



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Advisory Committee Meeting

8.24.2023

Agenda

- BDS Meetings with Service Providers and Service Coordinators
- Provider Billing Support and Technical Assistance
- Provider Billing Update

BDS Meetings with Service Providers and Service Coordinators



Meeting Updates

- **BDS Weekly Meeting with Service Coordinator Entities (Individual Meetings)**
- **BDS Service Coordinator Supervisor Meeting**
 - Bi-Weekly on Fridays
- **BDS Service Coordinator Meeting**
 - 2nd Wednesday of the Month
- **BDS Provider Meeting**
 - 4th Wednesday of the Month
- **BDS Bi-weekly Provider Office Hours**
 - Every other Tuesday of the month

Information on meetings and trainings can be found on the BDS website.

<https://www.dhhs.nh.gov/programs-services/disability-care/developmental-services/provider-information-and-resources>

Provider Billing Support and Technical Assistance



Billing Support and Technical Assistance

With the 7/1/23 go live direct billing, BDS has organized its resources to provide real time, comprehensive assistance to providers.

- **Weekly Claims Analysis**
 - Paid claims
 - Exceptions by type/status
 - Targeted technical assistance and triage
- **Service Authorization Updates**
 - One on one meetings with providers and/or service coordination entities to best reflect units and cost per unit on a person-by-person level
 - IT updates to enable BDS users edit capability to expedite SA changes
- **MMIS Modifications**
 - Range billing for residential services
 - Updates to Day Services billing to allow multiple units per day
- **Provider Fiscal Intervention**

Provider Billing Updates

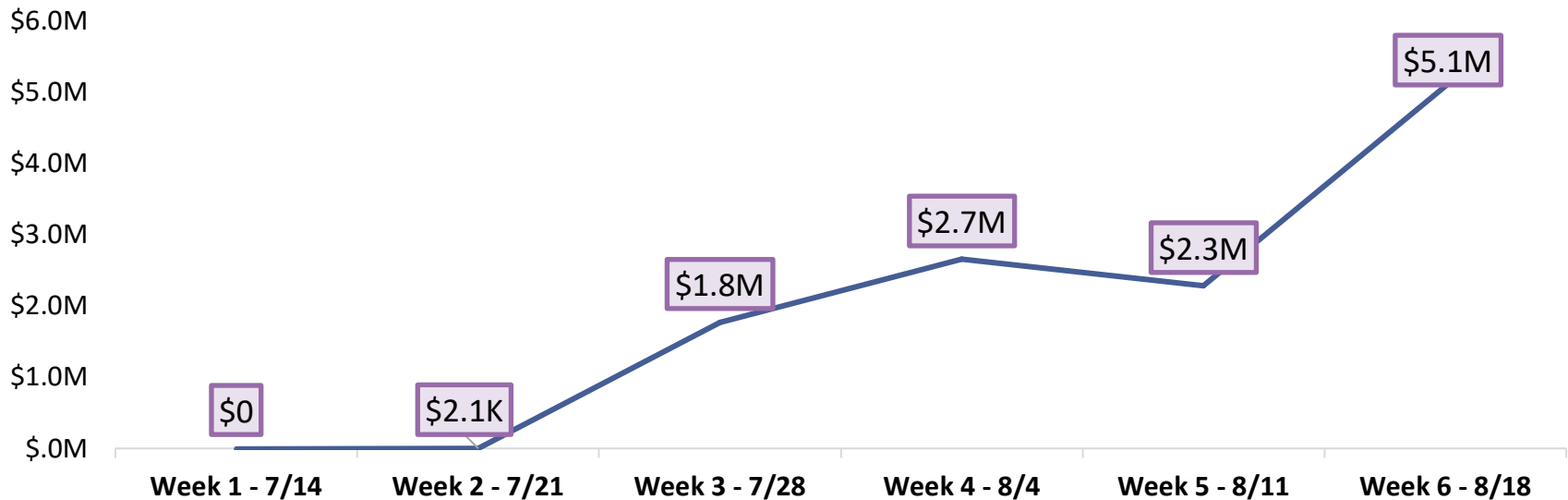


Compliance Initiative Update | Provider Billing Activity

Billing activity and payments have consistently increased since early July. Including manual payments, approximately 80% of the network is expected to receive payment by Friday, August 25th.

MMIS Claim Submission Payments: \$11.8M	+	Manual Invoice Payments: \$17.8M	=	Total paid since July: \$29.6M
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MMIS Claim Submission Payments (Millions) by Week, FY24



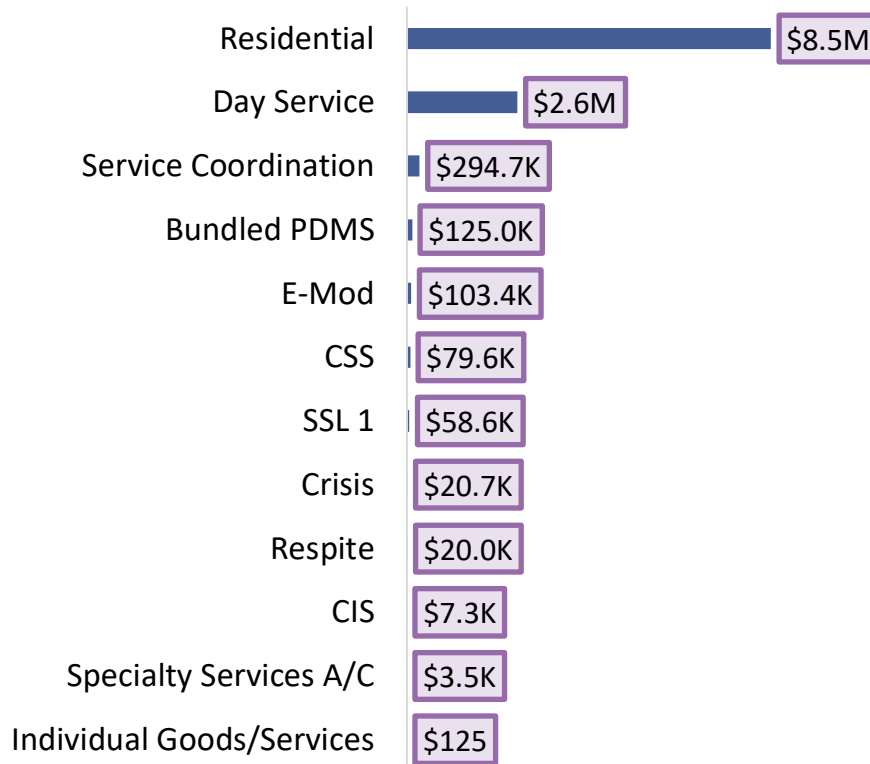
Notes: Data captures billing between the 7/10–8/18/23 period. Prior Authorizations (PAs) that began before 6/30/2023 were excluded from this analysis. A slight discount was applied to Week 3.

Compliance Initiative Update | Billing Service Type and By Region

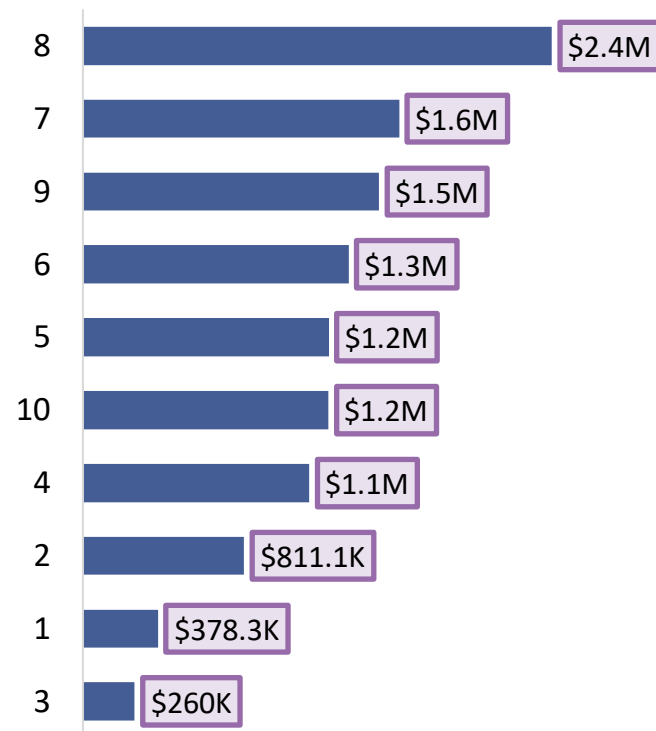
Providers in all regions are receiving payments.

MMIS Claim Submission Payments, FY24

By Service Type



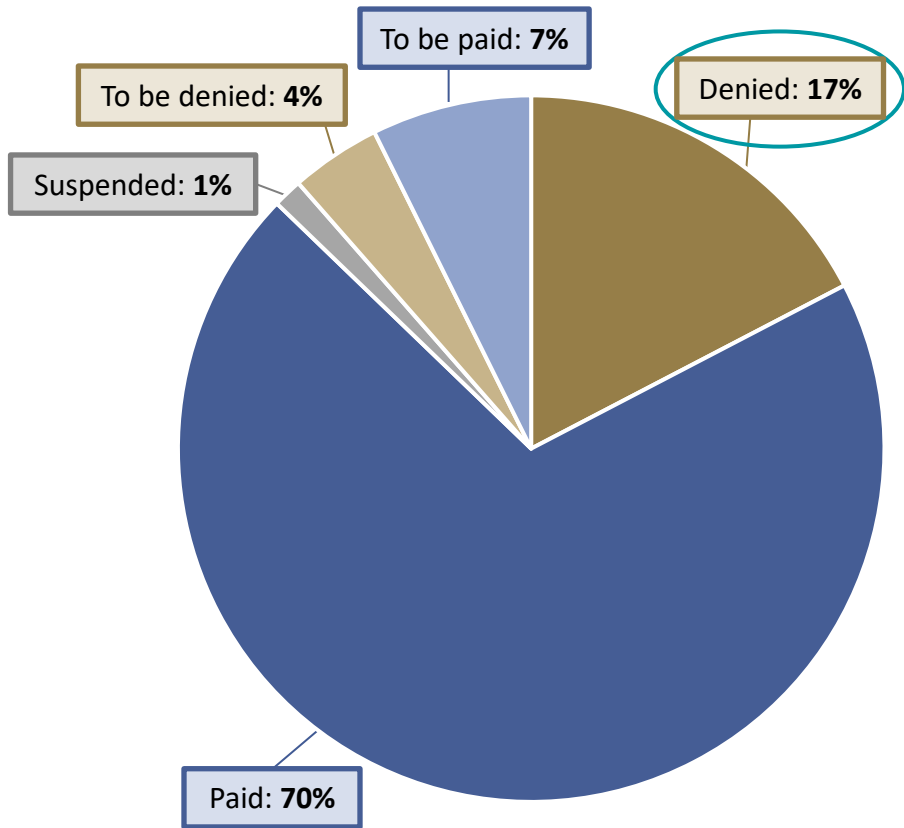
By Region Catchment Area



Notes: Data captures billing between the 7/10–8/18/23 period. Exclusions from analysis: prior authorizations (PAs) that began before 6/30/2023 and ~\$42K of the MMIS claim submission payments had no region affiliation. Does not include the manual invoice payments.

Compliance Initiative Update | Billing Trouble Shooting

The majority of submitted claims are being approved and paid. For denied claims, BDS is monitoring system-level trends, so that the Department can provide targeted outreach and support to providers.



Common Reasons for Denials

Over 50% of recent denials have been related to the following reasons.

1. The MMIS system could not find the approved service auth (likely a data entry error).
2. The claim was missing service auth information (likely a data entry error).
3. The MMIS system identified a potential duplicate submission (likely a submission error).
4. The dates of the service authorization and submitted claim do not align (likely a data entry error).

Notes: Data only captures billing between the 7/10–8/8/23 period.

Questions, Comments, and Concerns

