PI – MCP Provider Notice Process

Purpose:

1. The purpose of this standard operating procedure (SOP) is to outline the process for a provider notice submission to the FWAreports mailbox. When the MCP submits a MFCU referral to Iowa Medicaid, it is considered a "provider notice." There are steps taken to ensure that every provider notice is handled correctly, and the process is moving efficiently.

Identification of Roles:

RACI Definitions	
RACI - RACI charts are a type of responsibility assignment matrices in project management. These simple spreadsheets or tables highlight the different states of responsibility a stakeholder has over a particular task or deliverable and denotes it with the letters R, A, C, or I.	
(R)	Responsible
(A)	Accountable
(C)	Consulted
(I)	Informed

MCP Oversight Specialist - responsible for processing any provider notices submitted through the FWAreports inbox. The MCP Oversight Specialist is responsible for working with the analytics team to gather encounter and fee-for-service claims for the provider included in the provider notice, as well as prior education. The MCP Oversight Specialist also requests the Good Cause Exceptions (GCE) from the MCPs. **(R, A)**

Iowa Medicaid PI Data Analytics Team – responsible for gathering encounter and fee-for-service claims for the provider included in the provider notice. **(R, A)**

Iowa Medicaid Audits and Investigations Team – responsible for gathering prior provider education. **(R, A)**

Iowa Medicaid Program Integrity Unit – consulted if the provider notice is not thought to be credible prior to sending back to the MCP. Iowa Medicaid is responsible for pulling any documents the MCPs submit to their SFTP and posting them to the appropriate folder in the PENDING REFERRAL TO MFCU folders. Iowa Medicaid is also responsible for posting the referrals to the appropriate MFCU folder once the provider notice is complete and ready to send to MFCU. **(C, I)**

Performance Standards:

The MCP is responsible for ensuring the provider notice is complete and credible prior to submission to Iowa Medicaid. If the notice is not complete or credible it will be returned to the MCP.

Path of Business Procedure:

1. The MCP sends a provider notice to the FWA request inbox.
   a. The MCP Oversight Specialist opens the encrypted email with the associated MCP password.
   b. A folder is created using the providers name [\\dhsime\IMEUNIVERSAL\1 - Bureau of Program Integrity and Compliance\PROGRAM INTEGRITY\Provider Master\2. PENDING REFERRAL TO MFCU](\\dhsime\IMEUNIVERSAL\1 - Bureau of Program Integrity and Compliance\PROGRAM INTEGRITY\Provider Master\2. PENDING REFERRAL TO MFCU)
   c. The provider notice document is saved in the provider's folder.
   d. The provider notice is reviewed for credibility, completeness, and PHI.
       i. Caution must be taken if PHI is included and not sent back to the MCP via email. Post to their SFTP.
       ii. If the provider notice is not complete or credible it is returned to the MCP.
       iii. If it is complete and credible, move on to next steps.
   e. Save a copy of the Referral Process Checklist and add the provider's name to the end of the document name. Complete the top portion of the form – provider name, date of notice, referred by, and NPI. Note: within the provider notice the MCP will include if they are asking for GCE. Use the information the MCP providers to input in the GCE section. A GCE request is sent to the MCP that did not send the provider notice.
   f. Save a copy of the GCE Request form and add the provider's name to the end of the document. Fill out the Date, Provider Name, Provider Address, and Provider NPI.
       i. This is to ask the other MCP if issuing a CAF and/or suspension would negatively impact the MCP's network.
       ii. This GCE request will be sent via email (from the FWAreports inbox) to the MCP that did not submit the provider notice.
       iii. The GCE request is due within five days and if no response is received it is assumed the MCP does not need a GCE.
   g. Send an email to the Iowa Medicaid PI Analytics Team and copy the Iowa Medicaid PI Audits and Investigations Team to inform them there is a new provider notice in the PENDING REFERRAL TO MFCU folder.

i. The analytics team will provide a claims universe on the provider for encounter and fee-for-service data. They will enter their credentials into the check list once this is complete.

ii. The audits and investigations team will provide any prior provider education and enter their credentials into the check list once this complete.

h. Open the SFY 2023 MFCU Referral Case Review spreadsheet located in the PENDING REFERRAL TO MFCU folder.

i. Add the information into the spreadsheet including date received, referred by, provider name, NPI, GCE information, allegation, claims universe and at-risk dollars, etc.

ii. There is a separate SOP on completing this spreadsheet.

i. Once all the documents have been gathered and the provider notice is ready to be referred to MFCU, the MCP Oversight Specialist sends an email to Iowa Medicaid Program Integrity Unit to inform them the provider file is ready. Iowa Medicaid Program Integrity Unit will post the file to the MFCU SFTP site.

j. Once the MFCU has been notified, move the provider notice folder into the appropriate folder in the Provider Master folder (alphabetical) here: \\dhsime\IMEUNIVERSAL\1 - Bureau of Program Integrity and Compliance\PROGRAM INTEGRITY\Provider Master

k. Once the MFCU decides to accept or decline, update the SFY 202x MFCU Referral Case Review spreadsheet accordingly.

Forms/Reports:
Iowa FWA Reporting Form – Rev. 04.2023
Iowa GCE Request 2023
REFERRAL PROCESS CHECKLIST
SFY 202x MFCU Referral Case Review

Paths to Documents:
Path to all Documents listed under Forms/Reports - \\dhsime\IMEUNIVERSAL\1 - Bureau of Program Integrity and Compliance\PROGRAM INTEGRITY\Provider Master\2. PENDING REFERRAL TO MFCU

Provider Master - \\dhsime\IMEUNIVERSAL\1 - Bureau of Program Integrity and Compliance\PROGRAM INTEGRITY\Provider Master

Interfaces:
Microsoft Office

Attachments:

Iowa FWA Reporting Form – Rev. 03.31.2023
Iowa GCE Request 2023
Referral Process Checklist

Iowa FWA Reporting
Form - Rev. 03.31.202

Iowa GCE Request
2023.docx

REFERRAL PROCESS
CHECKLIST.docx