

Office of the Governor | Mississippi Division of Medicaid

Mississippi Division Of Medicaid

Managed Care Provider Workshops

2020



Purpose of the 2020 Provider Workshop

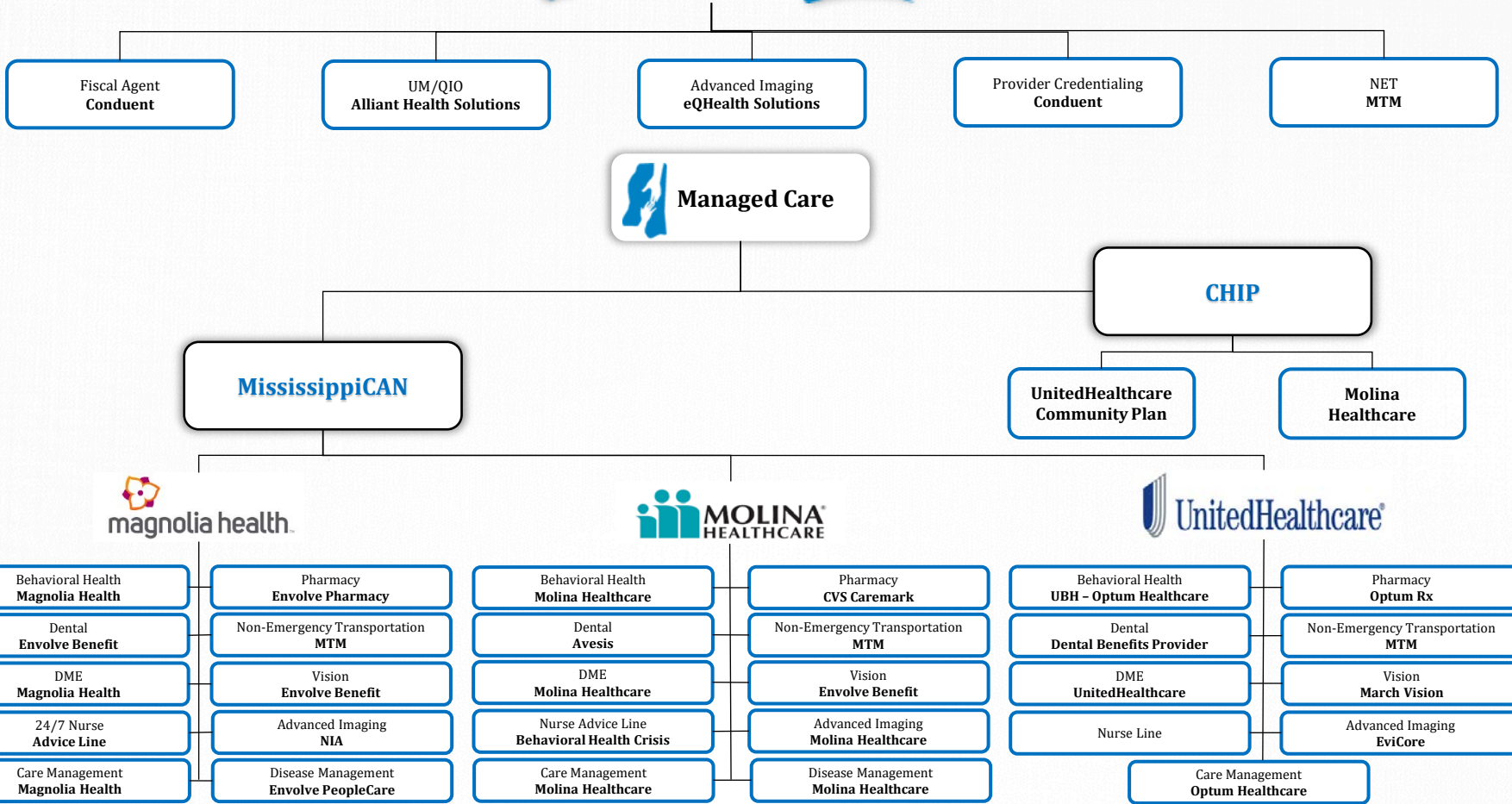
The purpose of today's provider workshop is to provide clarity and understanding for Mississippi Division of Medicaid Managed Care programs MississippiCAN and CHIP processes; to resolve provider and office managers' issues and concerns.

The Division of Medicaid in collaboration with the coordinated care organizations (CCOs) are ready to assist and help resolve issues and concerns.

Mission: *The Mississippi Division of Medicaid responsibly provides access to quality health coverage for vulnerable Mississippians.*

Welcome & Introductions

Medicaid Organizational Chart



Division of Medicaid Managed Care Staff



Sharon Jones
*Director of Managed
Care Operations*



April Burns



Demetrese Evans



Zeddie Parker



Jennifer Grant



Pamela Taylor



Andrew Day

Magnolia Health



Brittany Cole



Katharine St Paul



Heather Samuel



Jasmine Shaw



Johanna L. Nelson



Jonathan Dixon



Kiri Parson



Lasha Moore



Leslie Cain



Melinda Clesca



Precious Griffith



Tracy Miller

UnitedHealthcare Community Plan



Kimberly Bollman



Rhona Waldrep



Teresa Morris



Elisha Abney



Abraham Barnes



Alicia Fields



Christine Foreman



Dawn Teeter



Tyania Klingelhofer



Sheree Thompson

Molina Healthcare



Jade McGowan



Tuwanda Williams



Daniel Bradshaw



Chinwe Nichols



Earl Robinson



Pam Canavan



Kari Lewis



Kwiinta Anderson



Thomasina Robinson



Ricky Bailey



Bert Emrick



Chris Cauthen



Trina Stewart



LaKeida Ward

AGENDA

1:10 p.m.	1:20 p.m.	<i>Review Managed Care Provider Desk Reference</i> <i>Division of Medicaid – Office of Coordinated Care</i>
1:20 p.m.	2:10 p.m.	<i>Prior Authorizations, Claims Review, Retro Reviews, Appeals, & Top Provider Issues</i> <i>Review Managed Care Provider Desk Reference</i> <i>Magnolia - United - Molina</i>
2:10 p.m.	1:25 p.m.	<i>RECAP</i> <i>What Providers Need To Know</i> <i>Magnolia - United - Molina</i>
2:25 p.m.	2:30 p.m.	<i>Closing Remarks</i> <i>How to Access Presentation and Material</i> <i>Division of Medicaid – Office of Coordinated Care</i>

Division of Medicaid – Office of Coordinated Care Overview of 2020 Provider Desk Reference



Office of the Governor | Mississippi Division of Medicaid

Managed Care | MississippiCAN & CHIP

Provider Desk Reference

2020



Open Enrollment

MississippiCAN and CHIP

- MississippiCAN and CHIP Open enrollment is available to members from October 1, 2020 to December 15, 2020. Members may choose 1 of 3 CCOs.
- Beneficiaries can only switch once. DOM will only acknowledge the first open enrollment form submitted.
- If a member contacts your office needing an enrollment form direct them to the Office of Coordinated Care at:

Toll Free: 1-800-421-2408

Local: 601-359-3789

Fax: 1-888-495-8169

MississippiCAN Enrollment

When can Beneficiaries enroll in MSCAN?

- Beneficiaries not already enrolled may enroll throughout the year.

When is Enrollment effective?

- Enrollment is always effective at the beginning of the month and disenrollment is effective the last day of the month.
- *The exception is when beneficiary is transferred to a nursing home or waiver program.*

When can Members choose a CCO?

- After receiving initial notification letter, beneficiaries may choose a plan within 30 days or they will be automatically assigned to a CCO. Members may be added each month to Medicaid and MississippiCAN.

When can Members change CCOs?

- After initial enrollment with a CCO, every member will have a 90-day window to make changes.
- During the 90-day window, mandatory members may only switch **once** between CCOs.
- During the 90-day window, optional members may switch **once** between the CCOs or return to regular Medicaid.
- The open enrollment period each year (October – December) to allow members to make changes. *Changes go into effect January 1.*

Prior Authorizations | Claims Review | Retro Reviews | Appeals Top Provider Issues



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Provider Desk Reference

2020



What Providers Need to Know!



- *How to identify services requiring authorization*
- *How to obtain authorizations*
- *How to obtain claim reconsiderations and retro reviews*
- *How to appeal an adverse benefit determination*

How Providers Can Access Webinar Presentation

2020 Managed Care Provider Workshop Presentation

[Managed Care | Mississippi Division of Medicaid \(ms.gov\)](https://www.ms.gov)

Managed Care Inquiries and Complaints

HELP US, HELP YOU

Please forward all issues and complaints to:
MississippiCAN.Providers@medicaid.ms.gov

Please provide the below detailed information. If you have examples, attach them to the email.

Managed Care Inquiries and Complaints	
Date	
Provider Name	
Provider ID Number	
Facility Name	
Contact Person	
Telephone Number	
Fax Number	
Beneficiary Name	
Beneficiary ID Number	
Telephone Number	
PLEASE PROVIDE DETAILED QUESTIONS AND/OR COMPLAINTS	

The Division of Medicaid and all subcontractors will answer and resolve all provider inquiries within 15 business days.

Providers: Please complete the following



Scan the code using your camera
on a smartphone or tablet to
access the evaluation form.

[2020 Provider Workshop Evaluation Form](#)

We would appreciate your feedback following today's webinar.



Scan the code using your camera
on a smartphone or tablet to
access the survey.

[2020 Managed Care Provider Satisfaction Survey](#)

*Don't forget to complete the 2020 Provider Satisfaction Survey included in
the September 2020 Provider Bulletin (Page 8).*

Questions & Answers

Division of Medicaid
Sharon Jones