



NEW HAMPSHIRE
DHHS
DEPARTMENT OF
HEALTH & HUMAN SERVICES

Advisory Committee Meeting

2.8.24

Provider Billing Updates

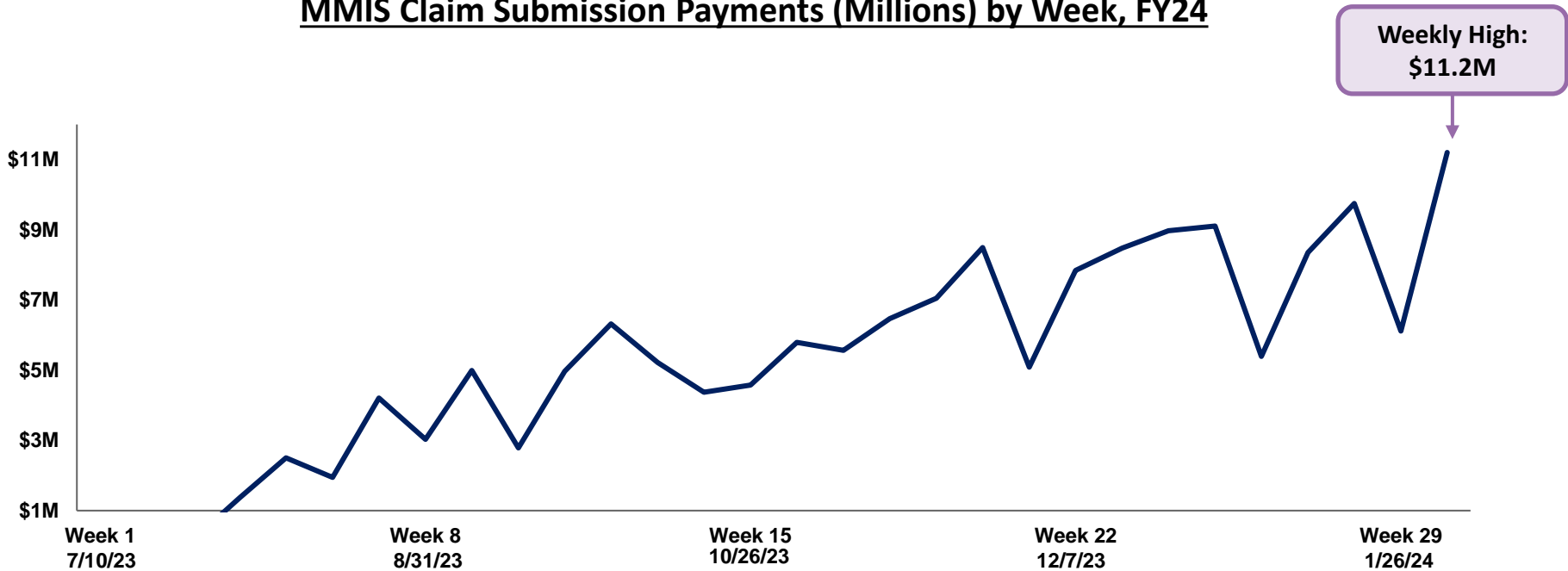


Compliance Initiative Update | Provider Billing Activity

Billing activity and payments have gradually increased since early July, with an observed trend of dips in billing activity once per month. The average weekly billing over the past month is approximately \$8.9M per week (MMIS claims) which is in the range of weekly billing amounts BDS has observed within recent years.

MMIS Claim Submission Payments: \$160.1M	+	Manual Invoice Payments: \$44.5M	=	Total paid since July: \$204.6M
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MMIS Claim Submission Payments (Millions) by Week, FY24

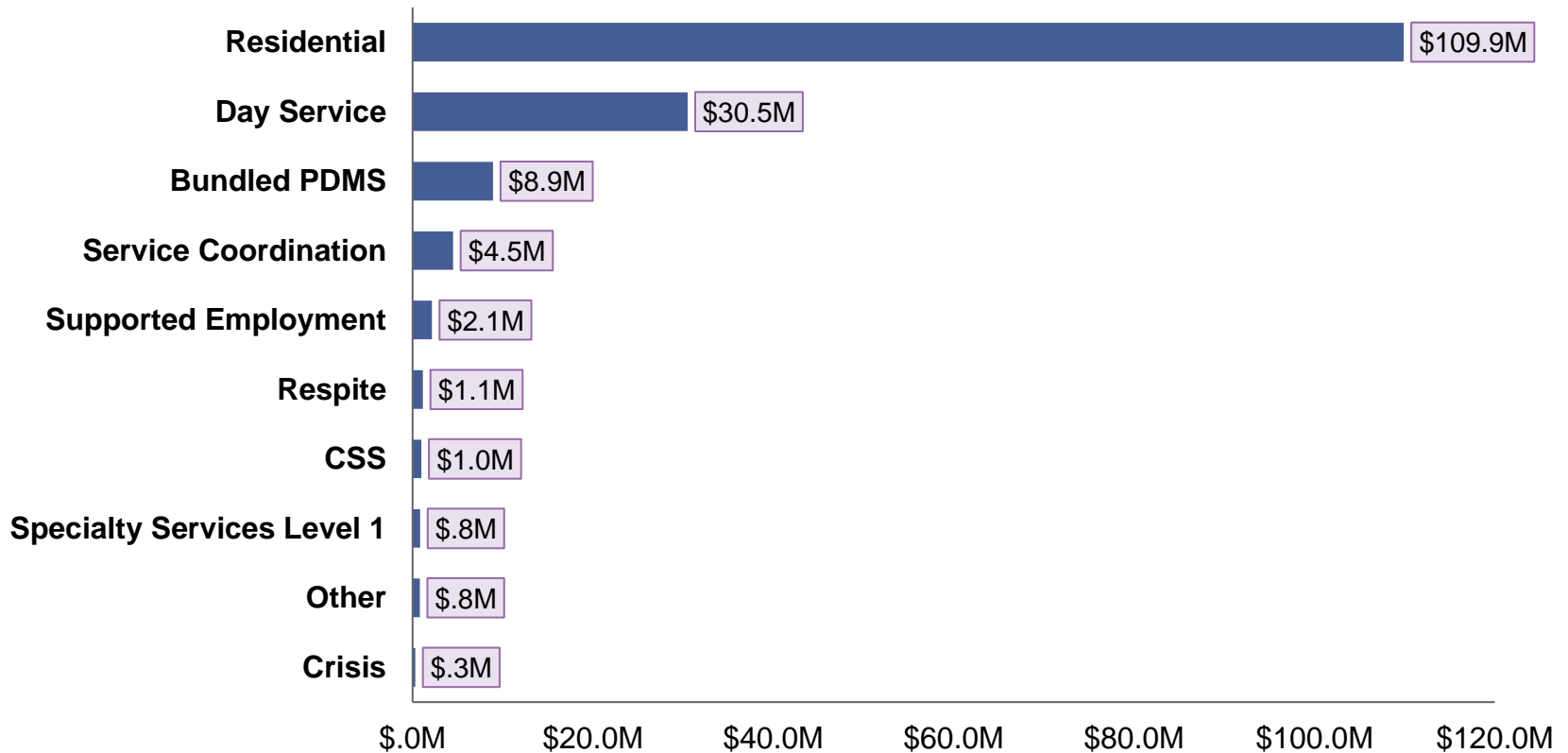


Source: FY24 MMIS Paid Claims
Notes: Data captures billing between the 7/10–1/31/24 period. Prior Authorizations (PAs) that began before 6/30/2023 were excluded from this analysis.

Compliance Initiative Update | Billing Service Type

Providers in all regions are receiving payments.

MMIS Claim Submission Payments by Service Type, FY24



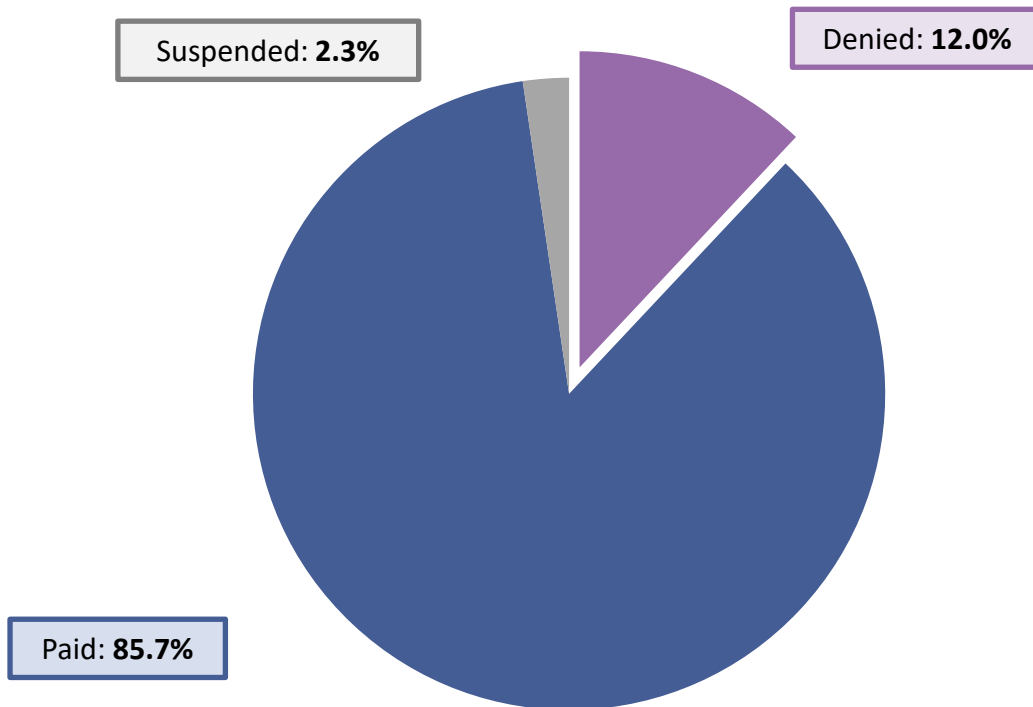
Source: FY24 MMIS Paid Claims

Notes: Data captures billing between the 7/10–1/31/24 period. . Prior Authorizations (PAs) that began before 6/30/2023 were excluded from this analysis. Does not include the manual invoice payments.



Compliance Initiative Update | Billing Trouble Shooting

The portion of submitted claims that are being approved and paid is 85.7% for the month of January. Denied claim rate for the month of January is 12%, which is down from 14% during the month of December. For denied claims, BDS is monitoring system-level trends, to provide targeted outreach and support to providers.



Most Common Reasons for Denials

1. The claim information submitted does not match the service authorization information on file (likely a data entry error).
2. The MMIS system could not find the approved service auth (likely a data entry error).
3. The MMIS system identified a potential duplicate submission (likely a submission error).
4. Service authorization units fully exceeded

Source: FY24 MMIS Claims

Notes: Data captures billing activity and payments between 1/1-1/31/24 period.

Stakeholder Engagement Updates and Upcoming Opportunities



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



Area Agencies, Providers, and Service Coordinators

- Listening Sessions
- Engagement Surveys



Other Stakeholder Groups

- Scheduled Meetings
- Focus Groups
- Engagement Surveys

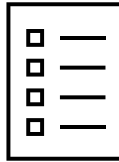
Individual and Family Engagement Summary

The Bureau of Developmental Services (BDS) hosted listening sessions and shared a survey for individuals and families in December 2023. We are grateful for the valuable feedback we received, which pointed out both positive aspects and areas for improvement. Your insights play an important role in shaping future innovations within our systems, enhancing our connection with individuals and families, and creating useful tools and resources customized for the needs of the New Hampshire community.



Individual and Family Listening Sessions

- 5 Listening Sessions
- 121 Total Attendees



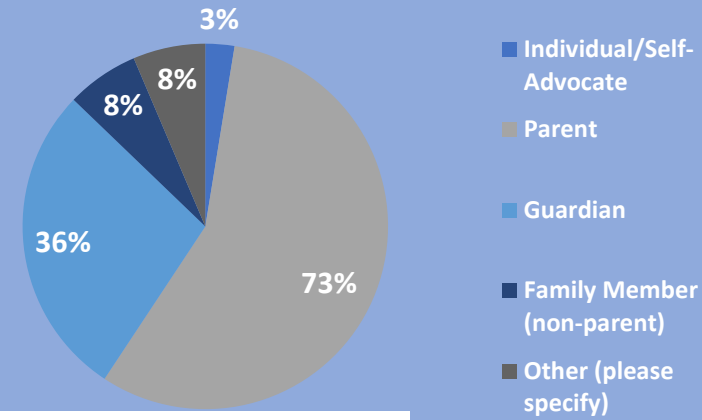
Survey Responses

- Survey Window: 12/1/23-12/31/23
- 242 Total Responses

Individuals and Families shared in both the listening sessions and survey responses that they would like more information on the following topics:

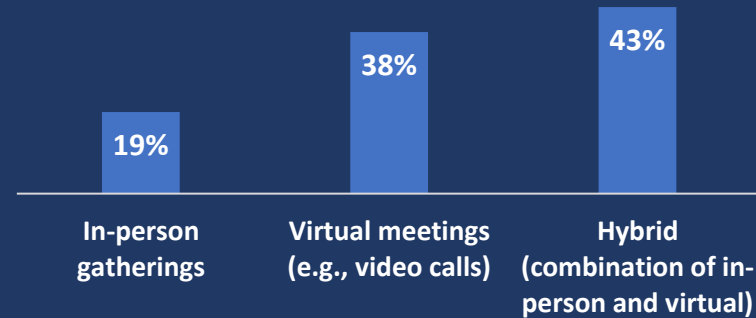
- Accessing Services
- Waiver Education
- Direct Support Professional Workforce Shortage
- Participant Directed Managed Services (PDMS) and PDMS Budgets
- Availability of Housing
- Roles and Responsibilities of BDS, Area Agencies, and/or Service Providers
- Respite Availability
- Behavioral and Mental Health Supports
- Resources for Aging Caregivers
- Rate Development Process

Survey Responses By Group

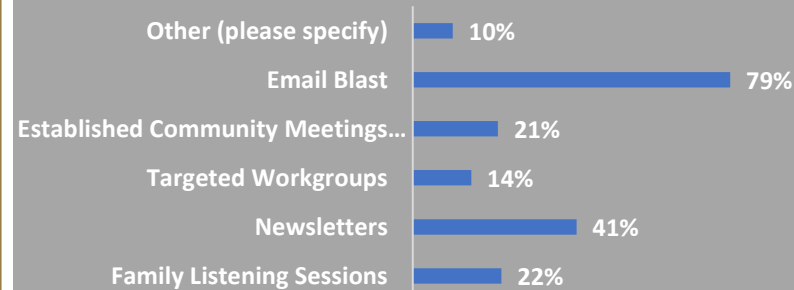


*Respondents Could Select Multiple Choices

Preferred Meeting Type



Preferred Communication Method(s)



*Respondents Could Select Multiple Choices

Area Agency, Service Provider, and Service Coordinator Survey

This survey is designed to collect direct input from Area Agencies, service providers, and service coordinators in New Hampshire. Their valuable input and feedback will play a crucial role in shaping the future innovation of the developmental services system. Additionally, we are interested to learn about the most effective means of to connect with them, obtain feedback on current meetings, and understand their preferences for trainings or resources.

