

February 24, 2015 Progress Notes

In this Edition:

Dr. Karen Remley named AAP executive director/CEO

Expansion of Urgent Care Hours, Diagnostic Capability, Pediatric Services and Regional ER Capacity Planned for Baton Rouge Community

We Want to Hear from our Members - Please Fill out the Membership Survey

AAP invites members to comment on 2015 ALF Resolutions

Medicaid/Bayou Health

Joint Legislative Committee on the Budget Meeting February 27th, 9:00 am, Room 5

New Timely Filing Guidelines

MCO Medicaid Pharmacy Billing - Notice to Medicaid Pharmacy Providers

Bayou Health Informational Bulletins for Providers

Health Plan Advisories

Bayou Health Teleconference for Providers

Bayou Health Providers: Verify Provider Registry Information

Attend the 2015 Legislative Conference: Scholarships Available

SUDIA Recipe: Creamy Broccoli Cheese Soup

Upcoming Events:

Joint Legislative Committee on the Budget | 2/27/15 | Baton Rouge

2015 Pediatric Jambalaya XII | 4/25/15 | Lafayette

2015 Pediatric Potpourri | 8/21-23/15 | New Orleans

ICD 10 Workshops start in March - Register Now

Dr. Karen Remley named AAP executive director/CEO



Karen L. Remley, M.D., M.B.A., M.P.H., FAAP, of Richmond, Va., has been named the new Executive Director/CEO for the Academy effective July 2015.

A national search to fill the leadership post was initiated last July when current Executive Director Errol R. Alden, M.D., FAAP, announced that he would be stepping down from the position he will have held for 11 years.

Dr. Remley will be the first female CEO of the Academy.

"Dr. Remley's unique qualities and management experience were the right combination to build on the success of the Academy and lead us forward," said AAP President Sandra G. Hassink, M.D., FAAP. "Dr. Remley is a pediatrician with a broad background and experience in many aspects of the health care system. We are delighted to welcome her as our next CEO."

She currently is the chief medical officer of Anthem Blue Cross and Blue Shield of Virginia. From 2008 to 2012, Dr. Remley served as commissioner of health for the Commonwealth of Virginia.

A member of the AAP Section on Emergency Medicine, her career includes senior leadership positions for several health care organizations, including Operation Smile Inc., Physicians for Peace, and Sentara Healthcare, in addition to a prior position at Anthem Blue Cross Blue Shield of Virginia. She was the founding director of the M. Foscue Brock Institute for Community and Global Health at Eastern Virginia Medical School, where she led the institute's effort to connect the medical school's clinical, research and educational programs to specific health concerns in the community. Dr. Remley earned an MBA from the Fuqua School of Business at Duke University.

She earned her medical degree at University of Missouri in Kansas City and completed her pediatrics residency at St. Louis Children's Hospital-Washington University School of Medicine in St. Louis. She began her career in a small pediatric practice and worked for 15 years as an attending physician in the emergency department at Children's Hospital of the King's Daughters in Norfolk, Va.

She is married to John Onufer, M.D., an electrophysiologist/cardiologist, and they have two daughters.

Expansion of Urgent Care Hours, Diagnostic Capability, Pediatric Services and Regional ER Capacity Planned for Baton Rouge Community ***Coalition maps out strategies to increase urgent care and ER access as the Baton Rouge General prepares to close its Mid City ER***

Contact: Olivia Watkins, olivia.w@la.gov or 225-342-7913

Today, the Louisiana Department of Health and Hospitals (DHH) and a group of Baton Rouge-area hospitals announced changes to expand access to urgent and emergency room (ER) care for individuals in the Baton Rouge Community. Those changes include increasing and aligning access hours and capacity for urgent care visits at the LSU Health Baton Rouge urgent care clinic on North Foster Drive (effective March 23), other clinic service expansions and efforts by Baton Rouge-area hospitals to increase emergency department (ED) capacity.

The group, which met on Wednesday, Feb. 18, includes DHH, the Louisiana Governor's Office, Our Lady of the Lake Regional Medical Center (LOL), Baton Rouge General Medical Center (BRG), Lane Regional Medical Center (LRMC), Ochsner Medical Center-Baton Rouge, Woman's Hospital and the Baton Rouge Area Foundation (BRAAF). Each organization discussed strategies for increasing emergency room access in anticipation of the March 31 closure of the Baton Rouge General Mid City ER.

The LSU Health Baton Rouge urgent care clinic located a mile and a half from the Baton Rouge General Mid City ER will increase its hours of operation to 9 a.m. to 9 p.m., seven days a week effective March 23. The new hours of operation were based on analyzing visit volumes at the area urgent care clinics and hospitals, including BRG Mid City ER, during the last three months of 2014. Additional personnel have been hired for this access expansion. Approximately 80 percent of the visits to the Baton Rouge General's Mid City ER, according to their own data, are non-emergent visits that could be seen at an urgent care or primary care clinic. The LSU Health Baton Rouge North Campus Urgent Care Clinic is also expanding hours for advanced diagnostic services including CT and MRI provided at the 24-hour North Campus located on 5439 Airline Highway. This will help ensure that individuals have access to the full range of diagnostic services after hours. LOL is also expanding other clinic access based on its analysis of ER visit volume data from BRG. Approximately 13 percent of the visits to the BRG Mid City ER are pediatric patients. Additional pediatric coverage is planned for North Campus Urgent Care and additional evening hours and same-day appointments have been added to pediatric clinic practices at LOL's Goodwood location near Mid City. LOL is also examining strategies to increase its capacity to serve area seniors who may frequently utilize the BRG's Mid City ER. As expansion of LSU Health Baton Rouge's neighborhood-clinic concept continues, consideration is being given to a new clinic in the Gardere community. Both strategies are designed to reduce area ER visit volume.

Area hospitals also outlined strategies to ensure their ER capacity continues to meet the community need. Baton Rouge-area hospitals collectively handled approximately 264,013 visits in 2014 120 visits per day. According to BRG, approximately 80 percent of those visits, or 44,491 visits, could have been more efficiently handled at less-costly urgent care or primary care clinics. The remaining 11,123 emergency visits will be absorbed by Baton Rouge-area hospitals with ER access. Excluding the BRG Mid City ER, Baton Rouge-area hospitals have capacity to provide access to care for more than 278,000 visits per year. In addition to the existing capacity, Lane Regional Medical Center and Ochsner Medical Center-Baton Rouge will monitor patient utilization and consider expanding their ED capacities as needed.

Our Lady of the Lake Regional Medical Center recently completed a series of expansions to their ER that has increased their ER bed capacity for adults from 38 to 60, including level two trauma capacity. The Lake is also in the process of adding an additional 12 beds dedicated to mental health patients that is expected to open in June. BRG is evaluating increased access with eight to 10 ER beds at its Bluebonnet campus if necessary. Hospital leadership is also working to optimize their flow-of-care processes, including streamlining ER patient flow, and fast tracking admissions processes that allow for staff physicians and area nursing homes to directly admit their patients to BRG's hospital campuses, bypassing the emergency room when appropriate.

"I am incredibly pleased that we have been able to identify capacity at our existing hospitals and that the LSU Health urgent care clinic less than two miles away from Baton Rouge General Mid City will have expanded hours to care for more city residents without insurance," said DHH Secretary Kathy Kliebert. We will continue to meet with community leaders and stakeholders, and will aggressively begin work with the coalition to help inform the public on when, where and how to utilize health care access points in our community."

"Elimination of healthcare services anywhere in our community impacts everyone. Local hospitals are committed and working together to see that neighborhood families have access to the best care. Extraordinary community leadership is what Baton Rouge is known for across our state," said Our Lady of the Lake CEO Scott Wester.

"Baton Rouge General remains a committed and active participant in the collaborative dialogue in search of community-wide solutions," said BRG President and CEO Mark Slyter. "Sadly, we must close our door for ER services at Mid City in order to preserve the highest quality of patient care and to ensure the continued viability of our health system. Other opportunities remain open and we will be exploring those with our community partners in the months ahead."

"Ochsner Medical Center-Baton Rouge and Ochsner Medical Complex-Iberville emergency departments (ED) provide high quality care to our patients. Our goal has always been to effectively manage our own ED volume in the communities we have committed to serve," said Eric McMillen, CEO of Ochsner Medical Center-Baton Rouge.

ED Capacity in Baton Rouge Excluding BRG Mid City

- Our Lady of the Lake Regional Medical Center
 - At the Main Campus on Essen Lane, there are 86 total beds, including 60 adult beds, 20 pediatric beds, two critical care and four trauma rooms. This campus sees an average of 258 visits per day, for an average of 94,170 visits per year.
 - At the Livingston campus, there are 24 beds that see approximately 85 visits per day for an average of 31,025 visits per year.
- Baton Rouge General's Bluebonnet campus has 28 beds in its ED, which see approximately 120 visits per day for an average of 43,800 per year.
- Lane Regional medical Center currently has 21 beds in its ED that see on average 96 visits per day or approximately 35,000 visits annually. Currently, the ED could handle an additional 5 to 10 percent of visits, which could accommodate up to another 3,500 visits annually.
- Ochsner Medical Center-Baton Rouge
 - At its Baton Rouge campus, OMC has 24 beds that serve approximately 150 visits per day or approximately 54,750 annually.
 - At its Iberville location, it has 21 beds currently serves approximately 36 visits per day or 13,140 annually.

Stakeholder and Community Meetings

The Department has scheduled meetings with critical stakeholders that will take place over the next several days and weeks, including meetings with physician leaders, transportation officials, and community and faith leaders. DHH met yesterday with emergency medical technicians on upcoming changes. BRG leaders have committed to public meetings to discuss the closure of the ER, the coalition will participate in these meetings.

Community Education and Outreach

Proper use of emergency rooms is a national issue that most states are working to address. DHH will spearhead a collaborative communications and outreach plan to address ER use, as well as provide information to the public about where, how and when care is available for individuals with or without insurance.

Existing Services in Mid City Baton Rouge

A full list of urgent care, primary care, pediatric and specialty clinics available for individuals in the Baton Rouge area without insurance is available on the DHH website here:

<http://dhh.louisiana.gov/index.cfm/page/2121>.

Take the Survey

If you are a member of the Louisiana Chapter of the American Academy of Pediatrics, we would really like to hear from you! If you have not already done so, please fill out the [membership survey](#). We would love to hear about your expertise, interests, and ideas for 2015.

AAP invites members to comment on 2015 ALF resolutions

For the first time, AAP members can review and share comments on resolutions being presented at the Annual Leadership Forum (ALF).

Until now, the opportunity to comment on resolutions in advance of the ALF was limited to AAP leadership and staff attending the invitation-only meeting. The ALF is scheduled for March 12-15.

Please share comments on any of the resolutions. An important aim of the ALF is to incorporate diverse perspectives in the discussion and debate of leading pediatric issues. Comments are important to the AAP leadership and representatives of each member's district, chapter, committee, council and section who will attend the meeting and vote on resolutions.

All comments will be compiled and shared with reference committee members. They will be posted online by March 11 so ALF attendees can view the report. No comments will be accepted after March 4.

To share a comment on a resolution, click this link:

<http://www.aap.org/en-us/my-aap/leadershipprograms/alf/Pages/alf-submit-comment.aspx>

Medicaid/ Bayou Health

The Joint Legislative Committee on the Budget will be meeting on February 27th at 9:00 am, Rm 5

The Joint Legislative Committee on the Budget will meet on February 27, 2015 to begin hearing plans from Department staff about cuts to be made to close the \$103M budget deficit recognized last week. The Commission of Administration, Kristy Nichols, indicated that the budget gap will be closed primarily with budget cuts. You can watch the committee meeting live by going to www.legis.la.gov and clicking on the tv icon next to the meeting name.

New Timely Filing Guidelines 2/2/15

New Timely Filing Guidelines

Effective February 1, 2015: Claims with a date of service and/or date of discharge through January 31, 2015 will follow the 365 day timely filing guidelines. Claims with a date of service and/or date of discharge of February 1, 2015 or later will follow the new timely filing guidelines. http://www.lamedicaid.com/provweb1/Billing_Information/Provider_Memo_Timely_Filing.pdf

The guidelines do not reference third party liability claims (TPL), although the Request for Proposals which is incorporated into the Bayou Health plans' contracts states:

17.2.5 Timely Filing Guidelines

17.2.5.1 Medicaid-only claims must be filed within one hundred eighty (180) days of the date of service.

17.2.5.2 The MCO shall not deny provider claims on the basis of untimely filing in situations regarding coordination of services or subrogation, in which case the provider is pursuing payment from a third party. In situations of third party benefits, the timeframes for filing a claim shall begin on the date that the third party completes resolution of the claim.

17.2.5.3 The MCO must deny any claim not initially submitted to the MCO by the one hundred and eightieth (180) calendar day from the date of service, unless DHH, the MCO or its sub-contractors created the error. If a provider files erroneously with another MCO or with DHHs FI, but produces documentation verifying that the initial filing of the claim occurred timely, within the one hundred and eighty (180) calendar day period, the MCO shall process the provider's claim and not deny for failure to meet timely filing guidelines. The MCO shall not deny claims solely for failure to meet timely filing guidelines due to error by DHH or its subcontractors.

17.2.5.4 For purposes of MCO reporting on payment to providers, an adjustment to a paid claim shall not be counted as a claim and electronic claims shall be treated as identical to paper based claims.

MCO Medicaid Pharmacy Billing Notice to Medicaid Pharmacy Providers

Starting February 1, 2015, pharmacy benefits for Louisiana Medicaid and LaCHIP recipients enrolled in the Medicaid Managed Care Health Plans will be managed and reimbursed through the five Bayou Health plans. Below is information on the plans that may assist you in processing claims for your Medicaid Managed Care patients.

You may also call the DHH Pharmacy Hotline (800-437-9101) and Molina POS Helpdesk (800-648-0790) for assistance on determining Medicaid eligibility and Health Plan information for your patients.

New Plans:

Aetna Better Health of Louisiana – PBM CVS Health

General Questions: 855-242-0802
Claims/Billing Issues: 855-364-2977
BIN: 610591
PCN: ADV
Group: RX8834

United Healthcare Community Plan – PBM OptumRx

General Questions: 866-675-1607
Claims/Billing Issues: 866-328-3108

BIN: 610494
PCN: 9999
Group: ACULA

Existing Plans:

Amerigroup RealSolutions – PBM Express Scripts

General Questions: 800-454-3730
Claims/Billing Issues: 844-367-6111
BIN: 003858
PCN: MA
Group: WKLA

AmeriHealth Caritas Louisiana – PBM PerformRx

General Questions: 888-922-0007
Claims/Billing Issues: 800-684-5502
BIN: 600428
PCN: 06030000
Group: n/a

Louisiana Healthcare Connections – PBM USScripts

General Questions: 866-595-8133
Claims/Billing Issues: 877-690-9330
BIN: 008019.
PCN: n/a
Group: n/a

Legacy:

Molina Medicaid Solutions

Billing Issues: 800-648-0790
BIN: 610551
PCN: LOUIPROD
Group: n/a

Bayou Health Informational Bulletins for Providers

Informational Bulletins cover a variety of topics related to Bayou Health, and all are available at www.MakingMedicaidBetter.com

Health Plan Advisories

Health Plan Advisories are available at <http://new.dhh.louisiana.gov/index.cfm/page/1734>

Health Plan Advisory 15-4: Authorization and Payment of Observation Status

Any denials for authorization of observation level of care secondary to the member's status as an inpatient shall stop immediately. Any recoupment of payments from hospital providers by the health plans, relative to this, shall also cease immediately. Payments to hospital providers for observation level

of care that have been recouped secondary to an order for an inpatient status, should be returned to the hospital provider

Bayou Health Teleconference for Providers

The Department of Health and Hospitals (DHH) will continue its weekly teleconference for providers interested in learning more about [Bayou Health's managed care organizations \(MCO\)](#), however participation will be limited to the first 250 callers.

The teleconference will take place from noon to 1 p.m. every Wednesday until further notice. DHH staff will provide updates on the upcoming changes to the Bayou Health Program. Staff and representatives from each MCO will be available to answer your questions.

To participate in the teleconference, dial 1-888-278-0296. When prompted, enter access code 2833686.

DHH will take steps to allow more callers to participate in future teleconferences. A summary of each teleconference will be made available on the Health Care Provider page at www.MakingMedicaidbetter.com.

Providers may also email their questions to bayouhealth@la.gov.

DHH is posting notes from each of the week's call. The link to access the page is: <http://new.dhh.louisiana.gov/index.cfm/page/1462>

Bayou Health Providers: Verify Provider Registry Information

When selecting a Bayou Health Plan among Louisiana's five managed care organizations (MCOs), Bayou Health enrollees rely on the accuracy of the information contained in the Bayou Health provider registry and the MCO online directories. Medicaid needs your assistance in ensuring your information is accurate and up-to-date, to be certain your patients have the latest information about your practice when making this important decision.

Links to the five MCO provider directories as well as a link to the Bayou Health provider search tool can be found below.

To verify your information, click on the links and search for your practice. Please search for your name among those MCOs that you are not contracted with and notify us if you appear as part of their network. The inclusion of non-contracted providers in an MCO directory is strictly prohibited and can lead to linkage issues for members.

If your contact information is incorrect, please contact the plan directly to update your information. If you appear in the MCO's provider search but are NOT contracted with the MCO, please notify the Department by contacting Mark Perry at mark.perry@la.gov or Jode Burkett at jode.burkett@la.gov as soon as possible.

[Aetna Better Health](#)

[Amerigroup](#)

[AmeriHealth Caritas Louisiana](#)

[Louisiana Healthcare Connections](#)

Attend the 2015 Legislative Conference: Scholarships Available

The AAP's 2015 Legislative Conference is taking place in Washington, DC, April 12-14. This three-day, interactive advocacy conference will allow you to learn about the current federal landscape impacting children and pediatricians, network with more than 100 other advocates from across the country, and hear firsthand from leading experts about child health priorities.

During the Legislative Conference, participants will:

- Attend skills-building workshops in negotiation, social media and crafting effective messages
- Hear firsthand from distinguished guest speakers, such as members of Congress, White House officials and federal agency leaders
- Participate in meetings with congressional staff on Capitol Hill to urge elected officials to put children first in their federal policymaking
- Learn about federal policy priorities impacting children and pediatricians
- Earn a maximum of 19.25 AMA PRA Category 1 Credit(s)[™]

Scholarships: There are a limited number of scholarships to cover the cost of registration for the conference. If you are interested in applying, please fill out an [application](#) and submit it to LegislativeConference@aap.org by noon ET on Friday, Feb. 27. Please click [here](#) to download the application.

If you experience difficulty downloading the scholarship application, please email Devin Miller in the AAP DC Office at dmiller@aap.org.

Visit www.aap.org/legcon to download the [conference brochure](#), learn more about the conference and to learn more about the conference and to **sign up** today.

We hope to see you in Washington this spring!

SUDIA Recipe: Creamy Broccoli Cheese Soup

Pureed roasted potatoes add extra thickness to this broccoli-cheese soup.

Ease: Moderate

Yield: 4 servings

Preparation time: 20 minutes

Cook Time: 60 minutes

Source: Jessie Erwin

Ingredients

2 tablespoons olive oil

3 medium potatoes, scrubbed and chopped into 1-inch pieces

1 tablespoon olive oil



1/2 small onion, chopped
2 cups fresh broccoli florets
3 cups low fat lactose free milk
2 cups water or veggie broth
1/4 teaspoon nutmeg
3/4 cup sharp cheddar cheese, grated

Directions

Preheat oven to 375 degrees F. Place chopped potatoes on a baking sheet and drizzle 2 tablespoons olive oil over the top. Sprinkle with salt and pepper and roast for 30 minutes, or until soft.

While potatoes roast, heat olive oil in a saucepan over medium heat. Saute onion for five minutes, or until golden brown. Set aside.

Steam broccoli florets in a steamer, or boil a small amount of water in a saucepan, place broccoli inside, and turn down heat and cover for 3 minutes before draining.

In another saucepan, heat milk over low heat. Add cheese and stir until melted.

Once potatoes are done, put all ingredients except broccoli into a blender. Blend for 30-40 seconds, or until smooth. Ladle into serving bowls and divide broccoli among them. Add salt and pepper to taste.

For more information and recipes visit www.southeastdairy.org

Upcoming Events

Joint Legislative Committee on the Budget February 20, 2015

9:00 am
Room 5

The Joint Legislative Committee on the Budget will meet on February 20, 2015 to begin hearing plans from Department staff about cuts to be made to close the \$103M budget deficit recognized last week. The Commission of Administration, Kristy Nichols, indicated that the budget gap will be closed primarily with budget cuts. You can watch the committee meeting live by going to www.legis.la.gov and clicking on the tv icon next to the meeting name.



Pediatric Jambalaya XII

Saturday, April 25, 2015
Louisiana Immersive Technologies Enterprise (LITE)
Lafayette, Louisiana

2015 Pediatric Potpourri

Aug 21-23, 2015
New Orleans Sheraton, 500 Canal Street

New Orleans, LA

More details coming soon!

ICD 10 Workshops start in March - Register Now

Are you ready for ICD-10 Implementation in October?

MGMA-Louisiana is joining Louisiana Health Information Management Association (LHIMA) to offer you several educational opportunities to help you prepare for ICD-10 implementation. LHIMA will offer our members and their staffers the "AHIMA MEMBER" rate for registration. This is a wonderful opportunity for our members to learn from AHIMA Certified ICD-10 Trainers at an affordable price.

Sessions are set in Lafayette, Baton Rouge, Ruston and Shreveport. At the bottom of this message you will also see information on webinars.

Face-to-Face Meetings:

- [Lafayette, LA, March 11-13, 2015](#)

- o Three day seminar covering ICD-10-CM and ICD-10-PCS
- o Day 1 covers ICD-10-CM only—This option is **most appropriate for physician coding**
- o Days 2-3 cover ICD-10-PCS only—PCS codes are used for facility coding only

- [Lafayette, LA, March 25, 2015 \(Intermediate to Advanced\)](#)

- o 70% is dedicated to ICD-10-CM Diagnosis Coding
- o 30% is dedicated to ICD-10-PCS Procedure Coding
- o Targets individuals who have previously undergone some type of ICD-10 training

- [Baton Rouge, LA, March 27, 2015 \(Intermediate to Advanced\)](#)

- o 70% is dedicated to ICD-10-CM Diagnosis Coding
- o 30% is dedicated to ICD-10-PCS Procedure Coding
- o Targets individuals who have previously undergone some type of ICD-10 training

- [Ruston, LA, April, 21, 2015 \(Intermediate to Advanced\)](#)

- o 70% is dedicated to ICD-10-CM Diagnosis Coding
- o 30% is dedicated to ICD-10-PCS Procedure Coding
- o Targets individuals who have previously undergone some type of ICD-10 training

- [Shreveport, LA, May 5, 2015 \(Intermediate to Advanced\)](#)

- o 70% is dedicated to ICD-10-CM Diagnosis Coding
- o 30% is dedicated to ICD-10-PCS Procedure Coding
- o Targets individuals who have previously undergone some type of ICD-10 training

[Recorded Webinars \(available on demand\):](#)

- Webinar Series (All)
- Webinar #1: Preparing for a RAC Audit in ICD-10
- Webinar #2: CDI & HIM: Bridging the Gap for ICD-10
- Webinar #3: Introduction to ICD-10-CM/PCS for Patient Financial Services
- Webinar #4: Advanced ICD-10-CM/PCS Coding for OB/Pregnancy
- Webinar #5: ICD-10 Awareness for Managers
- Webinar #6: Advanced Cardiac Coding with ICD-10-CM/PCS