

Encounter Data Improvement Program

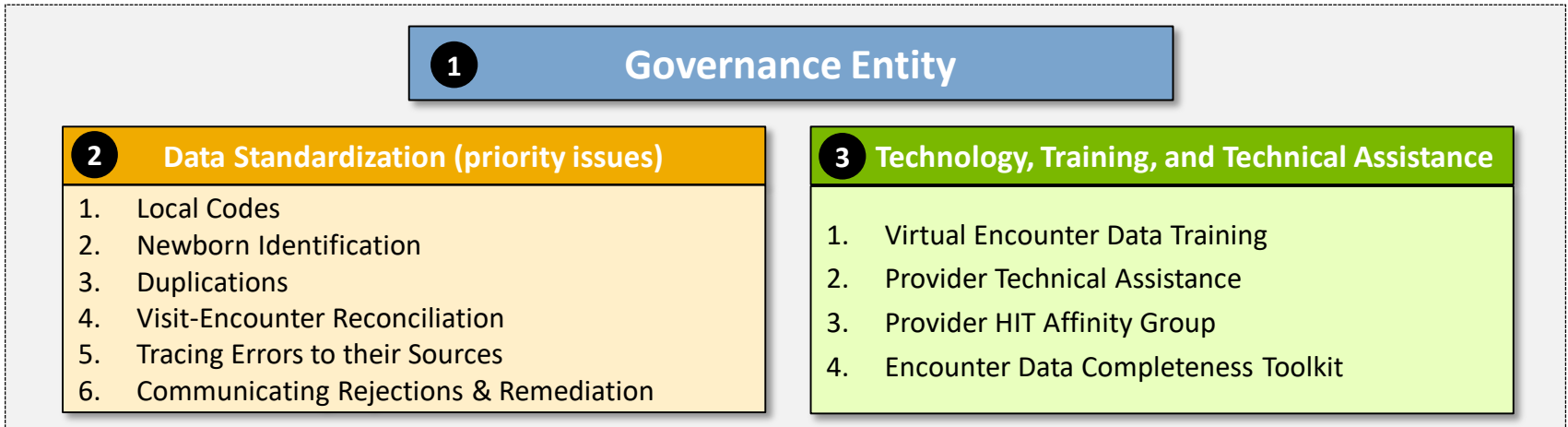
2020 Encounter Data Summit

Recommendation Overview

August 7, 2020

The workgroups recommended the following:

- 1 Establish a Governance Entity**
Select a non-profit governance entity charged with prioritizing, overseeing, coordinating, and monitoring encounter data improvement initiatives and program in California.
- 2 Overcome Critical Data Standardization Challenges**
DHCS, health plans, providers and other impacted stakeholders together rectify high priority issue and challenges that result in errors, incomplete and untimely encounter data.
- 3 Equip Providers with Training and Technical Assistance**
 - (1) Develop and make provider-focused, plan-agnostic encounter data trainings freely available on a virtual training platform.
 - (2) Develop a technical assistance program, where targeted, high-needs providers receive workflow and dataflow improvement support.



Recommendations

Problem Statement

Encounter data errors and incomplete information originating at the provider level propagate through the system and are compounded by multiple, varying rules and interpretations as they make their way through claims clearinghouses, IPAs, MSOs, Managed Care Plans, DHCS and CMS.

Workgroup Recommendations

The workgroup recommends that DHCS, health plans, and providers together address identified high priority reporting challenges where alignment will significantly improve encounter data integrity. Specifically, they should zero in on root causes of processing errors, identify and define standards, processes, or communication changes and harmonize and institutionalize changes required to improve reporting. High priority reporting challenges include:

- 1. Use of Local Codes:** Use of Medi-Cal FFS local codes in managed care result in downstream errors and rejections.
- 2. Newborn Identification:** Providers typically use combinations of a mother's identifier and modifiers to indicate a newborn-specific claim, resulting in MCP rejections.
- 3. Duplications:** Duplicate provider encounters and variations in processing logic to identify and address duplicates result in the most prevalent encounter processing error.
- 4. Visit-Encounter Reconciliation:** Encounters are "lost" throughout the reporting process due to a variety of factors (e.g., a provider EHR may not generate an encounter; or providers may not resubmit rejected encounters, etc.).
- 5. Tracing Errors to their Sources:** Lack of a consistent encounter identifier makes it difficult to trace and target the origin of a reporting discrepancies.
- 6. Communicating Rejections & Remediation:** Managed care plan billing companion guides can differ significantly, creating confusion for providers and adding administrative burden.

Recommendations

Problem Statement

Many California providers and delegated organizations are not fully versed in the nuances and details encompassing complete and accurate encounter data, and lack resources, tools or systems to optimize and satisfy submission requirements.

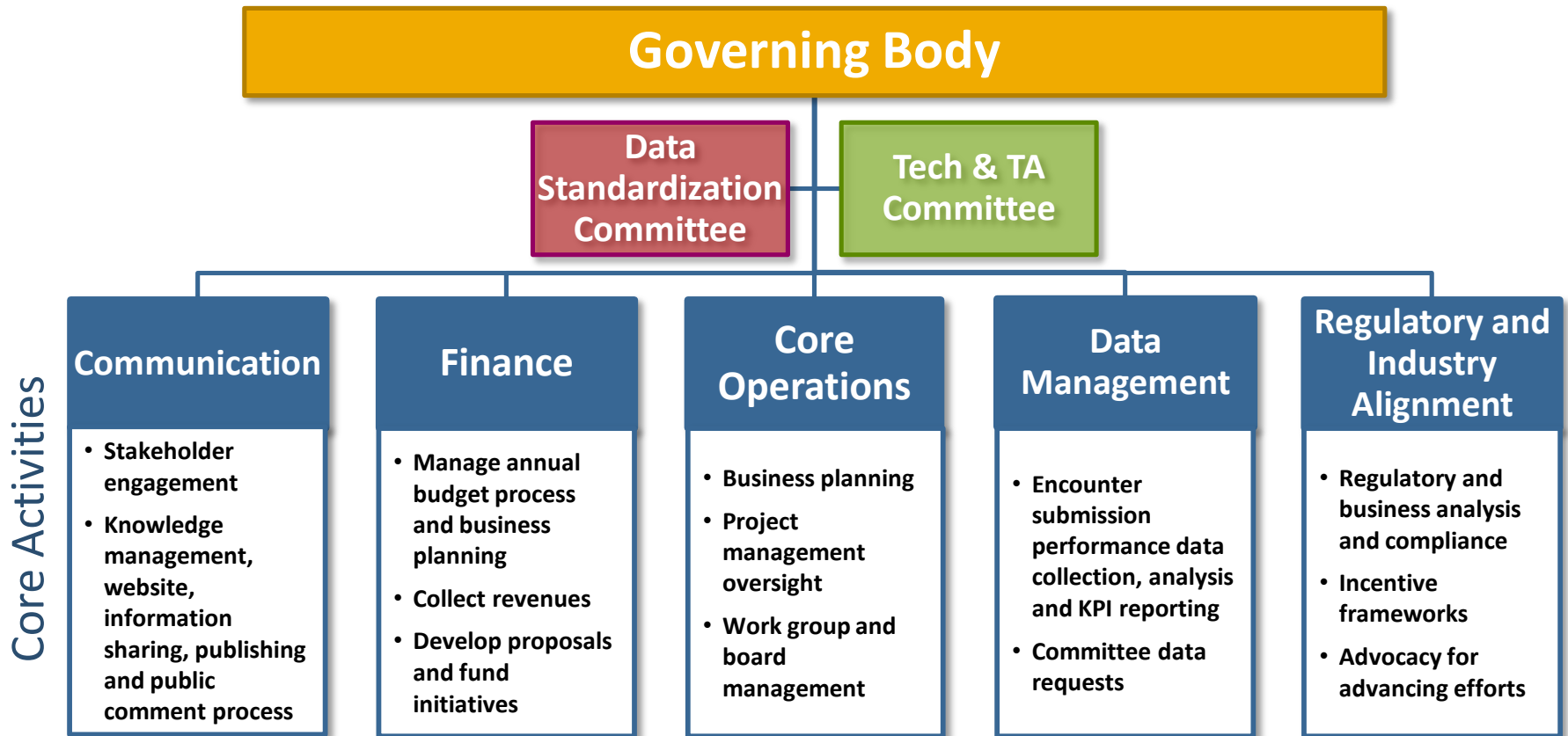
Workgroup Recommendations

The workgroup recommends that a series of programs be established to equip providers with information they need to improve encounter data submission; resources to improve workflows; and technical support including technology to overcome challenges. These programs include:

1. **Virtual Encounter Data Training** to improve encounter reporting knowledge and made freely available on a virtual platform.
2. **Provider Technical Assistance** for targeted high-needs providers who may qualify to receive workflow and dataflow assessments and related improvement support including initiatives and technology that assess and identify gaps in completeness and coherence.
3. **Provider HIT Affinity Group Pilot** for providers on common platforms to facilitate information sharing and engage vendors around system improvements.
4. **Encounter Data Completeness Toolkit** including a study to identify fundable, scalable best practices articulating how plans and providers may leverage technology to assess completeness, and consistency.

Recommended Role & Responsibilities

The workgroup recommends that a Governance Entity be selected to prioritize, establish, coordinate and oversee encounter data improvement initiatives, programs and communication efforts



Encounter Data Improvement Program

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Workgroup Rosters

August 7, 2020

Workgroup Roster

Data Standardization

#	First Name	Last Name	Job Title	Company	Industry
Co-Chair	Eric	French	VP, Revenue Integrity	Aetna	Managed Care Plan or Health Plan
Co-Chair	Carol	Wanke	VP Post Acute Revenue Cycle and Managed Care Operation	Sharp HealthCare	Independent Practice Association or Medical Group
1	Michael	Arriaga	Encounter Manager	Molina Healthcare	Managed Care Plan or Health Plan
2	Terri	Bailey	Manager	Health Net	Managed Care Plan or Health Plan
3	Allyce	Barrios	Director Revenue Compliance	Hills Physicians Medical Group	Providers/IPAs/Health System
4	Laurie	Dean	Business Process Consultant	United Healthcare	Manager Care Plan or Health Plan
5	Genia	Fick	Sr. Director, Quality Systems	Inland Empire Health Plan (IEHP)	Managed Care Plan or Health Plan
6	Denise	Gionta-Del Rio	Encounter Manager, Medicaid Business	Aetna	Managed Care Plan or Health Plan
7	Starla	Ledbetter	Chief Data Officer, Branch Chief, Enterprise Data Operations	California Office of Statewide Health Planning and Development (OSHPD)	Government (State, County, Federal)
8	David	Lown	Chief Medical Officer	California Health Care Safety Net Institute (SNI)	Providers/IPAs/Health System
9	Larry	McIntosh	VP - Encounters and Capitation Ops	SBC Global (formerly United)	Managed Care Plan or Health Plan
10	John	Minot	Director of Policy	California Association of Public Hospitals and Health Systems (CAPH)	Providers/IPAs/Health System
11	Amber	Ott	Group Vice President, Data and Analytics	California Hospital Association (CHA)	Providers/IPAs/Health System
12	Thenn	Subramanian	Director of EDI Development	Partnership HealthPlan of California	Managed Care Plan or Health Plan
13	Aaron	Toyama	Chief, Data Analytics Branch	California Department of Health Care Services (DHCS)	Government (State, County, Federal)
14	Jennifer	Wei	Interim Chief, Financial Systems Support and Reporting	LA County Department of Health Services	Government (State, County, Federal)
15	Greg	White	Director, Encounters	L.A. Care Health Plan	Managed Care Plan or Health Plan
16	Mark	Yakimisky	Executive Director, Pricing Systems & Data Services	Kaiser Permanente	Managed Care Plan or Health Plan
HN	Stephanie	Landrum-Hall	Manager of Community Grants	Health Net	Project Leadership/Staff
Harder	Courtney	Huff	Research Consultant	Harder+Company Community Research	Project Leadership/Staff
Manatt	Jonah	Frohlich	Managing Director	Manatt Health Strategies, LLC	Project Leadership/Staff
Manatt	Lammot	duPont	Senior Advisor	Manatt Health Strategies, LLC	Project Leadership/Staff
PHCG	Tim	Reilly	Founder and Partner	Pacific Health Consulting Group	Project Leadership/Staff

Co-Chairs

Workgroup members

Health Net & Harder

Manatt Health

Workgroup Roster

Governance

#	First Name	Last Name	Job Title	Company	Industry
Co-Chair	Charles	Bacchi	President & CEO	California Association of Health Plans (CAHP)	Managed Care Plan or Health Plan
Co-Chair	Sarah	Summer	CEO, Physician Services Organization	California Medical Association (CMA)	Independent Practice Association or Medical Group
1	Bill	Barcellona	Sr. Vice President	APG	Health System, Academic Medical Center, or Hospital
2	Robert	Beaudry	Executive Vice President and CSO	California Primary Care Association	Health System, Academic Medical Center, or Hospital
3	Aaron	Goodale	VP, Health Information Technology	MedPOINT Management	Managed Services Organization or Clearinghouse
4	Allison	Kawamoto	VP, Revenue Management	Blue Shield of California	Managed Care Plan or Health Plan
5	Kristen	Miranda	CA President and West Region Head	Aetna	Managed Care Plan or Health Plan
6	Michael	Myers	President & CEO	Dignity Health MSO	Managed Services Organization or Clearinghouse
6	Jeffrey	Rideout	CEO	Integrated Healthcare Association	Cross-Industry Convener or HIT Vendor
7	Shelley	Rouillard	Director	California Department of Managed Health Care (DMHC)	Government (State, County, Federal)
8	Martha	Santana-Chin	Sr. Vice President, Health Care Delivery	Health Net	Managed Care Plan or Health Plan
9	Ryan	Witz	VP Healthcare Financing Initiatives	California Hospital Association (CHA)	Health System, Academic Medical Center, or Hospital
10	Nathan	Nau	Chief of Managed Care Quality and Monitoring Division	California Department of Health Care Services (DHCS)	Government (State, County, Federal)
HN	Carol	Kim	VP, Community Investments and Government & Public Affairs	Health Net	Project Leadership/Staff
Harder	Allison	Wolpoff	Director	Harder+Company Community Research	Project Leadership/Staff
Manatt	Jonah	Frohlich	Managing Director	Manatt Health Strategies, LLC	Project Leadership/Staff

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Workgroup Roster

Technology, Training, and Technical Assistance

#	First Name	Last Name	Job Title	Company	Industry
Co-Chair	Michael	Deering	CIO	Inland Empire Health Plan (IEHP)	Managed Care Plan or Health Plan
Co-Chair	Louise	McCarthy	President & CEO	CCALAC	Independent Practice Association or Medical Group
1	Mary	Bacaj	Head of Value-Based Care	Conifer Health Solutions	Managed Services Organization or Clearinghouse
2	Jodi	Black	VP, Center for Economic Services	California Medical Association (CMA)	Independent Medical Practitioner
3	Bridget	Cole	Executive Director	Institute for High Quality Care	Cross-Industry Convener or HIT Vendor
4	Tom	Farmer	Director of Specialty Care Solutions for Community Health	NextGen	HIT/HIE
5	Stephen	Gutierrez	CIO	NEVHC	Federally Qualified Health Center or Clinic
6	Sabra	Matovsky	CEO	SF Community Clinic Consortium	Managed Services Organization or Clearinghouse
7	David	Mosher	Director, California Medicaid Operations	Anthem Blue Cross	Managed Care Plans
8	Noelle	Porter	VP	TransUnion	Managed Services Organization or Clearinghouse
9	Fia	Roberts	Sr. Director	Health Net	Managed Care Plan or Health Plan
10	Abby	Sears	CEO	OCHIN	Cross-Industry Convener or HIT Vendor
11	Eugenia	Serpik	Director of IT	Inland Empire Health Plan	Managed Care Plan or Health Plan
12	John	Shannon	Director of Sales: West Region	Ero Health	HIT/HIE
13	Ates	Temeltas	Assistant IT Director	Contra Costa Health Services	Health System, Academic Medical Center, or Hospital
14	Andrew	Wong	Encounter Data Unit Chief	California Department of Health Care Services (DHCS)	Government
HN	Stephanie	Landrum-Hall	Manager of Community Grants	Health Net	Project Leadership/Staff
Harder	Amy	Ramos	Sr. Research Consultant	Harder + Company	Project Leadership/Staff
Manatt	Kevin	McAvey	Sr. Manager	Manatt Health Strategies, LLC	Project Leadership/Staff
Manatt	Jonah	Frohlich	Managing Director	Manatt Health Strategies, LLC	Project Leadership/Staff

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