

**CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES (DHCS)  
CLINICAL ASSURANCE & ADMINISTRATIVE SUPPORT DIVISION (CAASD)  
PUBLIC HOSPITAL PROJECT**

**Technical Workgroup Teleconference  
March 4, 2019 Teleconference Minutes**

**Teleconference Attendees on Behalf of the Department:**

<u>Name</u>	<u>Organization</u>
1. Doug Robins	DHCS CAASD
2. Rosemary Lamb	DHCS CAASD
3. Becky See	DHCS CAASD
4. Jillian Hart	DHCS CAASD
5. Cynthia Hicks	DHCS CAASD
6. Kelli Mendenhall	DHCS CAASD
7. Janelle Jones	DHCS CAASD
8. Cherease Baker	DHCS CAASD
9. Lauren Palmer	DHCS CAASD
10. Monique Doduc	DHCS CAASD
11. Laura Watkins	DHCS CAASD
12. Erika Lazaldi	DHCS CAASD
13. Stephan Fukasawa	DHCS A&I-FAB

**Handouts**

Each participant was e-mailed an agenda and the following document: *CCR Section 51476 Keeping and Availability of Records*. In addition, a link to the DPH website for minutes from previous meetings was also provided.

**Agenda Item I: Introductions**

**Agenda Item II: Availability of Medical Records and Call Lists at Time of Review**

**Discussion:** Although hospitals receive their sample lists six weeks in advance, we are still seeing issues with Electronic Medical Records (EMR) and/or call lists for administrative days being available to DHCS staff for the review.

Currently, DHCS sends the sample list for your facility's upcoming review with a deadline for providing the required review documentation. If DHCS cannot locate an EMR and/or a call list after the deadline, the facility will be sent a courtesy email notifying of the missing documentation and have 24 hours to provide them. If the hospital does not provide the requested items within the 24 hour window,

the appropriate administrative variances will be applied and the facility will not be able to present the missing documents at the dispute level. Any disputes submitted regarding these types of administrative variances will not be accepted moving forward.

Call list(s) not provided within the EMR, may be uploaded securely to the DHCS E-Transfer site: <https://etransfer.dhcs.ca.gov>.

- Ten calls daily are required to document efforts to place a beneficiary in a NF/SNF, additionally, the response from each NF/SNF must be documented for every call. No calls are required on weekends or holidays.
- No calls are required for subacute placement.
- Beneficiaries meeting acute administrative days waiting for NF/SNF placement do not require InterQual, only a call list.

### **Agenda Item III: Superior Systems Wavier (SSW) Renewal**

**Discussion:** The current Superior Systems Waiver (SSW), which describes the utilization review process for acute inpatient hospitals that serve fee-for-service Medi-Cal patients, expires on September 30, 2019. Once renewed, the SSW will be effective October 1, 2019 through September 30, 2020.

In the coming months, DHCS will establish an internal workgroup and host an informational stakeholder's meeting to address any questions.

### **Agenda Item IV: Quarterly Denied Medi-Cal Days Deadline Reminder**

**Discussion:** The Fall Quarter Denied Medi-Cal Days (October 1, 2018 – December 31, 2018) is due on or before March 31, 2019. An email reminder will be sent out with the 2018 Quarterly Denied Medi-Cal Days Template attached.

- The 2018 Quarterly Denied Medi-Cal Days Template is also available on the Public Hospital Webpage at the following address:  
<http://www.dhcs.ca.gov/provgovpart/Pages/DPH-Denied-Medi-Cal-Days-Template.aspx>
- DHCS will begin a process of recouping billed self-denied days. Hospitals will receive quarterly self-denied days information within four to six weeks. Any

self-denied days not self-corrected through the claims inquiry form (CIF) process will be turned over to Audits & Investigations for recoupment.

#### **Agenda Item V: Miscellaneous**

**Discussion:** DHCS has worked in conjunction with the California Association of Public Hospitals to create a “report card” with the percentage of variances based on hospital performance.

- Hospitals are to select one representative to receive this data and be the point of contact for future data related correspondence. Please send an email to the Public Hospital Project Inbox: [PublicHospitalProject@dhcs.ca.gov](mailto:PublicHospitalProject@dhcs.ca.gov) with the name and email address of the designated contact person.

The most current Dispute Form is available on the Public Hospital Project Webpage: <https://www.dhcs.ca.gov/provgovpart/Pages/PublicHospitalProject.aspx>

#### **Agenda Item VI: Next Meeting Date – Monday, June 3, 2019 at 11:00 am**