July 29, 2022

OV&V Monthly Status Report

July 2022

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Document History

This document is controlled through the OV&V Document Management Process.

Date	Version	Responsible	Reason for Revision
01/31/2022	1.0	Michael Simms	Monthly Reporting
2/28/2022	1.0	Michael Simms	Monthly Reporting
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5/4/2022	1.0	Michael Simms	Monthly Reporting
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6/10/2022	1.1	Michael Simms	Monthly Reporting Revised
6/30/2022	1.0	Michael Simms	Monthly Reporting
7/29/2022	1.0	Michael Simms	Monthly Reporting

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1   Introduction

FDGS Government Solutions, LP ("FDGS") is a wholly owned limited partnership of Fiserv, conducts Operational Verification and Validation (OV&V) services for the Indiana Family Social Services Administration (FSSA), Office of Medicaid Policy & Planning (OMPP).

This Monthly Status Report (MSR) covers the OV&V work performed and activities completed in July 2022 (which, in most cases, measures activity during June 2022). Also, attached is the current OMPP OV&V Findings log (filtered for those finding with a status of currently Open/Hold).

2   Findings Status Summary

2.1   Select Open Findings

The following select open findings derived from the attached OMPP OV&V Finding Log. Based upon the timing of the capitation cycle and the reports tied to it, OV&V reviewed the Capitation Financial Tracing, Balancing, Capitation Payment Sampling, and Managed Care Eligibility Sampling. The following Capitation Finding are outstanding:

- #106 and #116 (FSSA): MMIS Capitation logic, reporting, duplication, balancing, and eligibility findings continue to be unresolved. The OMPP OV&V Findings log reflect current updates provided as of this reporting period.
    - ***Note***: *the above-mentioned findings are currently on hold due to the Public Health Emergency (PHE).*

2.2   New Findings

The following new findings were derived from the June OV&V Capitation Review Cycle.

- #188 A sampled R3 Payment – A sampled R3 (Regular Basic Expansion M 35-44) payment posted for April 2022 for a 43-year-old male revealed benefit changed to PKGA and effective 5/2022 when Hoosier Healthwise is a health care program for children up to age 19 and pregnant women.

2.3   Closed Findings

The following closed findings derived from the April OV&V Capitation Review Cycle.

- There were no closed findings this reporting period.

2.4   OV&V OMPP Findings Summary

Table 1: OMPP OV&V Finding Summary

Entity	Open this Month	Closed this Month	PHE Hold	Total Open	Oldest Open
MMIS	0	0		0	0
FSSA	1	0	8	1	24 days
OV&V	0	0		0	-
Total	**1**	**0**		**1**	**24 days**

Note: *The following findings are on hold due to the PHE. As a result, the PHE Table 1 'Oldest Open' reflects the open MMIS /FSSA findings. The following findings are current on hold.*
- Findings #106, #116, #162, #165, #166, #167, #171 and #183 have PHE Impact.

3   Activities Accomplished, as Planned

3.1   MMIS Newly Planned Change Request:

The following CoreMMIS Project we newly scheduled during this reporting period.

- o   There were no Newly Planned Change Request for this reporting period.

3.2   CoreMMIS Project with MCE Impact State Fiscal Year (SFY) 2023

The following CoreMMIS Projects have Managed Care Entity (MCE) Impact through SFY2023:

- GT8232 – 3rd party Vendor VPN Migration.
- GT8937 – QRTP Implementation.
- GT7450 – EVV 2023 Home Health.
- GT11303 – Provider Specialty - Donor Milk Bank
- GT11413 – Telehealth Only Providers – Permanent
- GT9287 – Medicare-Only Provider Enrollment
- GT9163 – FQHC Weekly Reporting.

3.3   Project Release Review, including Schedule and Estimate Variances and Production Defects:

The following defects have MCE impact:

- Defect 19214 – Mass Adjusted Dental Encounters are denying for Edit 3370 due to process is not capturing COB information from Mom to process Daughter claim. Per SE, this is a production defect.

- Defect 19947 – The member overlapping eligibility is being copied as active eligibility when the IDs are linked.

- Defect 19957 – The assignment maintenance job failed in June and July 2022. It failed while updating the PMP assignment. In July, it occurred in both Prod and UAT.

- Defect 19962 – When United Healthcare came onboard as a new Hoosier Care Connect MCE, the project team misunderstood that Optum EDW was providing PA data to the MCE's when a member transfers from FFS to an MCE. Therefore, UHC was not set up to receive the PA extracts from CoreMMIS.

- Defect 19863 – The HIP Assignment Maintenance Program is not inserting HIP Assignments when the HIP Eligibility has a missing Assignment.

- Defect 19785 – 834 Daily Files – Not Reporting Aid Category Changes.
  - o   Gainwell continues to delay work beyond FSSA's original request and their own targets.

- o Gainwell's defect reporting remains aligned to test promotion dates and not production.
- o Gainwell defects review indicates the majority have documentation of meaningful testing.

3.4 CoreMMIS Checklist Review

The following CoreMMIS Checklist were reviewed and findings reported to Gainwell during this current reporting period:

- GT9018 – Prospective Medicare Eligibility Letter Update (RBD)
- GT7854 – Exclude Processing Out of Date HIP PRF Records (PIR)
- GT7450 – EVV 2023 Home Health (RBD)

3.5 Invoicing and Modification Pool

The remaining SFY2023 Budget was refreshed and forwarded to OMPP on 28-Jul-2023. The following Assumptions/Summary/POAs were added:

- The SFY2023 MOD pool budget is $3,065,760
- The remaining SFY2022 MOD pool dollars are not carried over to SFY2023
- No new CRs or POAs added.
- All SFY2022 CRs implemented and invoiced are removed
- All canceled CRs invoiced, or zero dollars projected are removed

The following CRs were added:

- There were no new CRs added during this reporting period.

- The June 2022 Gainwell Staffing report indicates a decrease of 9 resources from the previous reporting period:
  - o 1 resource removed from PAUM
  - o 1 resource removed from Claims
  - o 2 resources removed from Provider Relations
  - o 4 resources removed from Customer Assistance Call Center
  - o 1 resources removed from PMO

- Reviewed Gainwell's June Mod Pool invoice

3.6   Claims Performance Reporting

The following Claims Performance Reports track and trends the monthly status of key claims performance measures (KPMs) over the previous 18mos. All claim timeliness KPMs met for this reporting period:
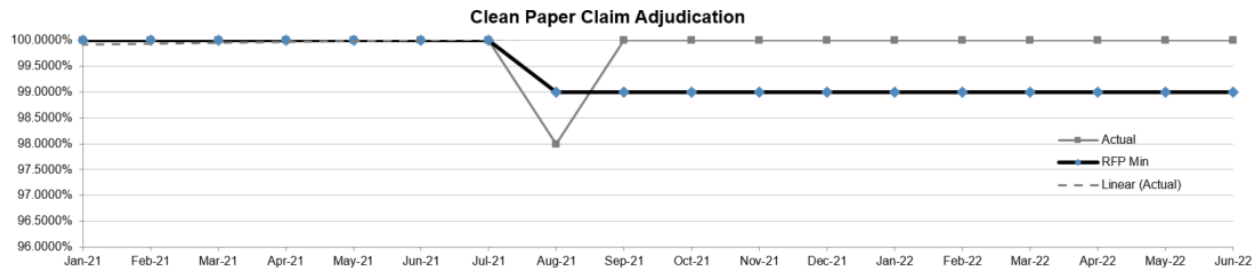

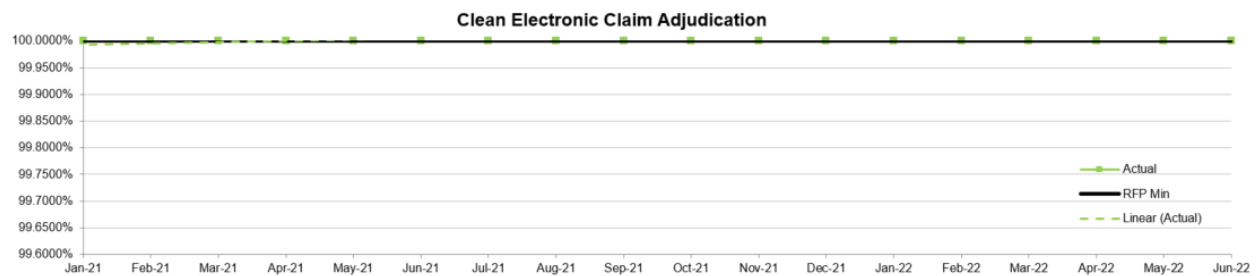*Figure 1: Clean Paper Claim Adjudication (6000)*

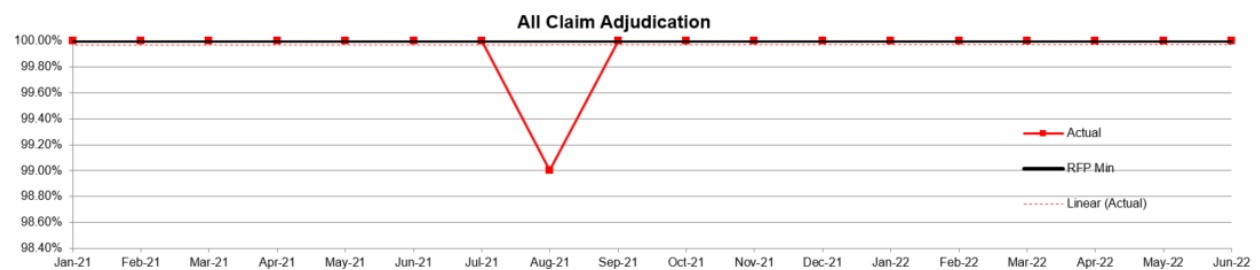*Figure 2: Clean Electronic Claim Adjudication (6005)*
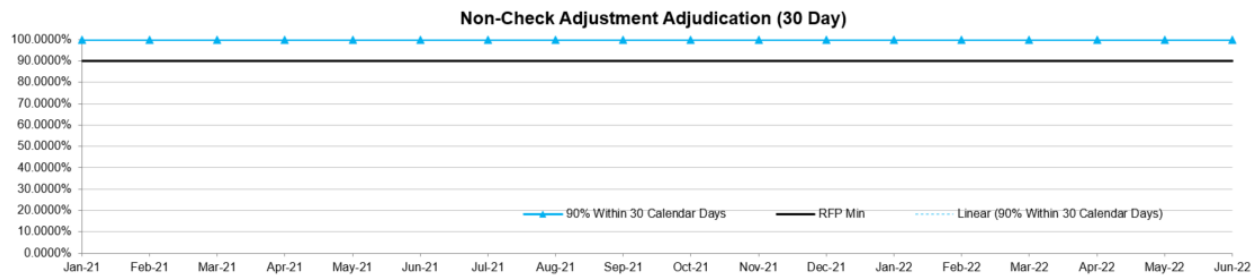

Figure 3: All Claim Adjudication (60010)

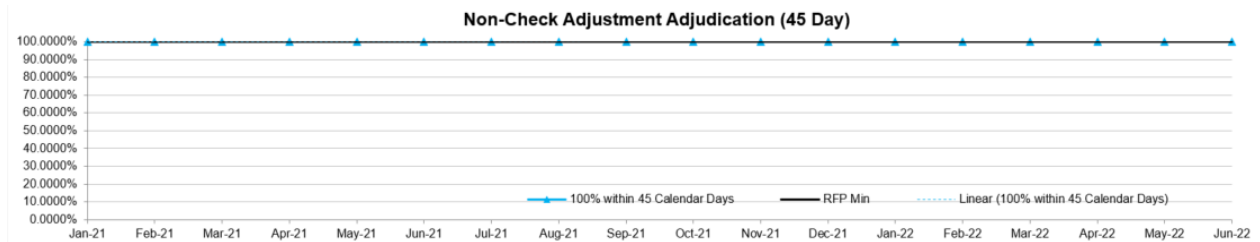*Figure 4: Non-Check Adjustment Adjudication 30 Day (60025)*

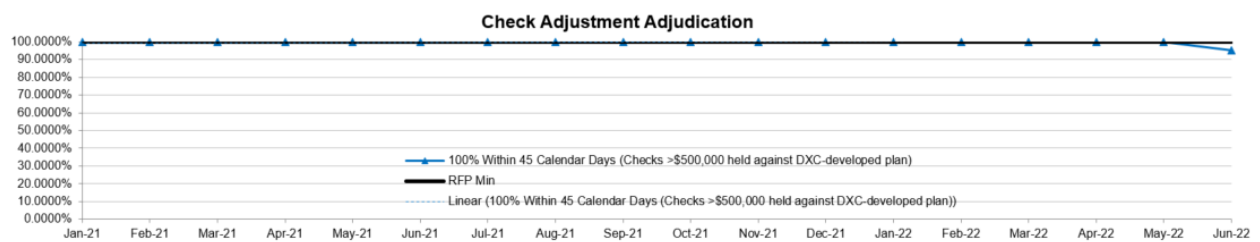*Figure 5: Non-Check Adjustment Adjudication 45 Day (60025)*

Figure 6: Non-Check Adjustment Adjudication 45 Day (60030)

Note: Check Adjustment Adjudication (KPM 60030) was missed for this reporting period. Per the KPM threshold, Gainwell should be providing the state with a plan/timeline to complete the check-related adjustment.

3.7   System Availability

The following System Availability Reports track and trend the CoreMMIS availability over the previous 18mos:
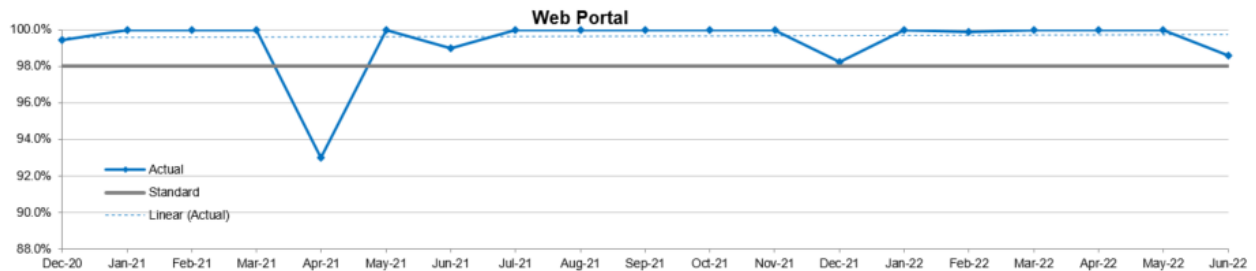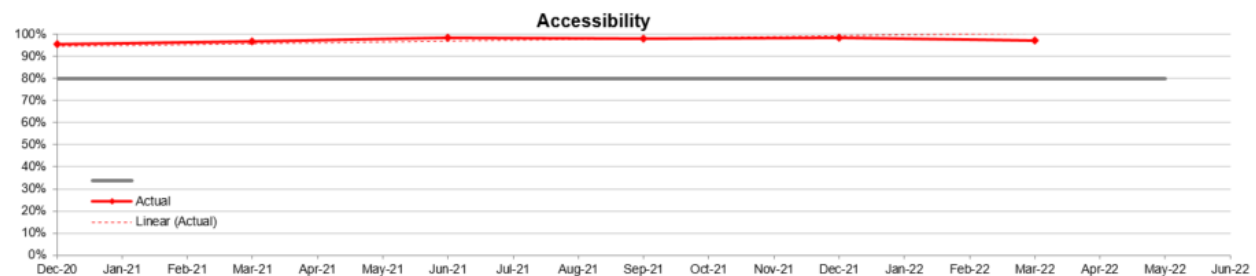

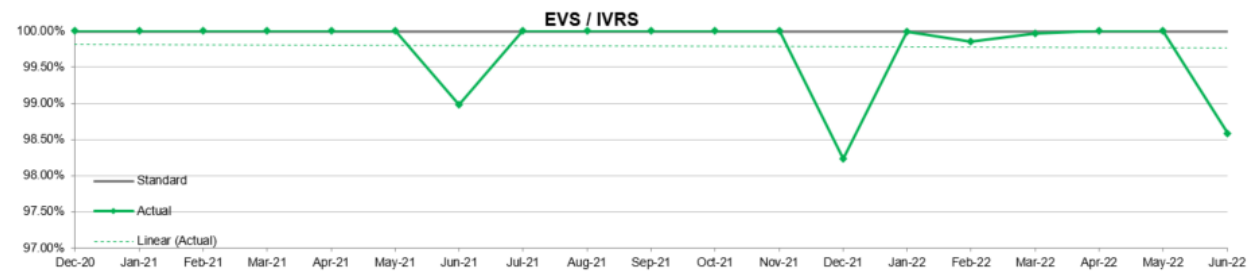
Figure 7: Web Portal

Figure 8: Accessibility
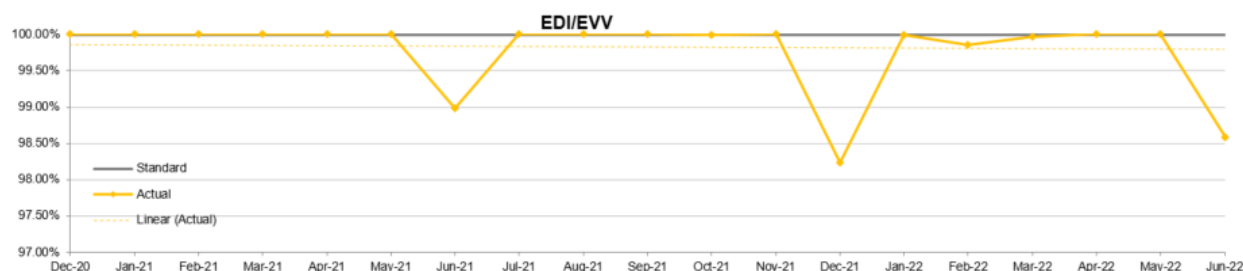

Figure 9: EVS / IVRS

Figure 10: EDI / EVV

Note: *on June 6 and 7 2022, there was a system outage for 610 minutes and appeared to have affected all systems tracked. Compliance was at 98.59%, which would place them still in compliance for the Web Portal but out of compliance for EVS/IVRS and EDI/EVV. OMPP is working with Gainwell to adjust the notification for system outages.*

- Continued tracking of Gainwell Job Cycle Status.

3.8   Gainwell Monthly Status Report (MSR) Findings

The Gainwell June MSR was released on July 28th, the July OV&V review/findings will be updated in the August OV&V Monthly Status Report.

The following May findings were identified and forwarded to Gainwell for response:

1 Executive Summary

1. 4th bullet point it states savings totaled for the month $10,073,600 and the average savings was $8,229,747 to date. Last month, the average savings was reporting $8,538,334. How did the average decrease if the total this month was above the previous average?
2. Care Programs (last bullet), regarding the "Processed 350 potential duplicate Member IDs," this item appear last month in the April 2022 MSR and in the March 2022 MSR as well, is this correct?

4 Provider Services

1. Figure 4-5, there appears to be a note from the previous month that was left in this month's report.
2. Table 4-8, the "Number of Post Enrollment Site Survey Visits" increased to 30 from 0 or 2 since January 2022. Is there a particular reason for the increase?

6 Care Programs

It is noted, regarding Figures 6-1, 6-2, and 6-8 the colors in the pie graphs in the original Gainwell May 2022 MSR submitted on June 29th, 2022 were not consistent. Accordingly for example, "Medical" was blue in the first graph and red in the second, "Anthem" was blue in the first graph and green in the second, and in "Auto-Assignment-Default" it was red in the first graph and blue

in the second. These were corrected upon the resubmittal of the May 2022 MSR on July 6th, 2022.

3.9   508 Compliance

508 compliance is based upon a quarterly review that the Portal must meet Indiana Office of Technology (IOT) Assistive Technology Standards. The current reporting period is Q2 (April.2022 – June 2022):

- 508 Compliance had not been posted as of this reporting period.

3.10 Gainwell Organization Resource Information

The following chart indicates resource trends over the previous 18mos:

Note: there was a decrease in total resources over the previous reporting period from 336 to 327:

Table 2: Resources by Department

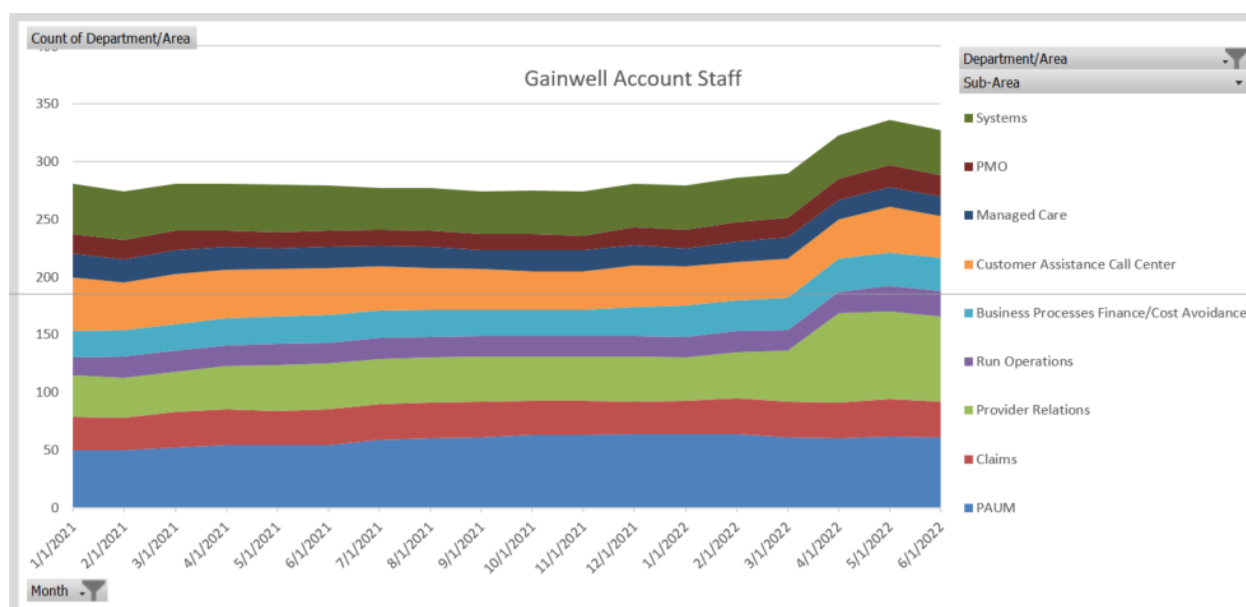| Count of Department/Area	Column Labels									
Row Labels	PAUM	Claims	Provider Relations	Run Operations	Business Processes Finance/Cost Avoidance	Customer Assistance Call Center	Managed Care	PMO	Systems	Grand Total
Jan-21	50	29	36	15	23	47	20	17	44	281
Feb-21	50	28	35	18	23	41	20	17	42	274
Mar-21	52	31	35	18	23	44	20	17	41	281
Apr-21	54	31	38	18	23	42	20	14	41	281
May-21	54	30	40	18	24	41	18	14	41	280
Jun-21	54	31	40	18	24	41	18	14	39	279
Jul-21	59	31	39	18	24	38	18	14	36	277
Aug-21	60	31	39	18	24	36	18	14	37	277
Sep-21	61	31	39	18	23	35	16	14	37	274
Oct-21	63	30	38	18	23	33	18	14	38	275
Nov-21	63	30	38	18	23	33	18	13	38	274
Dec-21	64	28	39	18	25	36	18	15	38	281
Jan-22	64	29	37	18	27	34	16	16	38	279
Feb-22	64	31	40	18	27	33	18	17	38	286
Mar-22	61	31	44	18	28	34	18	17	39	290
Apr-22	60	31	78	18	29	34	17	18	38	323
May-22	62	32	76	22	29	40	17	19	39	336
Jun-22	61	31	74	22	29	36	17	18	39	327

Figure 11: Gainwell Account Staff

3.11 Optum EDW Change Requests

The following project status identifies the projects that were underway during this reporting period:

- DA28448 – EDW update for Standard Extracts enhancements
- DA28436 – Targeted Provider Education (TPE) claims report enhancement
- DA28505 – Automate MMRC data feed to IDOH
- DA28502 – FSSA Data Central Update: Dashboard Checklist
- DA28273 – Phase 1 - Design, Development, and Implementation ("DDI") of D-SNP Solution

4   Activities Accomplished, but not Planned:

- None this reporting period.

5   Activities Planned, but not Accomplished

- None this reporting period.

6   Notable Changes to OMPP OV&V Project or Scope

- None this reporting period.

7   Activities Planned for the Upcoming Reporting Period

- Continue meeting with the new Claims/Data Manager to update the OV&V process for Claims Management/Review.

7.1   MMIS

- SDLC Deliverables
- Project Release Review, including Schedule Variance and Estimate Variance
- Production Defect Report, including Maintenance Testing
- Invoice Review
- Claim Performance Report
- Provider Enrollment Performance Report
- System Availability Performance Report
- Monthly Status Report Review (July 2022)

7.2   OV&V

- OV&V Monthly Status Meeting
- Invoicing for July 2022