



PACHC Memo 11-05

Revised 2-21-12

Please share with:
Senior Management
Billing Manager

May 18, 2011; Reissued February 21, 2012

TO: Pennsylvania Association of Community Health Center Members
FROM: Cheri Rinehart, President & CEO
SUBJECT: DPW Quarterly Wraparound Reports

Issue: Accurate wraparound reports that are submitted on a timely basis to the Department of Public Welfare (DPW) Office of Medical Assistance Programs (OMAP) are important to health centers and important to DPW. OMAP has been frustrated by late reports, repeated errors and inconsistencies in format and documentation. Health centers have been frustrated by reports returned for seemingly insignificant reasons, changes in documentation policy that are not communicated in writing or to all, and the subsequent impact of returned reports on already strained cash flow. PACHC has made several formal recommendations to DPW to improve the process and has also committed to helping health centers improve their submissions. This memo provides guidance on how to do so.

Background: OMAP has to review a significant number of wraparound reports and supporting documentation each quarter, and that workload has increased significantly over the past few years as the number of FQHCs and FQHC Look-alikes in Pennsylvania and the number of individuals Community Health Centers ^{FQHC} serve has grown. Accuracy and consistency have always been important, but never more than now – both because of the volume of reports as well as increased scrutiny at the state and federal level of proper payment. Providers are certainly a target of that scrutiny, and so are payors like DPW.

Member Action:

REVIEW

Review the attached Quarterly MCO Settlement Process & Tip Sheet from DPW that provides guidance on how to submit an acceptable and correct wraparound report. Evaluate your internal wraparound process and procedures to ensure they incorporate all the provisions of the guidance.

CHECK

PACHC has created a Quarterly Wraparound Report Checklist for you that incorporates DPW's recommendations from the attached DPW Quarterly MCO Settlement Process & Tip Sheet and we recommend that a copy of the checklist accompany your wraparound report each time you submit one. Like the reminders on the back of your tax return envelope, the checklist can serve as an important double check that everything that is required is included.

REQUEST

Sam Caramela has offered to provide training on submitting an acceptable and correct wraparound report to individual health centers. To request the training, which will be provided by Mr. Caramela at his office in Harrisburg, send a request to him at scaramela@state.pa.us. Several health centers have already taken advantage of this offer and to date none that have done so have had a report returned. If your health center has had a report returned, PACHC urges you to consider this option, even if you doubt its merit, to validate and provide feedback to PACHC on its value.

SHARE

Please share your experiences with PACHC – the more we hear from individual health centers, the more we are able to identify trends, identify effective solutions and advocate effectively on your behalf. If you have a wraparound report returned, share the cover sheet with reasons why with us. If you take advantage of the training by Mr. Caramela, let us know what you thought about it. We will keep individual health center data and information confidential and just use it in the aggregate. We cannot help with issues we are not made aware of.

MINIMIZE TURN-AROUND TIME


DPW has historically returned reports in standard envelopes through the U.S. Postal Service, sometimes splitting the report into as many as five envelopes so it will fit. This has resulted in delay in return of the report to the health center for correction and resubmission, delay in recompiling the report, delay in the report getting to the right person for resubmission and in a couple of cases, damaged or lost documentation. Effective immediately, DPW has agreed to send any reports that must be returned to a health center for clarification or correction via FedEx at the health center's discretion. PACHC has provided a FedEx box supply to DPW and IF A HEALTH CENTER INCLUDES A NOTE ON THEIR WRAPAROUND COVER LETTER AUTHORIZING RETURN OF THE REPORT BY FEDEX AT THE HEALTH CENTER'S EXPENSE and includes the health center's FedEx ID#, if it is necessary to return the report, DPW will do so by FedEx after calling or sending an email notification to the health center contact.

SUBMIT TIMELY

Quarterly MCO settlement reports are due 25 days following the end of a quarter. Reports that are submitted late will not be given the same priority to review and process as those that are submitted on time because DPW does not want to negatively impact the cash flow of health centers that are compliant with submission requirements. **If your health center is late in the submission of the reports for two quarters, the health center CEO will be notified by mail that the DPW Office of Medical Assistance Programs is suspending the review and processing of all your health center's wraparound reports until the health center becomes current in its submissions. Further, the review and processing of all late submission will occur in the third month of the quarter in which the health center submits all reports due through the current quarter.**

NOTIFY PACHC

Let us know if your health center is encountering problems. We can only work to address issues we are made aware of.

PACHC Action: We believe that there continue to be opportunities to refine the current process and make it more effective and efficient for both Community Health Centers  and OMAP, and we will continue to advocate on your behalf for those improvements. One of the improvements we are seeking is that any changes in how the reports are to be completed should be communicated to PACHC in writing **prior to** the changes being implemented so they can be communicated to all health centers prior to being required.

For More Information: If you have questions or suggestions on additional ways to improve the current wraparound process, please feel free to contact Cindi Christ at cindi@pachc.com or (717) 761-6443, ext. 204.

Attachments:

Quarterly Wraparound Report Checklist

Quarterly MCO Settlement Process & Tip Sheet