





Joint Operating Committee IHRP Minutes- 12/26/2019

Historical JOC Minutes	JOC Notes	Next Steps
<p>RAE Denials</p>	<p>Several have identified that they have received claim denials with an error that states the claim should have been submitted to and paid for by the RAE.</p> <ul style="list-style-type: none"> • If a Member is admitted to a hospital and is not assigned to a RAE on the day of admission, you will have to send review to eQSuite. • Additional info was sent out: <div style="text-align: center;">  Additional Guidance_12.16.19 </div>	<p>Currently the Department runs a monthly list and we are looking for any RAE claims to reprocess and pay. However, if it has been 3+ months and you have a claim that you believe denied for this reason, please email the hospital review inbox with:</p> <ul style="list-style-type: none"> • Denied Claim Number (ICN) • PAR Number and/or Review ID • Date of Admission, Date of Claim Submission • Brief summary of what is happening • Any other relevant information • Any outreach attempts to resolve
<p>Surgeries in Emergent Setting</p>	<p>Some surgical procedures, such as selected back and restorative surgeries, require a Prior Authorization Request (PAR) for the actual procedure.</p> <ul style="list-style-type: none"> • PAR'd surgeries require a PAR to allow for claim payment, even if the surgery was completed emergently (ie: spine surgery as a result of trauma from a car accident) and the claim was submitted with the emergency indicator. <div style="text-align: center;">  Additional Guidance_12.16.19 </div>	<p>You may have also received a DXC email communication stating they have identified issues within the Emergency setting. They are reprocessing denied claims.</p> <ul style="list-style-type: none"> • Date of Service 4/1/2019 – 12/23/2019 are being reprocessed

<p>eQ Web Portal updates went live Friday Dec 20th</p>	<p>eQHealth just rolled out December system updates.</p> <ul style="list-style-type: none"> • You can now sort by category • View Inpatient and Outpatient separately. 	<p>Working to include these changes in the next system sprint:</p> <ul style="list-style-type: none"> • Ability to view documents in the review instead of letters tab • Requested to add Approved/Denied on the review instead of having to pull the letter for a decision.
<p>The Next JOC is scheduled for January 9, 2020.</p> <p>Agenda Items</p> <ul style="list-style-type: none"> • Bundled Babies • Passively enrolled babies <p>*If you have any agenda topics, please email HCPF_HospitalReview@hcpf.state.co.us</p>		