Qualis Health Wyoming Medicaid DME Prior Authorization Overview

Provider Portal Enhancements

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One of the nation’s leading healthcare consulting organizations, partnering with our clients across the country to improve care for millions of Americans every day

www.qualishealth.org
Qualis Health

- A private nonprofit organization
- Headquartered in Seattle, WA
- Six regional offices (Alabama, Alaska, California, District of Columbia, Idaho and New Mexico)
- Our products and services directly influence care delivered to over 12 million people
Qualis Health

- Contract with Wyoming Medicaid to perform reviews for all DME requiring prior authorization effective January 1, 2016
- Answer clinical and technical questions related to DME prior authorization and retrospective review
- Offer telephonic and electronic provider education
- Provide support resource accessibility on our webpage
What We Don’t Do

We do not receive financial incentives to deny or limit services
Objectives

• Provide an overview of Qualis Health DME review guidelines

• Provide useful information to support DME web based reviews via the Qualis Health Provider Portal

• Review Qualis Health Provider Portal (QHPP) enhancements
Utilization Management
Providers

- Must first be enrolled with Wyoming Medicaid as prosthetic & orthotic providers, medical supply providers, or public health providers
- Obtain Prior Authorization (PA) before the delivery of DME that is on the PA list
- Provide maintenance, repairs, and parts for rentals
- Do not bill for equipment, parts, or services covered under warranty
Documentation

- Prior Authorization (PA) form
- Certificate of Medical Necessity (CMN)
- Include any pertinent clinical documentation to support medical necessity
- Submit HCPCS for equipment and/or supplies requiring prior authorization
Documentation

- Identify if the DME request is for a rental or purchase
- Include number of units/days or months being requested
- A new order is required every 12 months or when there is a change in the prescription for supplies
Documentation

• Verbal or written order by Physician, Physician Assistant, Nurse Practitioner
  - Client name and Insurance ID
  - Detailed description of item(s) requested that is signed and dated by the treating physician
  - Physician’s name and valid signature
  - Start Date or Initial date item(s) needed
  - Estimated length of time item(s) needed
  - Any additional features that will be billed separately
Documentation

• Written orders are required prior to submitting claim, even for items dispensed on verbal orders

• A separate written order is not required when a Certificate of Medical Necessity (CMN) is on file

• All orders, documents, and authorization numbers should be kept in the client’s file
Dual Eligibility

• Providers may request a PA for Medicare clients
  – if the DME item is not covered by Medicare and Wyoming Medicaid requires PA
  – if the DME is a Medicare covered item and Wyoming Medicaid requires PA and the provider is uncertain that the client meets Medicare criteria
  – if the DME is a Medicare covered item and Wyoming Medicaid requires PA and the provider is certain that the client does not meet Medicare criteria
    • submit Medicare Advance Beneficiary Notice (ABN)

• If the DME is approved by Medicare, no PA is required
Prior Authorization Requests

• Prior Authorization must be obtained before providing services

• Submit PA form, CMN and relevant clinical documentation supporting medical necessity

• All rental payments are applied toward the purchase of DME
  - exceptions include equipment associated with oxygen, vents, and other limited equipment
Prior Authorization Requests

• Monthly rentals are capped at 10 months
• Daily rentals capped at 100 days
• Items subject to capped rental are considered purchased when the capped limit has been met
• Replacement DME, orthotics, and prosthetics, owned by the client are covered
  - if there is a change in the client’s medical condition
  - due to normal wear and tear
  - due to loss
Prior Authorization Requests

• Provider has 5 business days to submit additional information if it was not submitted with the original PA request

• Documentation not received within 5 business days will result in a Technical Denial.
Review Criteria

• McKesson InterQual Criteria
  – Certified InterQual Instructor

• Wyoming Medicaid Medical Supplies and Equipment Covered Services and Limitations Module
ORP Initiative

- Effective July 1, 2016 Wyoming Medicaid will be reviewing claims and validating that the ordering/prescribing provider is enrolled with Wyoming Medicaid
- Provider Relations Phone 1-800-251-1268 option 1,5,0
- Amy Buxton, CPC-A
  Provider Services Manager
  Wyoming Department of Health
  Division of Healthcare Financing
  Medicaid
  Phone 307-777-5081
  Fax 307-777-6964
Utilization Management Process

- Review submission via the Qualis Health Provider Portal (QHPP)
- Clinical review utilizing InterQual or State of Wyoming approved criteria/guidelines
- Approval or referral to physician reviewer
- Certification or non-certification
- Doctor to Doctor
- Reconsideration
Wyoming Medicaid

Our work advances healthcare and improves health for people in Wyoming through our expertise in utilization management review, in partnership with Wyoming Medicaid.

We are staffed by qualified healthcare professionals who provide utilization management tailored to the needs of enrolled Wyoming residents. We are privileged to perform this vital work.

Services We Provide for Wyoming Medicaid

- Utilization management of durable medical equipment
- Prior authorization review
- Retrospective review

Announcements

Qualis Health will begin taking reviews for Wyoming Medicaid as of January 1, 2016. Please check this page frequently for updates about transition activities and provider training.

Webinar for DMIE Providers on Wednesday, December 16

Please join us for an educational webinar on Wednesday, December 16 from 9:00 am to 11:00 am mountain time. During this webinar, we will:

- Introduce ourselves and our services
- Provide an overview of the review process
- Show you how to register for and use our online review system, the Qualis Health Provider Portal

Get all the details about this training session on the Wyominmg Medicaid Provider Education webpage.

Register to Submit Review Requests Online

The Qualis Health Provider Portal enables you to submit review requests via the internet. Complete the registration packet as soon as possible so you’ll be ready by January 1st.

Download the Qualis Health Provider Portal registration packet.
Wyoming Medicaid

Provider Education

Our ongoing work to improve healthcare in Wyoming includes offering periodic web training sessions to update providers on process changes.

Wyoming Medicaid DME Provider Webinar

December 16, 2015
9:00–11:00 am Mountain Time

Be sure to complete and return your Qualis Health Provider Portal registration packet before this webinar.

Agenda
- Introduction of Qualis Health as the new vendor for durable medical equipment review
- Review process overview
- Qualis Health Provider Portal registration process
- Accessing the Qualis Health Provider Portal
- Submitting prior authorization requests
- Qualis Health Provider Portal user support

To participate, click the “Join the Webinar” link below 10–15 minutes before the start time, and you will be taken to the webinar website. You do not need to register in advance.
Provider Portal Training

Submit Requests for Authorization Online

Our web-based application, the Qualis Health Provider Portal, allows you to submit requests for authorization via the internet.

1. Register to Use the Provider Portal
   To begin the registration process, complete the appropriate forms in the Registration Packet and email, fax or mail them to Qualis Health.

2. Watch the Provider Portal Training Video
   Video for Windows (.WMV) | Video for Mac (.MP4)

3. Read and Reference the Provider Portal User Guide
   The Provider Portal User Guide contains comprehensive instructions for accessing, using and administering the Qualis Health Provider Portal.

4. Access the Qualis Health Provider Portal

You can download our Qualis Health Provider Portal Training Video, or our Qualis Health Provider Portal Training Manual, both of which will walk you through entering a request through the portal, searching for existing requests, adding patients and more…

Training webinars can also be arranged by email request to: ProviderPortalHelp@qualishealth.org
Frequently Asked Question

What browser to use with Jiva?

- Internet Explorer 8 or Firefox 10 are the recommended browsers
- Internet Explorer 11 is also compatible
Web Portal Requests

• Please ensure all alerts are addressed/corrected when submitting the portal request

• Submit completed PA form, signed CMN and clinical documentation that supports medical necessity

• Submit only HCPCs requiring prior authorization

• The PA list is located on the Qualis Health website: Wyoming Medicaid Pre Auth List effective 01 01 2016
Web Portal Requests, cont.

- Warning message appears when the Provider tab is incomplete
- Include requested units/days or months for rental or purchase
- When adding documents- Accepted formats include Word docs, PDFs, JPEGs and other picture formats
Recent QHPP Enhancements

• Enhancements to prevent
  - Duplicate Insurance IDs
  - Selection of Urgent (*Urgency)
• Message in QHPP created to check PA list

![Message from webpage]

WARNING: Qualis Health reviews for all codes requiring authorization or a hospital length of stay that exceeds 3 days. Please check the select pre-authorization list by clicking the Group link in the top section of your screen.
Recent QHPP Enhancements, cont.

- PA list now located under Group Name hyperlink
Qualis Health Contact Information

Wyoming Medicaid DME/Prosthesis/Orthotics Program

Qualis Health
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Fax (877) 840-9265

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yvettes@qualishealth.org
Provider Portal User Support

Send an email message to:
ProviderPortalHelp@qualishealth.org
Questions?

DEMO to follow