



# Contract Changes to Medicaid Health Plan Credentialing

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Contact Changes to MHP Credentialing

# Presenters

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CONTRACT CHANGES TO MEDICAID  
HEALTH PLAN CREDENTIALING

# Background

# Background

- Member Concerns
- Judaical Research
- Data Collection
- Presentation and Discussion with MDHHS





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# Partnership with Michigan Association of Health Plans

# Contract Language Change

“Allow Providers to request retroactive effective date for network participation back to date of receipt of complete credentialing application.”



# Creating the Credentialing Reference Guide

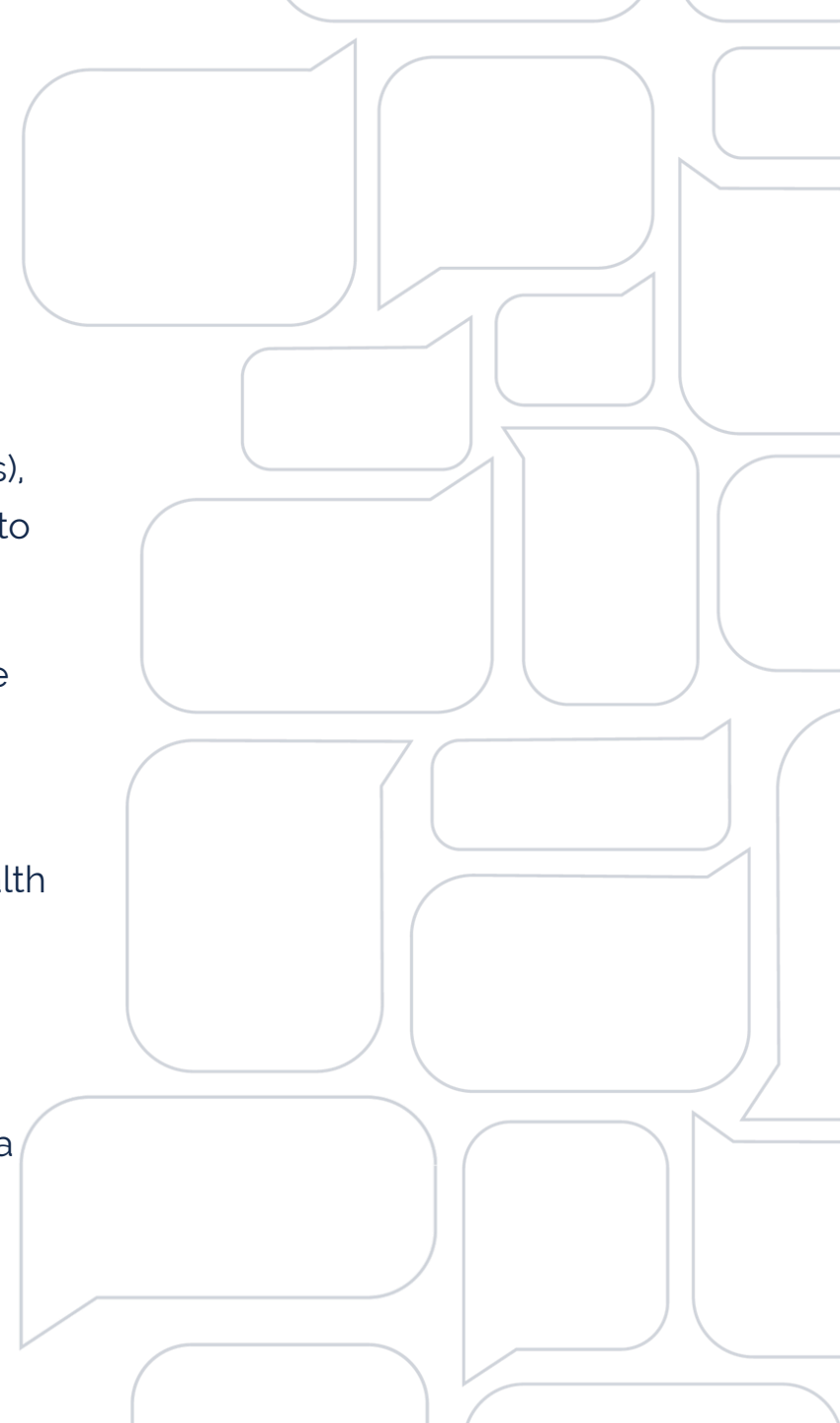
MPCA worked with the Michigan Association of Health Plans (MAHP) to develop the Michigan Medicaid Health Plan (MHP) Credentialing Reference Guide for health centers as the contract language does leave the retroactive process up to the MHP to determine.

- Questions for the reference guide were developed with MPCA staff members
- This reference guide has gone through multiple reviews for clarification and details to assist in the credentialing and contracting process
- Special thank you to Tiffany Stone at MAHP for helping us pull the information together



# Michigan MHP Credentialing Reference Guide Questions

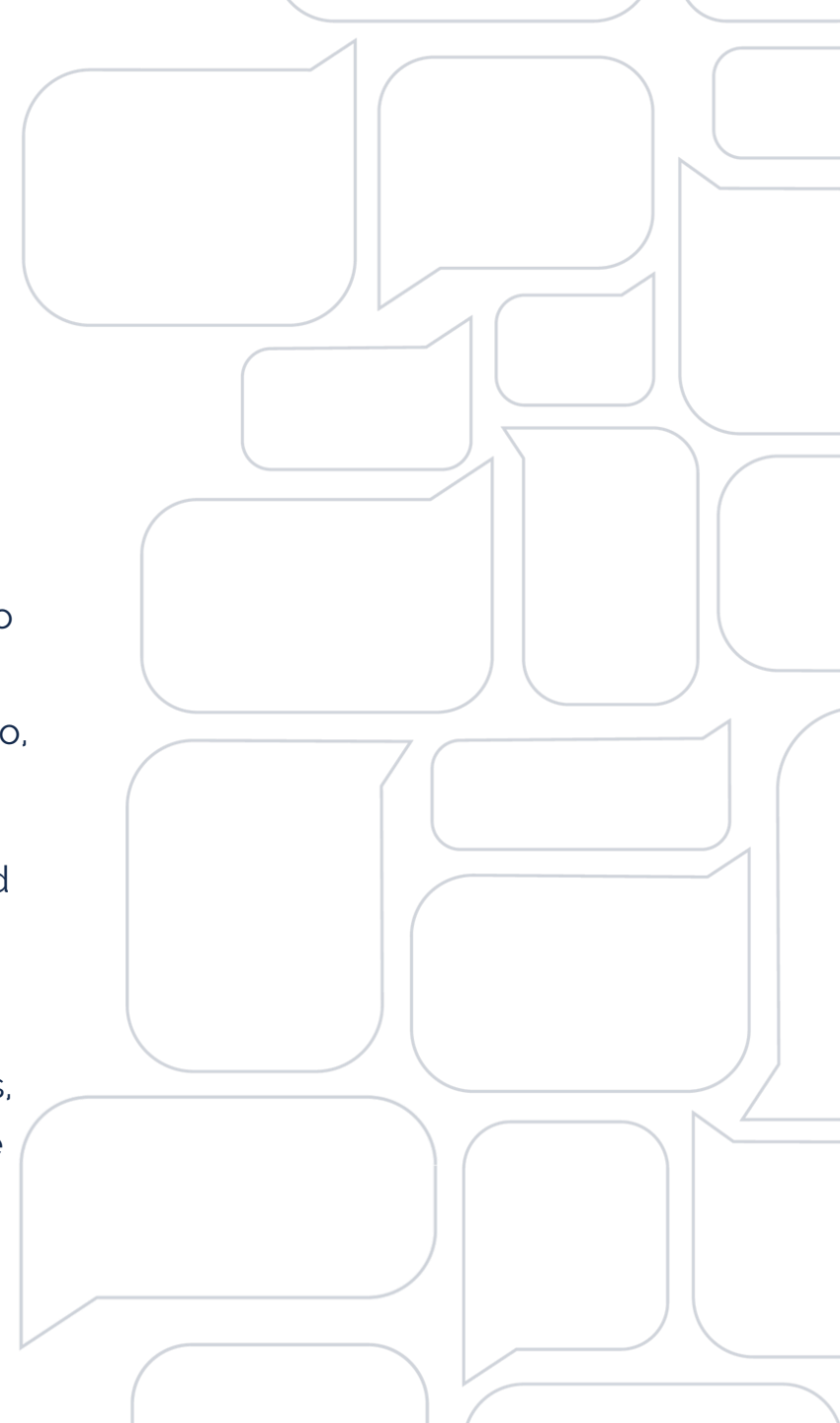
- Where can a health center locate the plan's provider credentialing form(s) and process(es), including any credentialing instructions specific to health centers (FQHCs, RHCs & THC) to ensure credentialing applications are complete when submitted?
- How long after submission of a credentialing application should a health center anticipate receiving acknowledgement of submission and verification the application was complete from the plan?
- If a health center does not receive acknowledgement with that timeframe, who can a health center contact to verify the plan received the credentialing application and that it was considered complete?
- If a health center has not received a final credentialing and contracting outcome for a provider within 150 days of submitting a credentialing application, how and to whom can a health center escalate the issue/delay within the plan?





# Michigan MHP Credentialing Reference Guide Questions

- While a provider is undergoing credentialing by the plan, what should a health center do with claims for services rendered to plan members?
- When a provider's credentialing process is finished, will the plan require a health center to request retroactive claim adjudication (for services rendered while provider credentialing was occurring)? If yes, how and to whom should a health center submit the request? If no, how will claims adjudication be initiated if not by request?
- If a health center experiences a problem with adjudication of claims for services rendered while provider credentialing was occurring, who can a health center contact to assist in troubleshooting and resolving the issue?
- Where can providers expect to find updates or changes to any required forms, processes, or required documentation and are there any associated timeframes that changes can be expected?





# Michigan Medicaid Health Plan Credentialing Reference Guide Preview

[MPCA website](#) > [Operations, Training, & Programs](#) > [Billing and Finance](#) > [Health Center Revenue Cycle Resources](#) > [Medicaid](#) > [2. Credentialing](#)

# Reference Guide Highlights

- Applies to Medicaid Health Plans (MHPs)
  - Health Kids Dental will go into effect October 1, 2022
- Most MHPs have reported expectations for acknowledgement of application submission
- Expectation of timelines and contact information for timelines being exceeded by MHP
- 150-day expectation to complete credentialing and contracting
- Claim processing/reprocessing expectations
- Guidance on when and where Credentialing changes and updates can be located.
- Reference Guide changes and updates are expected as more information becomes available

# Claim Processing

## Continue Submitting Claims Normally and be Paid

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- Aetna Better Health
- Blue Cross Complete
- Meridian Health Plan
- Molina Healthcare
- United Healthcare Community Plan
- Upper Peninsula Health Plan

## Expect Claims to Deny but Reprocess Upon Retroactive Effective Date

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- HAP Empowered
- McLaren Health Plan
- Priority Health Choice



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# The Role of MPCA

# Credentialing Pilot

MPCA has started and is continuing to pull together a small group of health centers who meet regularly to offer feedback on the credentialing process and report issues or concerns with the current reference guide. Our aim is to include:

- Health centers from across the state
- Making sure to include all Medicaid Health Plans
- Multiple Provider types



# What To Expect

- This is a transition for the Medicaid Health Plans as well
  - We do expect challenges with processes will arise during our pilot period
- The goal of utilizing the pilot workgroup is to determine any issues, changes, or updates with the Reference Guide
  - Please continue to credential providers at your health centers
- Pilot timelines and feedback may change as we collectively continue to work through the credentialing process



# Health Center Pilot Workgroup Commitment

- Health centers should utilize their normal teams and follow the process established in the reference guide to complete credentialing
- Kelsea will assist with facilitating any issues with MHP adhering to the reference guide.
- Health centers will meet as a group every two weeks for the first 8 weeks and then once every 4 weeks for the following 16 weeks
  - Health center will share progress and any challenges/issues that arise
  - Meetings will be held virtually
- Please note this expectation may be adjusted based on needs



# Pilot Participants

## Health Centers Participating

- Alcona Health Center
- Catherine's Health Center
- Covenant Community Care
- Upper Great Lakes Family Health Center

## Seeking four additional health centers:

- Health centers with Vision providers completing credentialing
- Health centers with multiple providers starting soon or currently going through credentialing
- Health centers currently recruiting for specialty, dental, or behavioral health providers



# Interested in Joining the Pilot?

Please reach out to Kelsea, Rachel, or Honor if you are interested in joining the pilot group or if you have questions or concerns you would like to discuss prior to committing. MPCA will continue to collect contacts for interested health centers through July 8th.

- Kelsea Frazier ([kfrazier@mpca.net](mailto:kfrazier@mpca.net))
- Rachel Ruddock ([rruddock@mpca.net](mailto:rruddock@mpca.net))
- Honor Childress ([hchildress@mpca.net](mailto:hchildress@mpca.net))





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# Pilot Communication & Follow-up

# Meeting Follow-up

- Following this meeting slides and reference guide location will be shared with the group
- Collection of additional participants through July 8<sup>th</sup>
- Scheduling of first pilot group meeting (targeting the last week in July)
- Regular pilot group meetings
- Reference Guide Updates
- Email report will be sent to meeting participants
  - Expect reports every eight weeks for the six months following the start of the pilot
  - First email report expected end of September
  - Final report expected end of January





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# Questions



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# Thank you

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& HONOR CHILDRESS

