



July 2018

Good afternoon Friends,

**Reconciliation:**

General update: RHCAW representatives continue to work diligently on the outstanding 2011-2017 reconciliations. We're hearing from some RHCs the HCA has recently started to push forward 2011-2013 amounts owed to OFM.

We are mindful the reconciliation amounts due for some RHCs threaten their ability to continue providing services. We are also aware, after almost a decade of working on this issue, of the technical and political challenges to its resolution. To help us understand the impact to your RHC please complete this brief 9 question survey. <https://www.surveymonkey.com/r/DGVFCTF>

As a reminder, the notification and appeal process is:

1. HCA sends RHC Draft Notice of Findings
2. RHC has the option to submit a written request for an informal dispute resolution process/ request for dispute conference within 30 calendar days following instructions included in the HCA letter. Please contact RHCAW for a dispute conference request template.

3. Sometime after the informal dispute resolution process (typically a phone call with HCA staff), a formal notice will come from the Office of Financial Management. It will include instructions for filing a formal appeal, if you so choose. Please contact RHCAW if you would like contact information for attorneys who have handled this for other RHCs. Please note this is an administrative appeal, not a lawsuit.

4. There are several levels of administrative appeals possible, with different time periods and complexity related to each. There have been a number of RHC appeals and/ or lawsuits. While they have delayed collection efforts, none have been successful to date. RHCAW is continuing to work this issue, but cannot advise RHCs which actions are best for their organization. Please contact an RHCAW Board member directly if you have further questions or concerns.

2011-2013 Reconciliation update: Almost 65% of the RHC's are completed or being completed. Health Care Authority has indicated there are a few clinics that they were unable to contact. They will continue working with those clinics who have not yet completed the process. If you need additional assistance please email [fqhcrhc@hca.wa.gov](mailto:fqhcrhc@hca.wa.gov).

2014-2017 Reconciliation update: 95 clinics have responded to HCA with the option the clinic is choosing for reconciliation. Thank you for such a wonderful response. While 69 have chosen to use the Template, 13 preferred to use the AUP process from the 2011-2013 reconciliation and 13 have opted to have the HCA complete their reconciliation. Our hope is that there are no major issues with the processes clinics have chosen. If you do end up with major issues please contact the RHCAW at [rhcaw@outlook.com](mailto:rhcaw@outlook.com).

### **2018 Full Encounter Payment:**

Representatives of the RHCAW continue to meet on a bi-weekly basis with the Health Care Authority (HCA) regarding reconciliation concerns as well as incorrect payments received by the Managed Care

Organizations for the clinics who opted into Encounter at Time of Service payments.

The HCA still continues to work with Amerigroup on their outstanding claim processing issues. The HCA believes each MCO has been able to process or reprocess claims to pay encounters correctly. If you are still having claims after May 1 process incorrectly OR you have claims prior to May 1 which were paid incorrectly and NOT been reprocessed please send an email to [fqhcrhc@hca.wa.gov](mailto:fqhcrhc@hca.wa.gov) with specific claim examples. The HCA will contact the MCO and work one on one with them to get these claims paid correctly.

Thank you for your engagement, and for everything you do for your communities.

Your RHCAW Board