE

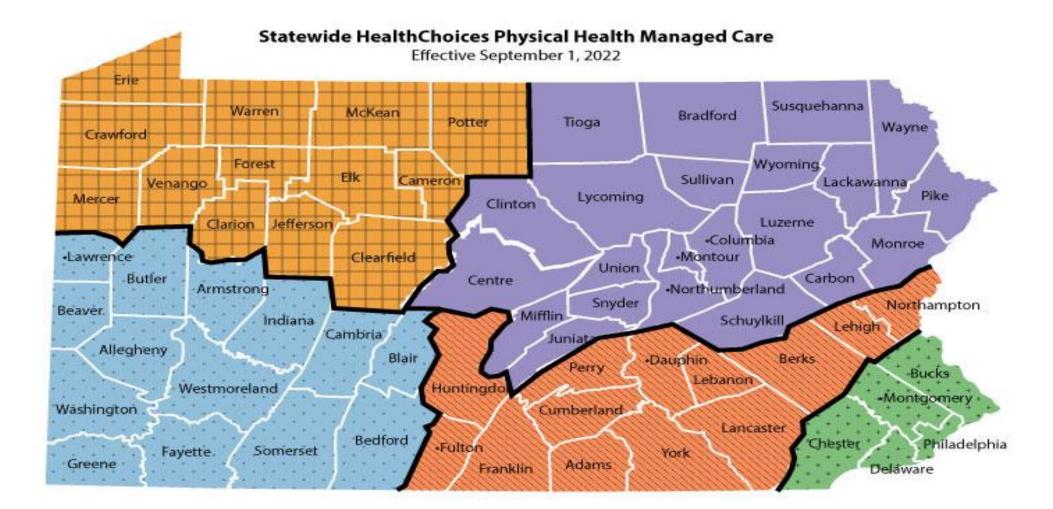
What is HealthChoices?

- HealthChoices is the name of Pennsylvania's Medical // Assistance Program, which is the state's Medicaid program. PA has been employing the HealthChoices model for over 25 years.
- Through Medicaid Managed Care Organizations (MCOs), eligible individuals in Pennsylvania receive access to high quality physical and behavioral medical care, as well as Long Term Services & Supports (LTSS) for qualifying individuals, known as Community HealthChoices.
- The Behavioral HealthChoices and Community HealthChoices programs are administered by a different set of MCOs;
 PAMCO is the organization of Physical Health MCOs. These are the MCOs you will be working with to operationalize the Doula contracting process.

The terms, *Medicaid*, *Medical Assistance*, and *HealthChoices* all have the same meaning in PA

> Approx 34% of births in PA are covered by HealthChoices







HealthChoices Northwest

AmeriHealth Caritas PA, Geisinger**, Health Partners**, UPMC

HealthChoices Northeast

AmeriHealth Caritas PA, Geisinger, Health Partners**, UPMC**



HealthChoices Southeast

Geisinger**, Health Partners, Keystone First, United, UPMC**



HealthChoices Lehigh/Capital

AmeriHealth Caritas PA, Geisinger**, Health Partners**, Highmark Wholecare (formerly Gateway), UPMC



HealthChoices Southwest

AmeriHealth Caritas PA**, Geisinger**, Health Partners**, Highmark Wholecare (formerly Gateway), UPMC

** New MCO in Zone

Step by Step – Working with MCOs

- Enrollment with DHS As a healthcare provider in PA, enrolling with DHS is required to ensure that you can provide necessary medical services to Medicaid beneficiaries.
- Provider enrollment involves completing an application, submitting documentation, and meeting eligibility requirements – (certified perinatal Doula credential is required)
- Enrolling with DHS means providers can then begin the credentialing and contracting process with MCOs, and, <u>upon</u> <u>completion of contracting</u>, bill for and receive payment for the services they provide to Medicaid beneficiaries.
- If an enrolled MA provider wants to participate in a HealthChoices MCO network, the provider must contact the participating MCO(s) directly.
 - A provider can enroll with more than one MCO
- The DHS enrollment process can take several weeks to several months, depending on the complexity of the application and the completeness of the documentation submitted. The credentialing process also takes several weeks, up to 60 days, depending on the completeness of the application.

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There was a training on the DHS enrollment process held on Jan 10, 2024, and a training on the contracting and credentialing process held on Jan 25, 2024. https://padoulacommissio <u>n.org/resources</u>

PDF Doula Commission Presentation.PAMCO.125.24.FINAL - Copy.pdf



DHS Perinatal DOULA Enrollment Presentation 01.10.2024.pdf

MCO Contracting

- Federal law requires MCOs have a contract with enrolled providers in order to pay for services
- Each MCO will have different payment rates/conditions set forth in their contracts
- Doulas must contract with each individual MCO with which they want to submit a claim and bill for their services
- Enrollment with DHS does not guarantee payment by an MCO



Payment Rates

- It is an MCO by MCO process to establish contractual payment rates
- Each MCO may have different service limits, payment structures, and different payment rates
- DHS will at some point in the future set a fee schedule
 - This applies to FFS only

Doula Medicaid Payments – State Examples (FFS Examples Only)

Maryland

- 8 total prenatal or postpartum visits:
- \$16.62/15 minutes of prenatal care, up to four units per visit; and
- \$19.62/15 minutes of postpartum care, up to four units per visit
- Flat rate of \$800 for labor and delivery services

New Jersey

- \$1,065 for up to 8 visits and labor support
- \$500 flat rate for attendance during delivery
- \$100 value-based incentive payment if the doula performs at least one postpartum service visit and the client is seen by an obstetric clinician for a postpartum visit after a labor and delivery claim.

Virginia

- \$859 for up to 8 prenatal/postpartum visits and labor support
- \$50 value-based incentive payment if the doula performs at least one postpartum service visit and the client is seen by an obstetric clinician for one postpartum visit after a labor and delivery claim
- \$50 value-based incentive payment will be made if the doula performs at least one postpartum service and the newborn is seen by a pediatric clinician for one visit after a labor and delivery claim.

Claims Overview

- MCO's pay contracted providers via claims
- A medical claim is a request for payment by a provider to a patient's health insurance company after providing care
- Claims submission process will vary by MCO
 - All MCOs utilize the same claims form

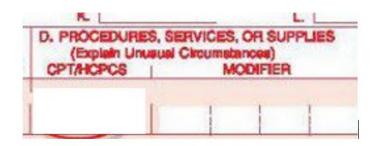
Claims Resources

- Doulas will need to use a CMS 1500 form to submit claims for payment
- Doulas will submit a claim for each visit
- Claims and Billing resources/guidebooks can be found on each individual MCO's website
- Live Demo EXAMPLE ONLY

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Coding

- MCOs will designate specific procedure codes (CPT or T codes) for Doulas with a modifier
 - CPT or T codes define the service provided
 - Modifiers create specificity on who does the visit or what type of visit



- Diagnostic codes are required on claims
 - Doulas will need to use a diagnosis code for pregnancy

21. DIAGNOSIS OR NATU	RE OF ILLNESS OR INJUR	Y Relate A-L to service line below (24E)
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E	F. L	G. L
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CPT Code Example: CMS 1500 Form

PPROVED BY NATIONAL UNIPORAL CLASS COMMITTEE (NUCC) 62/12							
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Pittsburgh PA		Pittsburgh PA					
ZIP CODE TELEPHONE (Include Area Code)		ZIP CODE TELEPHONE (Include Area Code)					
15201 (412) 828-1978		15201 (412) 828-1978					
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18. ADDITIONAL CLAIM INFORMATION (Designated by NUCC)		20. OUTSIDE LAB? \$ CHARGES					
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199-50-xxx 🔀 52	CCOUNT NO. 77. ADDEPT ASSIGNMENT?	\$ 155 00 \$					
31. BIGNATURE OF PHYSICIAN OR SUPPLIER 32. SERVICE FA	CILITY LOCATION INFORMATION	33 BLUNG PROVIDER INFO & PH # (412) 798-1528					
INCLUDING DEGREES OR CREDENTIALS		(412 / 100 1020					
apply to this bill and are made a part thereof.) Smith Home 1 Delmont W	av	Karen Jones 134 Allegheny Rd.					
Pittsburgh, F		Pittsburgh, PA 15239					
Cash Loves 03/12/2024		a NPI a					
IUCC Instruction Manual available at: www.nucc.org	PLEASE PRINT OR TYPE	APPROVED OMD-0938-1197 FORM 1500 (02-12					

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T Code Example: CMS 1500 Form

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Submitting Claims

- Claims must be received by the MCO within a maximum of 180 days after the date the services were provided
- Claims for billable services provided to members must be submitted by the provider who performed the services.
- Claims are usually submitted electronically, but sometimes can be submitted via mail
- Claims are usually paid by the MCO within 30 days
- Doulas should submit a claim as determined by MCO contract

Documentation Requirements

What is required for documentation?

- Doulas are required to document the dates and time/duration of services provided to beneficiaries. Documentation should also reflect information on the nature of the care and service(s) provided and support the length of time spent with the beneficiary that day.
 - For Example: "Discussed childbirth education with beneficiary and discussed and developed a birth plan for 1 hour."
- Documentation must be accessible to MCOs upon request
- MCOs conduct annual medical record review on a random selection of practitioners to ensure the visits line up with the billing
- 7 years worth of records should be kept

AmeriHealth Caritas Pennsylvania













PH-MCO Name	Contact	Title	Email	Phone
Amerihealth Caritas	Meghan Stroud	Director, Provider Network Management	mstroud@amerihealthcaritaspa.com	570-209-1037
Geisinger Health Plan	Kim Spath	Senior Director, Provider Engagement	kspath@thehealthplan.com	
Health Partners (Jefferson HealthPlans)	Chris Ward	Director, Credentialing & Provider Data Management	cward@jeffersonhealthplans.com	215-991-4424
Highmark Wholecare	Stacey Matuga	Director, Provider Relations	SMatuga@highmarkwholecare.com	412-255-4509
Highmark Wholecare	Tiffany Ayers	Manager of Network Credentialing	tayers@highmarkwholecare.com	412-255-7113
Keystone First (part of the Amerihealth family of companies)	Kim Beatty	Director, Provider Network Management	kbeatty@keystonefirstpa.com	215-863-6614
United	Jodi Kreger	Director Physician Contracting, Network Management	jodi_kreger@uhc.com	612-383-4607
United	Jill Kirby	Manager, Engagement & Experience Team	jill_e_kirby@uhc.com	952.222.7450
UPMC	Catherine Brennan	Director, Claims	brennancv@upmc.edu	1-866-918-159

MCO Contacts: Billing & Claims (as of March 2024)



AmeriHealth Caritas Pennsylvania

- Contact: Meghan Stroud
- Title: Director, Provider Network Management
- Email: mstroud@amerihealthcaritaspa.com
- Phone: 570-209-1037
- Claims/Billing Website:

https://www.amerihealthcaritaspa.com/provider/billing/index.aspx



- Contact: Kim Spath
- Title: Senior Director, Provider Engagement
- Email: kspath@thehealthplan.com
- Phone: 800-447-4000 and say, "claims"
- Claims/Billing Website: https://www.geisinger.org/healthplan/providers/claims-and-e-transactions





- Contact: Chris Ward
- Title: Director, Credentialing & Provider Data Management
- Email: cward@jeffersonhealthplans.com
- Phone: 215-991-4424
- Claims/Billing Website:

<u>https://www.healthpartnersplans.com/providers/eligibility-and-</u> <u>claims/claim-processing-info</u>



- Contact: Stacey Matuga
- Title: Director, Provider Relations
- Email: SMatuga@highmarkwholecare.c om
- Phone: 412-255-4509

- Contact: Tiffany Ayers
- Title: Manager of Network Credentialing
- Email: tayers@highmarkwholecare.com
- Phone: 412-255-7113
- Claims/Billing Website: <u>https://hbs.highmarkprc.com/Availity/Provider-Portal-Transition</u>



- Contact: Kim Beatty
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- Email: kbeatty@keystonefirstpa.com
- Phone: 215-863-6614
- Claims/Billing Website:

https://www.keystonefirstpa.com/provider/claims-billing/index.aspx

Appendices: UnitedHealthcare

- Contact: Jill Kirby
- **Title:** Manager, Engagement & Experience Team
- Email: jill_e_kirby@uhc.com
- Phone: 952.222.7450
- Claims/Billing Website: <u>https://www.uhcprovider.com/</u>

- Contact: Jodi Kreger
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- Phone: 612-383-4607



- Contact: Catherine Brennan
- Title: Director, Claims
- Email: brennancv@upmc.edu
- Phone: 1-866-918-1595
- Claims/Billing Website: <u>https://www.upmchealthplan.com/providers/online/</u>