Medicaid Update

All Providers

(Cover)

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Providers to gain knowledge of providers' experiences using telehealth during the COVID-19 State of Emergency. The Department will use the results of this survey to inform post-pandemic telehealth policy

New York State All Health Care Provider

Telehealth Survey

The New York State (NYS) Department of Health (The

Department) is conducting a survey of All Health Care

development. The information gathered from this survey will be shared with, and help inform the work of, the Reimagine New York Commission. More information on the Reimagine New York Commission can be found at: https://forward.ny.gov/reimagine-new-york-commission. The survey should take approximately 20 minutes to complete and can be found at the following link: https://www.surveymonkey.com/r/KQYXNHR. All clinicians are encouraged to respond; however, please limit to one survey response per individual clinician. The Department is interested in gathering perspectives from clinicians from

the same organization, especially if clinicians have different

perspectives. Clinicians must submit survey responses as

soon as possible. The survey will close on December 15, 2020. With the rapid transition to telehealth during the State of Emergency, providers may have received surveys from multiple state agencies. Surveys administered over the summer by the Department's Office of Quality and Patient Safety (OQPS) had a focus on provider well-being and the Office of Mental Health (OMH) survey had a focus on consumer experience with behavioral health services. For providers who are exclusively an OMH-licensed provider

and who previously participated in the comprehensive OMH survey, the Department welcomes provider responses but understands if providers do not have the resources to complete another survey at this time. Below are COVID-19 telehealth guidance resources issued by New York State and referenced in the survey: Medicaid Update Special Edition: <u>Comprehensive Telehealth Guidance</u> • FAQs on Medicaid Telehealth Guidance during the Coronavirus Disease 2019 (COVID-19) State of Emergency Webinar: New York State Medicaid Guidance Regarding Telehealth, Including Telephonic, Services During the COVID-19 Department of Health Weekly Health Provider Webinars • Division of Financial Services: Information for Insurers and Providers on Coverage for Telehealth Services • Office of Mental Health: <u>Use of Telephone and Two-Way Video Technology by OMH-Licensed, Funded or Designated</u>

Providers and Clients Affected by the COVID-19 Pandemic Office of Addiction Services and Supports: <u>Telepractice FAQs</u> • Office for People with Developmental Disabilities: Interim Guidance Regarding the Use of Telehealth/COVID-19

- Thank you for partnering with the Department to improve the use of telehealth across New York State.

All Providers

Payment Error Rate Measurement Upcoming Request for Medicaid Provider **Documentation** The Centers for Medicare and Medicaid Services (CMS) will be measuring improper payments in the Medicaid and State Child Health Insurance programs under the Payment Error Rate Measurement (PERM) program. New York State will be participating for the fifth time, the last being federal fiscal year 2017. CMS, along with their contractor and the New York State Office of Medicaid Inspector General (OMIG), have the authority to collect information under sections 1902(a)(27) and 2107(b)(1) of the Social Security Act. The Health Insurance Portability and Accountability Act of 1996 (HIPAA) statutes and regulations require the provision of such information upon request, and the information can be provided without patient consent. NCI Inc., the new CMS review contractor, in partnership with OMIG, will be requesting documentation for randomly

selected claims in order to perform a medical review. When claims submitted by providers are selected, NCI

Inc. and OMIG will request documentation in writing from providers to substantiate claims paid in the federal

review period of July 1, 2019 through June 30, 2020. Provider cooperation and timely responses are required.

For providers who receive letters in this regard from the CMS contractor, refer to the Payment Error Rate

Measurement Upcoming Request for Medicaid Provider Documentation article in this month's edition.

Requests for documentation will start in November 2020. The sampled claims will have been paid between July 1,

2019 and June 30, 2020. Requests and subsequent receipt or non-receipt of documentation will be tracked. Failure to

provide requested records will result in a determination by CMS of erroneous payment and OMIG will pursue recovery.

Questions should be directed to the PERM Project Staff at (518) 474-3499 or via email at PERMNY@omig.ny.gov. **†**Back to Top

Help Stop the Spread of COVID 19 by Sharing the **New COVID Alert NY App** New York State Department of Health's new COVID Alert NY app is gaining participation with more New Yorkers every day. Please keep sharing the COVID Alert NY app information

with partners and consumers. Together everyone can help stop the spread of this virus. **†**Back to Top

New York Medicaid EHR Incentive Program

Medicaid Consumer Fact Sheets Now Available

New York State Department of Health (DOH) Office of Health Insurance Programs has created

new Medicaid consumer fact sheets focused on chronic health conditions. Each fact sheet

provides information regarding how a condition can be prevented and managed, as well as

relevant Medicaid benefits that can be used to help enrollees stay healthy. Fact sheets are

currently available on the topics of diabetes, high blood pressure and asthma control, in the

following languages: English, Spanish, Traditional Chinese, Russian, Haitian Creole, Bengali and Korean. Fact sheets on additional health topics will be produced in the coming weeks and Distribution to Eligible Professionals & Eligible Hospitals Since the Start of the Program in 2011* **Number of Payments:**

*As of 11/9/2020

Check Provider Participation

LISTSERV Communications

need.

households and

а

Open

Qualified

consumers

emergency,

45,236

will be posted on the Medicaid Redesign Team (MRT) II Policies and Guidance web page.

Through the New York (NY) Medicaid Electronic Health Record (EHR) Incentive Program, eligible professionals (EPs) and eligible hospitals (EHs) in New York who adopt, implement, or upgrade certified EHR technology (CEHRT) and subsequently become meaningful users of CEHRT, can qualify for financial incentives. The Centers for Medicare and Medicaid Services (CMS) is dedicated to improving interoperability and patient access to health information. The NY Medicaid EHR Incentive Program is a part of the CMS Promoting Interoperability Program but will continue to operate under the current name of NY Medicaid EHR Incentive Program. Payment Year (PY) 2020 Events and Announcements To view all upcoming deadlines, announcements, and events, visit the EHR web page.

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Distributed Funds:

\$1,024,921,785

Volse Operatment Office of Health Income Prop and

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problem areas identified by providers. Providers who would like to have a particular topic discussed should submit requests by completing the Program Satisfaction Survey. Schedule and registration information for all webinars can be found on the EHR Webinar calendar page. **Questions** The EHR Incentive Program has a dedicated support team ready to assist. Please contact the program at: (877) 646 5410 (Option 2) or via email at hit@health.ny.gov.

NY State of Health Open Enrollment Period is Underway

through the end of the year, to ensure

that people do not avoid seeking

COVID-19-related testing or medical

care due to a lack of health insurance

coverage. The extended 2020 Special

Enrollment Period coincides with

the 2021 Open Enrollment Period.

Consumers can enroll in a health Calling the Customer Service

Logging onto the NY State of

Speaking with an enrollment

assistor. Find an assistor at the

"Find Broker/Navigator" search

Additional information on insurance

emergency can be found at the

NY State of Health Coronavirus

during the Coronavirus

Page

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Information

Health website

tool.

options

(COVID-19)

campaign, the message "We're

Here to Help," is a continuation of

COVID-19 pandemic to promote NY

State of Health as a safety net for

New Yorkers who may have lost

job-based coverage. Ads will run

statewide across all digital media

platforms: search, social and display

as well as TV/radio and downstate

ethnic print publications. The goal

of the campaign is two-fold: reach

those who remain uninsured and

encourage and remind those who

did enroll in 2020 to renew their

during

the

used

messaging

by 7.5 percent effective December 1, 2020. The **†**Back to Top

who experience any difficulty when attempting to subscribe should contact the support team for assistance. Webinars

At minimum*, a provider must have completed and received an incentive payment for one PY in

2016 or earlier to participate for future years. Providers who wish to check their participation record

should contact the support team at (877) 646 5410 (Option 2) or via email at https://doi.org/10.1001/journal.com/

The NY Medicaid EHR Incentive Program uses a LISTSERV messaging system to quickly communicate

upcoming events, deadlines, and any changes to the program as a whole. Information and instructions on

how to subscribe can be found on the NY Medicaid EHR Incentive Program LISTSERV web page. Providers

NY Medicaid EHR Incentive Program hosts a variety of informational webinars covering

*Providers must also meet all other relevant program requirements and metrics to be eligible to participate in the NY Medicaid EHR Incentive Program.

During these challenging times, NY State of Health, remains committed to ensuring access to affordable, quality health insurance for all New Yorkers, so they can get

the

public

2020

State

and

care

nearly 200,000

and

Enrollment

they

Health Plan is underway now.

NY State of Health expects to renew

Qualified Health Plan coverage for

enroll new consumers into coverage

during the Open Enrollment Period.

returning

must enroll or renew by December

without health insurance should

also visit the NY State of Health

website and take this opportunity to

enroll. Due to the ongoing COVID-19

consumers already enrolled in NYS

Medicaid, Child Health Plus, or

the Essential Plan will have their

coverage continued automatically

and do not need to renew at this time.

Enrollment Period (SEP) in March

launched a Special

recently extended it

health

in

15, 2020, for coverage starting coverage for 2021, if required. January 1, 2021. All New Yorkers We're here to help you find who are currently enrolled in a a low-cost health plan Qualified Health Plan through NY plan by: Enroll by Dec 15 for health State of Health are encouraged coverage starting Jan 1 to renew their coverage. Anyone Center at (855) 355-5777

nystateofhealth The Official Health Plan Marketplace

Eligible New Yorkers can enroll in a

Qualified Health Plan for November

and/or December 2020 and continue

enrollment in the same plan for

2021 without a gap in coverage.

Consumers will be instructed to

call Customer Service for this SEP.

Additionally, NY State of Health

has launched its 2021 advertising

Attention Taxi/Livery Providers

mileage fees

The Enacted 2020-2021 State Budget and Medicaid Redesign Team II (MRTII) initiative will decrease Medicaid Taxi/Livery base and updated fees effective for dates of service on or after December 1, 2020 are posted at the link below. https://www.emedny.org/ProviderManuals/Transportation/PDFS/Transportation Fee Schedule.xls Policy and Billing New York State Incontinence Supply Program Requirements Enrolled New York State (NYS) Medicaid providers dispensing incontinence products in accordance with Incontinence the Supply Program initiated in September 2016 are responsible for ensuring that all incontinence products meet the minimum product specifications established by the NYS Department of Health (DOH) and must verify the specifications through independent testing result documentation. Previously, products purchased from DOH's contracted preferred provider were exempt from this requirement; however, that contract expired. Accordingly, the has

enrolled NYS Medicaid provider

must comply with the program

requirements and minimum product

must be maintained on site and

available for review upon request.

Documentation

Office of the Medicaid Inspector General:

Please visit the <u>eMedNY website</u>.

Office of Medicaid Inspector General (OMIG) web site.

specifications.

To view the minimum standards

the New York State Incontinence

article in this month's edition.

These minimum standards apply to

all adult and youth sized products

NYS

products

refer to

Medicaid

Requirements

incontinence

Program

to

dispensed must meet,

that

Supply

dispensed

and

care

members residing in community settings by fee-for-service, managed care and managed long-term care Medicaid providers. NYS The following procedures are still in effect: These minimum standards apply to all adult and youth sized products dispensed to NYS Medicaid members residing in community settings by fee-for-service, managed

managed long-term

For suspected fraud or abuse complaints/allegations, call 1-877-87FRAUD, (877) 873-7283, or visit

NYS Medicaid providers. care DOH continues to incorporate the incontinence review of product specifications quality minimum routine pre-payment and post-payment reviews as well as other audit processes. DOH will also investigate any complaints from NYS Medicaid received enrollees or other parties concerning NYS Medicaid enrolled providers dispensing incontinence products

which do not meet the established

For questions about the Incontinence

contact the Bureau of Medical

Review at (800) 342-3005 or by email

OHIPMEDPA@health.ny.gov.

Management

product specifications.

Program,

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minimum

Supply

at

Provider Manuals/Companion Guides, Enrollment Information/Forms/Training Schedules:

Please enroll online for a <u>provider seminar</u>. For individual training requests, call (800) 343-9000.

 Prescriber Education Program in partnership with SUNY **eMedNY**

Like Us on Social Media:

Donna Frescatore Medicaid Director

Beneficiary Eligibility: Call the Touchtone Telephone Verification System at (800) 997-1111. **Medicaid Prescriber Education Program:** For current information on best practices in pharmacotherapy, please visit the following websites:

For a number of services, including: change of address, updating an enrollment file due to an ownership

Howard A. Zucker, M.D., J.D. Commissioner **New York State**

Department of Health

Andrew M. Cuomo Governor

Provider Directory-

Providers wishing to listen to the current week's check/EFT amounts: Please call (866) 307-5549 (available Thursday PM for one week for the current week's amount). For questions about billing and performing MEVS transactions: Please call the eMedNY Call Center at (800) 343-9000. **Provider Training:**

change, enrolling another NPI, or revalidating an existing enrollment, please visit eMedNY's Provider Enrollment page and choose the appropriate link based on provider type.

The Medicaid Update is a monthly publication of the New York State Department of Health

• DOH Prescriber Education Program page

NY Medicaid Electronic Health Record (EHR) Incentive Program Contact the New York Medicaid EHR Call Center at (877) 646-5410 for assistance. **Comments and Suggestions Regarding This Publication**

State of New York

Office of Health Insurance Programs

Please contact the editor, Angela Lince, at medicaidupdate@health.ny.gov.