



January 2019

The Pulse of Rural Care

Volunteers

- Krystal Guzman, President from Island Hospital
- Ashley Waldron, Secretary from Family Care Network
- Barb Schlimmer, Treasurer from Odessa Clinic
- Cindy Robertson, Legislative Action Committee Chair (LAC) from North Shore Medical Group
- Renee' Smith, Member at Large from Summit Pacific
- Dawn Bross, Coordinator from Moses Lake; Parkview Medical Group
- Katie Jo Raebel, CPA Honorary Board Member from Wipfli
- Lisa McKay, LAC member from North West Pediatrics
- Missy Dubuque, Member at Large from Family Care Network

Northwest Rural Health Conference

March 25 – 27, 2019 Hilton Seattle Airport & Conference Center, SeaTac, WA

March is swiftly approaching! Have you registered for the conference yet?

The Monday intensive sessions are filling up fast. You won't want to miss on these ½ to full day workshops. Information can be found at <https://www.cm.wsu.edu/ehome/nwrhc/839916/>

We would love to see everyone there!

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.

2011-2013 Reconciliation update: There are only about 14 clinics that are incomplete. The Health Care Authority has requested the Office of Financial Recovery to cease recoupment actions, at this time, but may continue efforts in the future. If you need additional assistance please email fqhcrhc@hca.wa.gov.

2014-2017 Reconciliation update: The Health Care Authority has reported they have not received any completed reconciliations. However, they have received many questions and requests for enhancement information. Reconciliation data is due to the HCA before the end of March. At this time the HCA is not requiring you submit overpayments at the time you submit your reconciliation information. We are hopeful there are no major issues however, if you do end up with major issues please contact the Krystal Guzman at kguzman@islandhospital.org or the HCA at fqhcrhc@hca.wa.gov

The RHCAW Legislative Action Committee (LAC) is working closely with legislatures. Stay tuned for a legislative "Call to Action" from us soon!

2018 Encounter payments at time of service: We believe 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 with specific claim examples. They will contact the MCO and work one on one with them to get these claims paid correctly. We have been notified that secondary claims after a commercial insurance are being paid incorrectly. Please gather examples and send to fqhcrhc@hca.wa.gov. Please send an email to kguzman@islandhospital.org as she is also working with the HCA and MCO's regarding this issue.

The DOH Office of Rural Health has staff and contractors who can help you with survey readiness. If you would like to have an in-person mock survey or need assistance reviewing your clinic policy and procedures, please contact Bonnie Burlingham, bonnie.burlingham@doh.wa.gov; 360-236-2819.

To receive information on federal grants availability and other updates from the State Office of Rural Health, please join the listserve! You can join at: <https://public.govdelivery.com/accounts/WADOH/subscriber/new>.

Thanks for all you do to keep our rural communities thriving.