

#### **General Excise Tax Issue**

- GET is a tax imposed on business activity in Hawaii.
- HMSA recognizes that the collection of GET as we moved from FFS to the Payment Transformation model is confusing and created challenges for both providers and our members
- In FFS, providers could collect GET from a portion of their panel (eligible PPO members) to offset the amount they owed to the state
- Under PT, it is unclear which charge providers can fairly use to pass on GET to members.
- This can result in varying collection practices by providers, creating hardship for members and providers.
- There is little to no precedent at both a local and national level on how to fairly assess GET on value-based payments

#### 2. Electronic Funds Transfer (EFT)

- Hope to make available EFT ("direct deposit") for PCPs for September payment
- Will first be available to PCPs who already are set up for EFT for regular claims payment
- Other PCPs can apply for EFT
- HMSA will maintain only one EFT account per payee



## 3. Current Attribution Process – Add Patient to Panel

- HMO, QUEST Integration, and Akamai Advantage members
  - Members may call HMSA directly, to update their PCP selection
  - Members sign the PCP Selection Form\*, PCP faxes form to HMSA, PCP adds the patient via Cozeva, and files the form in the member's medical record.

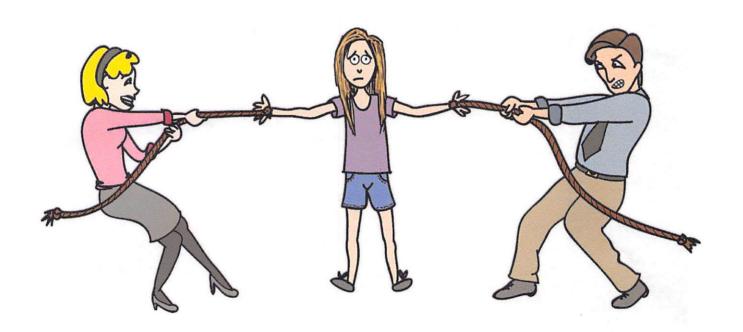
#### ■ PPO members

Members sign the Selection Form\*, PCP adds the patient via Cozeva, and files the form in the member's medical record.



<sup>\*</sup> Note: Pediatricians – A new form is available to indicate multiple children on one form

## **Patient Attribution**





## **Current Issues**

Line of Business	Scenario	Likely Cause
HMO, QUEST Integration, Akamai Advantage	HHIN shows member is enrolled to PCP A. Cozeva shows member is attributed to PCP B.	PCP B added the member in Cozeva without submitting the patient attestation to HMSA, so HHIN was not updated.  Attribution is with PCP B.
HMO, QUEST Integration, Akamai Advantage	HHIN shows member is enrolled to PCP A. Cozeva shows member has NO PCP.	PCP A "declined" the member and removed the patient from his panel at some point in the past, and never added them back via Cozeva.
PPO	Member had one office visit per year and was attributed to PCP A, then attribution changed to PCP B this month.	PCP B added the member in Cozeva; Or: The visit with PCP B tied the number of visits and was also the most recent. Claims history logic was applied in this case, because no PCP had ever added the member to their panel in Cozeva. Attribution is with PCP B.
PPO	PCP A adds the patient to his panel for the month. PCP B tries to add the patient to his panel in Cozeva, but receives a "block" message from Cozeva.	Only one PCP can add a patient during the month. The second PCP will receive the "block" message.



#### **Future Process – Timeline**

Mid-August 2017 and beyond

Mid-August to end of September

**Early October** 

Mid-October

HMO, QUEST Integration, Akamai Advantage

Discrepancies between HHIN and Cozeva will be updated, based on member preference, or PCP in HHIN PPO

Systematically add PPO member to a PCP's panel based on claims history logic or a Cozeva add request in September to stabilize panels All Lines of Business

HMO, Akamai Advantage, or QUEST Integration: Attributed to a PCP either via Patient Selection Form faxed to HMSA or member calls HMSA to change

PPO: Attributed to a PCP who has affirmatively added them on Cozeva





## Future Process – Add Patient to Panel Beginning Mid-October

HMO, QUEST Integration and Akamai Advantage members

- Member signs Patient Attestation Form
- PCP adds member to panel on Cozeva
- PCP faxes form to Attn: HMSA Membership Services 948-8235 (Oahu) 1-800-540-1668 (Neighbor Islands)
- PCP files form in the member's medical record
- Member is attributed to the PCP in HMSA's enrollment database as of the end of the month

# Future Process – Add Patient to Panel Beginning Mid-October

**PPO** members

1.

• Member signs Patient Attestation form

2.

• PCP adds member in Cozeva

3

• PCP files form in the member's medical record

Note: Members will no longer be attributed to a PCP via the claims attribution process. PCP's will only be able to add the member via Cozeva

# Future Process – Add Patient to Panel Beginning Mid-October

HMO, QUEST Integration and Akamai Advantage members

#### **Special notes**:

- Fax the Patient Attestation Form at least 2 weeks prior to end of the month to assure HMSA assigns the member to that PCP for that month's count for PMPM payment
- PCP will still be able to add member(s) in Cozeva for purposes of accessing the member's profile. However, the member will not be added to the panel for PMPM payment unless the Selection Form is submitted and processed by HMSA.





## 1. QUEST Integration Enhancement Checks

- On Tuesday, Aug. 1, HMSA received the Q1 2017 PCP Reimbursement Enhancement file from state Med-QUEST Division
- PCPs can expect to receive their checks in about 3 weeks
- Increases payment from Medicaid to Medicare rates for certain primary care services (E/M and vaccine administration) to eligible PCPs who attested
  - PCPs still able to attest. See information on state's Med-QUEST website: <a href="http://www.med-quest.us/providers/PrimaryCarePhysician.html">http://www.med-quest.us/providers/PrimaryCarePhysician.html</a>



## **Topics**

- 1. QUEST Integration Enhancement Checks
- 2. Electronic Funds Transfer
- 3. Patient Attribution
- 4. PCP Measures Under Discussion for 2018
- 5. PO Performance Measure: ED Utilization

