

MEM – PRV - Mitigation of an Iowa Medicaid Enterprise (IME)/Managed Care Organization (MCO) Escalated Issue

Purpose:

To allow for the expedient resolution for high priority and escalated requests made to Member Services and Provider Services.

Identification of Roles:

IME – Call Center Customer Service Representative (CSR)
Member/Provider Managed Care Liaison (Member/Provider Liaison)
Member/Provider Services Account Manager
Member/Provider Unit Lead
Member Services Analyst (MSA)
Enrollment Service Representative (ESR)
Iowa Medicaid Enterprise (IME) Policy Staff
Managed Care Ombudsman
Legislative Liaison
State Agencies
IME Leadership
Providers
Provider Association Groups

Performance Standards:

Urgent member/provider MCO issues are to be responded to within 2-4 business hours.
Escalated member/provider MCO issues are to be responded to within 1 business day.
IME escalated issues are to be responded to within 2 business days.

Path of Business Procedure:

Iowa Medicaid Enterprise (IME) Escalated Issues

Step 1: CSR receives incoming call that requires callback due to an escalated issue

- a. CSR obtains Unit Lead approval for callback by contacting the Unit Lead through the escalation line.

Step 2: The CSR will inform the caller the callback will be within 2 business days.

Step 3: CSR will gather the following information from the caller:

- a. Member Issue:
 1. The member's name they are calling about.
 2. The member's state ID number if they have one.

3. The name of the person calling.
 4. A phone number that the caller can be reached at.
 5. A description of the caller's issue
- b. Provider Issue:
1. Provider number/National Provider Identifier (NPI)
 2. Contact name
 3. Contact number

Step 4: CSR will fill out the contact log according to the Creating & Completing Contact Log procedures.

Step 5: On the Contact Log, the CSR will select Supervisor Contact under the 'Type of Request' drop down.

Step 6: Once the call has been completed, the CSR will save document and the supervisor callback will automatically be sent.

Step 7: The Unit Lead/MSA will log in to OnBase Workview

- a. Select 'Unit Lead' folder
- b. In the 'Unit Lead' folder, the Unit Lead will select 'Supervisor Callbacks'

Step 6: The Unit Lead/MSA will select the correspondence and double click to the attach note to view the comments.

Step 7: The Unit Lead/MSA will review the comment or question and research.

Step 8: The Unit Lead/MSA will call the member/provider back for issue resolution and document call in OnBase Contact Log. Unit Lead/MSA will make two attempts by telephone.

- a. If the Unit Lead/MSA does reach the member, Unit Lead will note the conversation in the contact log.
- b. If Unit Lead/MSA does not reach member/provider by phone, Unit Lead will write a letter to the member/provider answering their questions.

Step 10: Once the call or letter has been completed, the Unit Lead/MSA will select 'Callback Complete' and save the document.

Managed Care Organization (MCO) Escalated Issues – Member Services

Step 1: Initial Intake of the Member Inquiry

Member Managed Care Liaison (Member Liaison) receives an inquiry via:

- a. IME – Call Center Customer Service Representative (CSR)
- b. Member Services Account Manager
- c. Managed Care Ombudsman
- d. Other State Agencies
- e. Legislative Liaison
- f. IME Policy Staff
- g. IME Leadership

Step 2: Research/Response of Contact

Determine if the member is enrolled in an MCO

- a. If member is enrolled in an MCO, go to Step 3.
- b. If member is not enrolled in an MCO, Member/Provider Liaison will notify Member Escalations email inbox for a Unit Lead callback.

Step 3: Identification of Contact Priority

Member Liaison identifies the nature/priority level of the contact and necessary response time:

- a. High Priority Contact: Response required within two-four business hours. If high priority, go to Step 4.
- b. Escalated Contact: Response required within one business day. If escalated, go to Step 5.

Step 4: High Priority Contact

- a. Member Liaison will input member information and issue within the MCO Inquiry Log ([\dhs\ime\UNIVERSAL\MCO Mem Prv Tracking Log](#))
- b. Member Liaison will contact the member or originator of the initial inquiry to obtain additional information within 2-4 business hours and input information into the MCO Inquiry Log.
- c. Member Liaison will contact the appropriate department at the member's MCO for additional research on issue.
- d. MCO will contact the member or originator of the initial inquiry for assistance by end of day.
- e. MCO will contact Member Liaison once contact has been made
 - i. If MCO has not contacted Member Liaison by end of day, Member Liaison will contact MCO for update on member issue.
 - ii. Issue updates will be recorded in the MCO Inquiry Log.
 - a) If issue is resolved, escalated issue complete.
 - b) If issue is not resolved, continue to 'f.'
- f. MCO will work with Member Liaison for issue resolution.
 - i. All updates regarding issue will be recorded in the MCO Inquiry Log.
- g. Once resolution has been reached, MCO will contact Member Liaison. Resolution will be recorded in the MCO Inquiry Log.

Step 5: Escalated Contact

- a. Member Liaison will input member information and issue within the MCO Inquiry Log ([\\dhsime\IMEUNIVERSAL\MCO_Mem_Priv_Tracking_Log](#))
- b. Member Liaison will send issue and member information to MSA/ESR and MSA/ESR will contact the member or originator of the initial inquiry to obtain additional information within one business day and input the information into the MCO Inquiry Log.
- c. MSA/ESR will determine if issue should be sent to the member's MCO
 - i. If issue can be resolved by the IME, MSA/ESR will note issue resolution in MCO Inquiry Log. Escalation complete.
 - ii. If issue cannot be resolved by the IME, MSA/ESR will contact the appropriate department at the member's MCO for additional research on issue. Continue to 'd.'
- d. MCO will contact the member or originator of the initial inquiry for assistance by end of day.
- e. MCO will contact MSA/ESR once contact has been made
 - i. If MCO has not contacted MSA/ESR within one business day, MSA/ESR will contact MCO for update on member issue.
 - ii. Issue updates will be recorded in the MCO Inquiry Log.
 - a) If issue is resolved, escalated issue complete.
 - b) If issue is not resolved, continue to 'f.'
- f. MCO will continue to work with member for issue resolution
 - i. All updates regarding issue will be recorded in the MCO Inquiry Log.
- g. Once resolution has been reached, MCO will contact MSA/ESR. Resolution will be recorded in the MCO Inquiry Log.

MANAGED CARE ORGANIZATION (MCO) ESCALATED ISSUES – PROVIDER SERVICES

Step 1: Initial Intake of the Provider Inquiry

Provider Managed Care Liaison (Provider Liaison) receives an inquiry via:

- a. CSR
- b. Provider Services Account Manager
- c. Managed Care Ombudsman
- d. Other State Agencies
- e. Legislative Liaison
- f. IME Policy Staff
- g. IME Leadership
- h. Providers
- i. Provider Association Groups

Step 2: Identification of Contact Priority

Provider Liaison identifies the nature/priority level of the contact and necessary response time:

- a. High Priority Contact: Response required within one to two business days depending on the urgency of the issue. If high priority, go to Step 3.
- b. Escalated Contact: Response required within three to four business days. If escalated, go to Step 4.

Step 3: High Priority Contact

- a. Provider Liaison will input provider information and issue within the Inquiry Log ([\\dhsime\IMEUNIVERSAL\MCO_Mem_Priv_Tracking_Log](#)).
- b. Provider Liaison will contact the provider or originator of the initial inquiry to obtain additional information within one to two business days and input information into the MCO Inquiry Log.
- c. Provider Liaison will contact the appropriate MCO department for additional research on issue.
- d. MCO will contact the provider or originator of the initial inquiry for additional assistance by within one to two business days following the receipt of the issue.
 - i. If MCO has not contacted Provider Liaison by end of business day two following receipt of the issue, Provider Liaison will contact MCO for update on provider issue.
 - ii. Issue updates will be recorded in the MCO Inquiry Log.
 - a) If issue is resolved, escalated issue complete.
 - b) If issue is not resolved, continue to 'e.'
- e. MCO will work with Provider Liaison for issue resolution
 - i. All updates regarding issue will be recorded in the MCO Inquiry Log.
- f. Once issue resolution has been reached, MCO will contact Provider Liaison. Resolution will be recorded in the MCO Inquiry Log.

Step 4: Escalated Contact

- a. Provider Liaison will input provider information and issue within the Inquiry Log ([\\dhsime\IMEUNIVERSAL\MCO_Mem_Priv_Tracking_Log](#)).
- b. Provider Liaison will send issue and provider information to MSA/ESR and MSA/ESR will contact the provider or originator of the initial inquiry to obtain additional information within three to four business days and input the information into the MCO Inquiry Log.
- c. MSA/ESR will determine if issue should be sent to the MCO(s) in question
 - i. If issue can be resolved by the IME, MSA/ESR will not issue resolution in MCO Inquiry Log. Escalation complete.
 - ii. If issue cannot be resolved by the IME, MSA/ESR will contact the appropriate department at the MCO(s) for additional research on issue. Continue to 'd.'
- d. MCO will contact the provider or originator of the initial inquiry for assistance within three to five business days following the receipt of the issue.

- e. MCO will contact the MSA/ESR once contact has been made.
 - i. If MCO has not contacted MSA/ESR within three to five business days, MSA/ESR will contact MCO for update on member issue.
 - ii. Issue updates will be recorded in the MCO Inquiry Log.
 - a) If issue resolved, escalated issue complete.
 - b) If issue is not resolved, continue to 'f.'
- f. MCO will continue to work with provider for resolution.
 - i. All updates regarding issue will be recorded in the MCO Inquiry Log.
- g. Once resolution has been reached, MCO will contact MSA/ESR. Resolution will be recorded in the MCO Inquiry Log.

Forms/Reports:

MCO Inquiry Log

RFP References:

Interfaces:

Excel

Attachments:

N/A