



Provider Members Present:

- Jane Jisun Kim, Administrator, Asian Counseling and Treatment Services (ACTS)
- Michelle, ACTS
- Andreas Macke, G-42 Systems, LLC
- Cassie Shove, Legal Assistant, Snohomish County ITA
- Clayton Bouldin, Administrative Assistant, Evergreen Recovery Centers
- Elaine Lopez, Billing Specialist I/RHIT, Unity Care Northwest
- Erika Hansen, Compass Health
- Jana Jeffs, Catholic Community Services (CCS)
- Jason Wuori, Snohomish County
- Jay Miller, Information Technology (IT) Program Director, Compass Health
- Jonny Karrmarshall, Center for Human Services (CHS)
- Joy Collins, Pioneer Human Services (PHS)
- Kai Wu, Therapeutic Health Services (THS)
- Karryn Dean, Information Systems (IS) Manager, Sunrise Services
- Kathy Kain, Evergreen Recovery Services
- Kelly Anderson, Clinical Informaticist, Menon Group
- Melissa Peraza, Senior Systems Analyst – Revenue Cycle, Telecare Corporation
- Portia Blanchette, PHS
- Michael White, PEMBHI, LLC, MSWhite
- Michael Cunningham, Director/Chemical Dependency Professional (CDP)/Quality Manager, Ideal Balance
- Ron Rispens, Database Administrator, Pioneer Human Services (PHS)

North Sound Behavioral Health Organization (North Sound BHO) Staff Present:

- Jennifer Whitson, Data Integrity Specialist
- Rebecca Pate, Administrative Assistant

Members via telephone:

I. This meeting is being recorded to ensure the content of the notes are as accurate as possible.

II. Introductions, Review of Minutes and Additions to the Agenda

Jennifer convened the meeting at 1:30 and introductions were made.

Jennifer asked for any agenda items and nothing was mentioned.

Jennifer asked for any edits/additions/corrections to the previous minutes and they were approved as written.

III. New Encounter is an Add. Change Record is a Change.

Jennifer said a Transaction Control Number (TCN) is given when a service is sent in from the Managed Care Organizations (MCO) to the state. When the encounter comes back with accepted/error is present, the TCN number needs to be referenced with any changes/edits to an encounter submission. Sometimes an encounter will be rejected for some reason and the TCN number will not be present.



Jennifer stated a brand-new encounter is a brand-new encounter. A service that needs a correction that did not get a TCN with it still looks like a new encounter. She mentioned she has worked with some providers regarding some errors. She mentioned she asked the provider to void the encounter to get it out of the North Sound system and submit a new encounter. An encounter without the TCN number needs to be corrected and resubmitted. Any service/encounter done for a given transaction **always** needs to have the assigned TCN included with any additional episodes/changes done to a given transaction.

If you submit an encounter through the MCOs to ProviderOne, it will be tagged with a number. If it is accepted, it will be tagged with a TCN number. If it is accepted with a rejection on it due to an error correction, it will have a TCN number. If it is rejected but not accepted, it will have the TCN number. The TCN number is their tracking number and anything done in the future with that encounter will need that TCN number referenced for the entire life of the encounter.

Jennifer mentioned Molina was processing differently than the other MCOs but are making changes to their system to operate the same as the other MCOs. This is supposed to be completed by the end of May. She added if any provider has been working with Molina, they are probably aware of the changes.

IV. Eligibility Transaction

Jennifer said focus is on non-Medicaid funded contract and every crisis service that comes in involving the H20011 code must include eligibility transaction. She mentioned some strongly worded letters are forthcoming from contracts stating funds will be withheld from these programs if the eligibility records are not coming in or the individuals receiving crisis services within the month are not proved to be eligible. North Sound uses the individual's information to again verify the individual's eligibility for services and both records should match up. The letters are going to request you go back to January for all individuals receiving crisis services and were non-Medicaid funded in our program. She stated for those that submit transactions via paper this process is the same for them.

V. Other Issues

Jennifer asked for any other issues from providers and nothing was mentioned. She added North Sound can be contacted via email if you think of anything you need to discuss.

VI. Next Meeting

The meeting adjourned at 1:42.

The next meeting is **May 22, 2019** from 1:30 – 3:30 at North Sound.