



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Advisory Committee Meeting

11.16.23

Provider Billing Updates

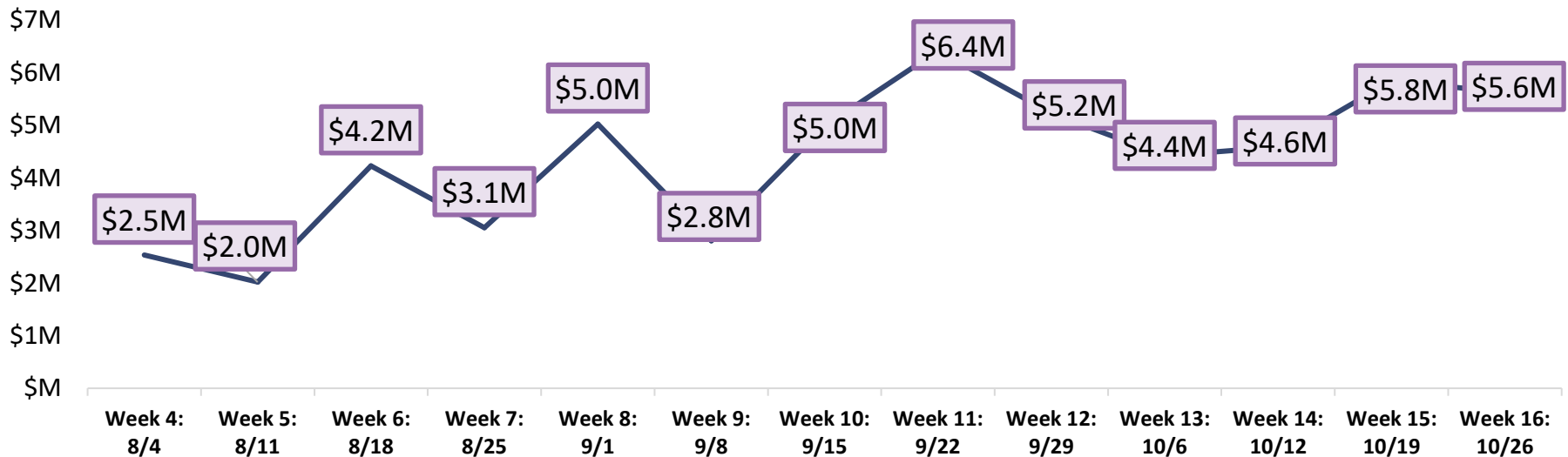


Compliance Initiative Update | Provider Billing Activity

Billing activity and payments have gradually increased week-over-week since early July, with signs of stabilization in the past month at approximately \$5-6M per week (MMIS claims) of billing which is in the range of weekly billing amounts BDS has observed within recent years.

MMIS Claim Submission Payments: \$58.3M	+	Manual Invoice Payments: \$44.3M	=	Total paid July – October: \$102.6M
---	---	--	---	---

MMIS Claim Submission Payments (Millions) by Week, FY24

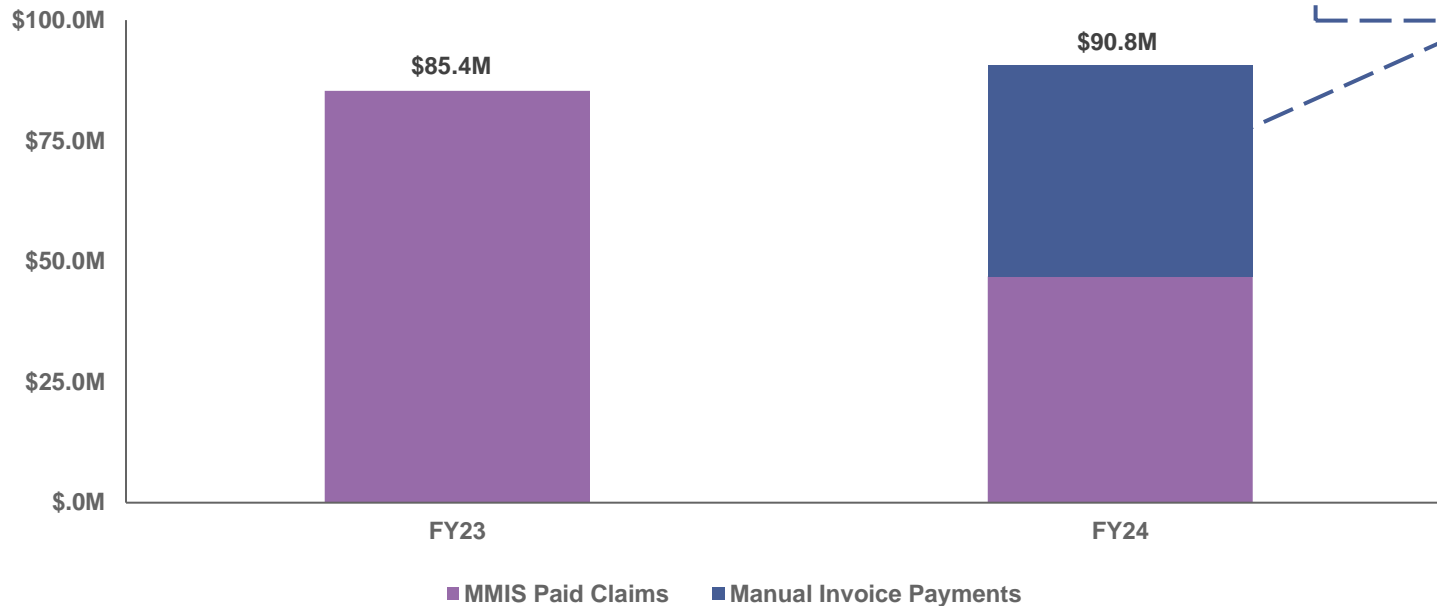


Notes: Data captures billing between the 7/10–10/26/23 period. Prior Authorizations (PAs) that began before 6/30/2023 were excluded from this analysis. A slight discount was applied to Week 3. Data is smoothed approximately by week, but some variation in week duration exists.

Compliance Initiative Update | FY 23 vs FY24 Q1 Billing

Through Q1 of 2024, BDS has paid \$90.8M dollars for provided services to providers, up from \$85.4M through Q1 last fiscal year. This figure includes upfront manual payments to providers which were intended to ease the transition into the new billing system.

FY23 vs FY24 Q1 Historical Billing Comparison



In Q1 of FY24, BDS distributed \$43.9M in manual payments to large providers to help ease transition to provider direct bill.

Notes: This table captures billing activity for Quarter 1 of FY2024 (7/1/2023 – 9/30/2023).

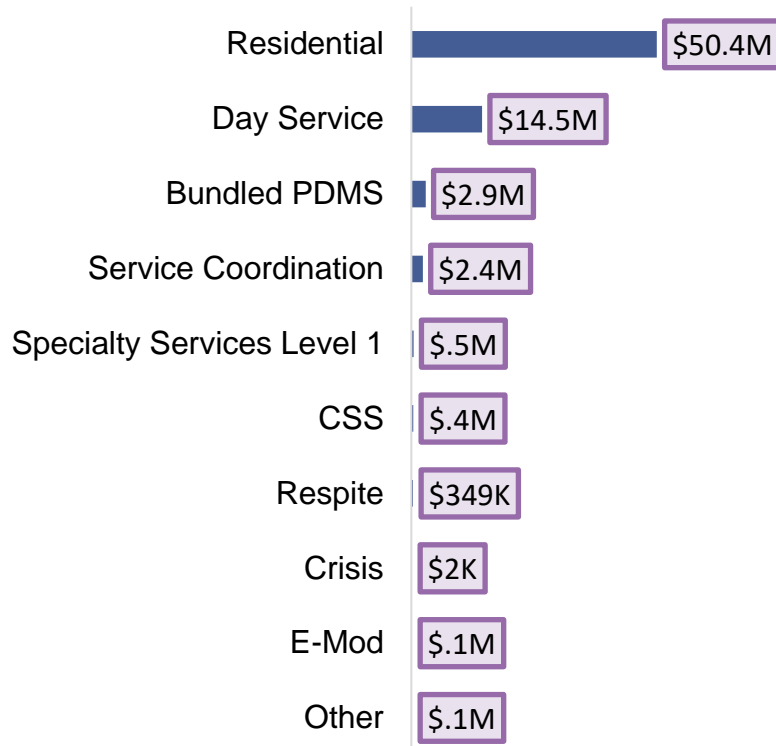


Compliance Initiative Update | Billing Service Type and By Region

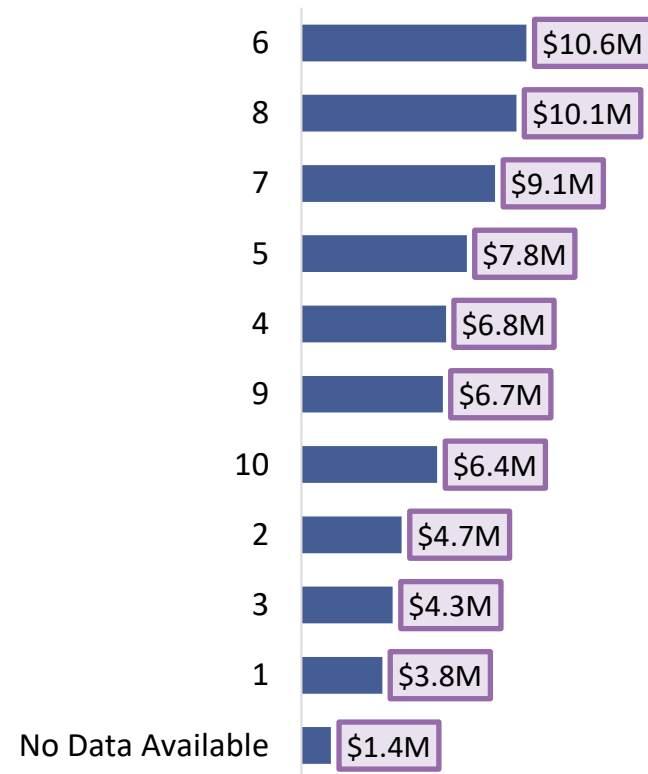
Providers in all regions are receiving payments.

MMIS Claim Submission Payments, FY24

By Service Type



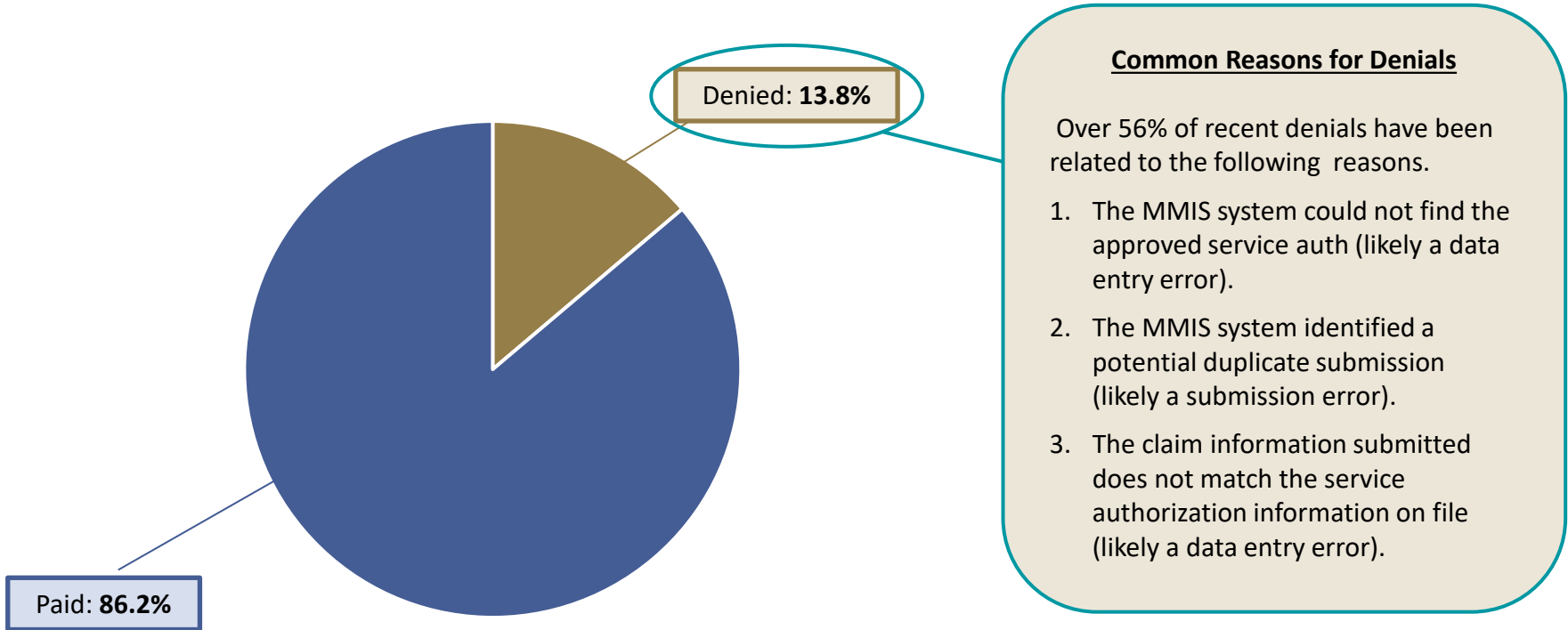
By Region Catchment Area



Notes: Data captures billing between the 7/10–11/14/23 period. Exclusions from analysis: prior authorizations (PAs) that began before 6/30/2023 and MMIS claim submission payments that had no region affiliation. Does not include the manual invoice payments.

Compliance Initiative Update | Billing Trouble Shooting

The portion of submitted claims that are being approved and paid has increased to **86.2%**. For denied claims, BDS is monitoring system-level trends, so that the Department can provide targeted outreach and support to providers.



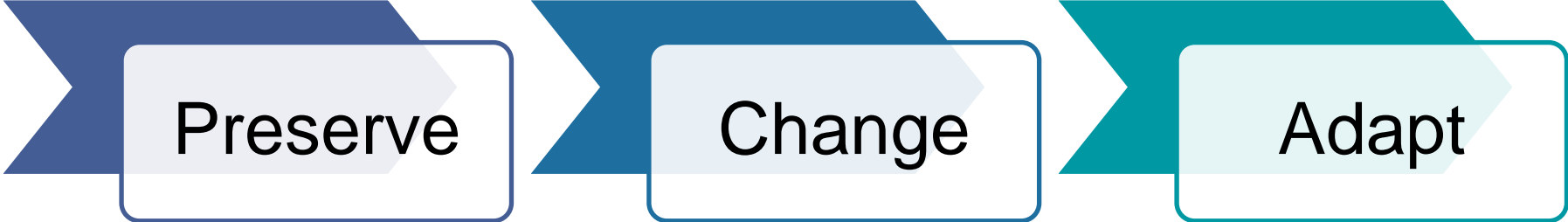
Notes: Data captures billing activity and payments between 10/1-11/1/23 period.

Stakeholder Engagement



Stakeholder Engagement

As BDS moves from the compliance work towards system improvements and innovation, BDS will work together with all stakeholders- individuals, families, Area Agencies, service providers, and service coordinators to build a shared vision for the future of the Developmental Services through targeted engagement.



Preserve

Change

Adapt

Stakeholder Engagement Structures

BDS will be collecting input and feedback through multiple engagement structures across various stakeholder groups throughout this next phase of system innovation.

Individual and Families

- Listening Sessions
- Engagement Surveys
- Focus Groups

Area Agencies, Providers, and Service Coordinators


- Scheduled Group Meetings
- Engagement Surveys

Other Stakeholder Groups

- Scheduled Meetings
- Focus Groups
- Engagement Surveys

Individual and Family Engagement Survey

The purpose of this survey will be to hear directly from individuals and families. We want to hear and understand what is working well for you and your family and what could be working better and/or done differently. This will help to focus and define our future work. We also want to learn what topics or resources you want to learn more about. We remain committed to working together to find the best ways to support and engage with families and the individuals we serve.




Bureau of Developmental Services
Individual & Family Listening Sessions

We want to hear from you!

The Bureau of Developmental Services is kicking off a series of individual and family listening sessions to hear feedback, experiences, and thoughts from individuals and families. These sessions are the first of an ongoing series of sessions to help shape the work ahead; to improve and innovate the Developmental Disabilities service system.

This first round of sessions are being held in three locations to accommodate a broad geographical area, as well as two virtual sessions.
<https://nh-dhhs.zoom.us/j/88386496950?pwd=RTZsS0RFRnkUzOUwvRmdlSzFIZWludz09>
Meeting ID: 883 8649 6950 Passcode: 495755

Rye November 28 6:00-7:30 pm Rye Public Library 581 Washington Rd. Rye, NH 03870		Lebanon November 30 6:00-7:30 pm Lebanon Library 9 East Park St. Lebanon, NH 03766
Concord December 5 6:00-7:30 pm Brown Auditorium 129 Pleasant St. Concord, NH 03301		Virtual December 7 & December 12 6:00-7:30 pm Click Here to Join

If accommodations are required for communication access such as interpreters, CART (captioning), assistive listening devices, or other auxiliary aids and/or services, please contact Peggy Sue Greenwood at peggy.s.greenwood@dhhs.nh.gov or (603) 271-5034. At least 5 business days advance notice is requested in order to assure availability; requests made fewer than 5 days prior to the event will attempt to be accommodated but cannot be guaranteed.