

SD MEDX

South Dakota Medical Electronic Data Exchange
SD Department of Social Services 

WELCOME

Larry Iversen
Division Director
Medical Services

Overview

- The South Dakota Department of Social Services is replacing the current Medicaid Management Information System with a new payment processing and management system which we have named SD MEDX (South Dakota Medical Electronic Data Exchange)
- When fully operational, it will pay about 10,600 providers who serve over 134,000 people annually.

Why Change?

- Legacy system is currently on a mainframe computer using archaic technology
- Providers and recipients have no direct access to their information
- Most of the current processes are manual and time consuming
- Improve customer service to recipients and providers
- Increase claims payment accuracy
- Increase administrative efficiency and reporting capabilities
- Increase third party liability cost-avoidance and benefit recovery
- Improve fraud prevention to decrease fraud and increase recoveries
- Adopt modern information technology that is more readily adaptable to change
- Align SD MEDX with anticipated Federal MITA standards
- Current system does not allow for enhanced analytic capabilities that support complex data mining, predictive analysis and forecasting

History of SD MEDX Project

- Replacement of the 30 year old Legacy MMIS
- Request for Proposal - approx 3,200 system replacement requirements
- Client Network Services Incorporated (CNSI) selected as DDI vendor
- FourThought Group (4TG) selected as Project Management and Independent Verification & Validation vendor.
- Project Kickoff – July 2008

SD MEDX

South Dakota Medical Electronic Data Exchange
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SD MEDX WORKGROUP FRAMEWORK

Brenda Tidball-Zeltinger
Chief Financial Officer
SD Department of Social Services

Why Are You Here?

- Specific Expertise
 - Claims Submission, Processing and Payment
 - Prior Authorization Submission and Processing
 - Provider Enrollment
- Leaders in the Industry
- Cross Section of Provider Groups

Workgroup Objectives

- Gather information and feedback
 - Claims submission, processing and payment
 - Prior Authorization submission and processing
 - Provider Enrollment
 - Information on the Medicaid and Provider Portal
 - Quality assurance measures
- Best ways to provide consistent and meaningful communication
- Best ways to deliver training that is time-appropriate and in a comprehensive and meaningful way
- Participate in Review of Provider Training Materials
- Participate in User Acceptance Testing in the Future

Goals

- All active, enrolled providers should participate in training activities.
- All active, enrolled providers must be re-enrolled prior to SD MEDX implementation.
- All active providers are ready to submit claims to SD MEDX upon implementation.

Today's Focus

- Gather Information and Feedback
- Overall Group
 - Medicaid Portal—Public Portal
 - Provider Portal—Secure Portal
 - Communications—Getting the Word out on SD MEDX
 - Training—Methods and Roll Out
- Subgroups
 - Provider Enrollment, Training and Communication
 - Claims, Prior Authorization and Quality Assurance

Expectations from this Meeting

- Recommendations for the State to consider
- Action items for the subgroups to work on in future meetings

SD MEDX Portal/Provider Portal

- Feedback on the design of the Portal
- Feedback on the information provided on the Portal
- Feedback on the links that are useful to Providers

Communications

- Input on the preferred methods of communication
- Input in to how the State identifies personnel in Provider Organizations that need training or information on SD MEDX
 - Security Personnel
 - Claims Processors
 - Provider Enrollment Personnel
 - Prior Authorization Personnel

Training

- Input into the Preferred Methods of Training
 - Computer Based Training
 - Classroom
 - Manuals
- Input into the Timeliness of Training
 - Rollout
 - Schedules
 - Preferred times and Places—Regionally, Group, etc.

Subgroup #1

- **Provider Revalidation**
 - Input into the timeliness for revalidation roll out
 - Input into identifying the correct staff for revalidation
- **Training**
 - Review and refine information from the large group
 - Input on communicating training opportunities
 - Input for the process to review training content
- **Communication**
 - Review and refine information from the large group
 - Input into what needs to be communicated and timing of communication

Subgroup #2

- **Claims**
 - Identify the issues for Claims Submission
 - Identify information needed by Claims Processors
 - Identify and define who needs to be trained and how to best reach them.
 - Input into Training Content
- **Prior Authorizations**
 - Identify the issues for PA Submission
 - Input on communicating Training Opportunities
 - Input into Training Content
- **Quality Assurance**
 - Top 5 Measurements for the Provider Report Card
 - How would your organization use QA Measurements?

Final Outcome Expectations

- Identify recommendations
- Identify stakeholders willing to be test or pilot groups
- Agree on next steps

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SD MEDX PROJECT

Bonnie Bjork
Deputy Project Director
SD MEDX

Project Tasks

- Project Management
- Project Initiation
- Requirements Validation
- Organizational Change Management
- System Design, Development and Testing
- Data Conversion
- Integration and System Testing
- Acceptance Testing
- Training and Documentation
- Implementation
- Certification
- Implementation Assurance
- Maintenance and Support

Milestone Dates

Project Kickoff

July, 2008

User Acceptance Testing

Medicaid Portal

October, 2009

Provider Enrollment

November, 2009

SD MEDX

March, 2010

GO-LIVE

Medicaid Portal

February 11, 2010

Provider Enrollment

February 26, 2010

SD MEDX

June 26, 2010.

What is Changing for Providers?

- SD MEDX Portal: A one stop internet address that links the resources of the Department of Social Services internet page, the Provider Portal, Training Materials and other resources. Provider resources include access to:
 - Cost Reports
 - Fee Schedules
 - HIPAA Information
 - Medicaid Manuals
 - SD Administrative Rules
 - Provider Enrollment
 - SD MEDX Training
- Provider Portal: Entry point to SD MEDX
 - View/download Remittance Advice via SD MEDX
 - Submit/view claims via SD MEDX
 - Receive and view their caseload reports via SD MEDX (Managed Care Providers)
 - Online access to recipient eligibility
 - Online access to claims status and claims payment
 - Online access to prior authorizations

SD MEDX Portal

South Dakota Medical Assistance Portal - Microsoft Internet Explorer provided by State of South Dakota

http://208.49.76.23:8082/medicaidportal/default.aspx

South Dakota Medical Assistance Portal

DEMO

DSS
Strong Families - South Dakota's Foundation and Our Future
South Dakota Department of Social Services

Alert: Department of Social Services Medicaid Portal Home Banner1 **This is South Dakota Department of Social Se

Portal Home Providers Recipients Contact Us Login DSS Home

PORTAL HOME

Apply for Coverage
Eligibility Information
FAQ
Login
Training

EXTERNAL LINKS

CMS Site
Legislative rules

PORTAL HOME

The Division of Medical Services provides assistance to those who qualify for Medicaid or the Children's Health Insurance Program (CHIP) by providing health insurance and paying for medical services such as visits to the doctor, hospital, dentist, chiropractor and more.

Eligibility for Medicaid/CHIP:

Eligibility for Medicaid and CHIP is determined by the Division of Economic Assistance and is based upon the household's income and circumstances. [Learn more about Medical Eligibility.](#)

The Division of Medical Services is committed to:

- Improving access to medically necessary medical care.
- Improving the quality of medical care recipients receive.
- Ensuring enrolled providers receive payment for covered services in a timely and proficient manner.
- Continuing access to care for families and recipients.
- Securing Medicaid payments for services rendered.

Other Information:

Internet 100%

Provider Portal

Provider Portal - Microsoft Internet Explorer provided by State of South Dakota

http://208.49.76.31:7080/sddemo/CNSIControlServlet

File Edit View Favorites Tools Help

Provider Portal

eGAMS User, Prvdr You have logged-in with Provider Portal Profile profile. | Logout

My Inbox Admin **Provider** Claims Reference Recipient TPR Drug Rebate Rate Setting PA Managed Care Payroll Financials Case Management

Pages visited : [Provider Portal](#)

Online Services

- Claims** [Hide/Max](#)
 - [Claim Inquiry](#)
 - [Claim Adjustment/Void](#)
 - [On-line Claims Entry](#)
 - [On-line Batch Claims Submission \(837\)](#)
 - [Resubmit Denied/Voided Claim](#)
- Recipient** [Hide/Max](#)
 - [Recipient Limit Inquiry](#)
 - [Benefit Inquiry](#)
- Payments** [Hide/Max](#)
 - [View Payment](#)
 - [View Accounts Receivable Invoice](#)
 - [View Capitation Payment](#)
- ProviderOne-Generated Invoices** [Hide/Max](#)
 - [View Invoice](#)
 - [Validate Invoice](#)
- Managed Care** [Hide/Max](#)
 - [View Enrollment Roster](#)
 - [View ETRR](#)
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- Provider** [Hide/Max](#)
 - [Provider Inquiry](#)
 - [Manage Provider Information](#)
 - [Initiate New Enrollment](#)

Welcome! [Hide/Max](#)

The mission of the Department of Social Services is to strengthen and support individuals and families by fostering independence and personal responsibility; protecting people; providing opportunities for individuals to achieve their full potential; and promoting healthy families and safe communities by ensuring quality, cost-effective and comprehensive services are provided in cooperation with our partners.

[Manage Alerts](#)

My Reminders

Filters [My Filter](#)

<input type="checkbox"/>	Alert Type ▲ ▼	Alert Message ▲ ▼	Alert Date □ ▼	Due Date ▲ ▼	Read ▲ ▼
No Records Found !					

Projected Provider Outreach Timeline

- Focus Groups
 - Beginning October 2009 and continuing on a periodic basis.
- Provider Enrollment training starts February 2010
- Medicaid Portal Go-Live February 2010
- Provider Re-Enrollment/Validation of current information, February, 2010
- Distribution of Domain Names, Usernames and Passwords
 - Issued January, 2010
- System Training starts in late Spring 2010

Questions?

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SD MEDX PORTAL

Wendy Hanson
Deputy Director – Finance
Medical Services



Alert:

This is Soutl

[Portal Home](#)

[Providers](#)

[Recipients](#)

[Contact Us](#)

[Login](#)

[DSS Home](#)

PORTAL HOME

- [Apply for Coverage](#)
- [Eligibility Information](#)
- [FAQ](#)
- [Login](#)
- [Training](#)

EXTERNAL LINKS

- [Administrative Rules](#)
- [CMS Site](#)
- [Codified Law](#)
- [Medicaid Fraud Control Unit](#)

PORTAL HOME

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Other Information:

- [Administrative Rules: Covered Medical Services](#)
- [Medical Assistance Newsletters](#)
- [Quality Assurance](#)

Bulletins

- [What is SD MEDX?](#)
- [Topic 2](#)
- [Topic 3](#)
- [Topic 4](#)
- [Topic 5](#)
- [Archive](#)

SD MEDX Portal

- Extension of the DSS Website—Same Look and Feel!
- One Stop Shop for Medical Assistance Information
- Information about Medical programs available and FAQs
- Downloadable Forms and Fee Schedules
- Trainings Available and Register Online
- Alerts...instant notification if office is closed, etc
- Contact Us, specific to what you want to report
- Entry Point to Login to Secured System

SD MEDX Portal Tabs

- Portal Home
- Providers
- Recipients
- Contact Us
- Login
- DSS Home

SD MEDX Portal Questions

- Do you use the current DSS website? Why or why not?
- What would encourage you to use it?
- What type of information are you most likely to go to the SD MEDX Portal to retrieve?
- Will you download forms? What forms are more useful to you or would be most likely to download?
- Would you utilize the website to sign up for training or to contact the department?

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PROVIDER PORTAL

Wendy Hanson
Deputy Director – Finance
Medical Services

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Provider Portal

- Login: Very Secure, Domain, UserName, Password
 - State will set up initial, facilities will set up rest
- Secured Information—Provider or Recipient Specific
- My reminders – Alerts sent to me for Remit, PA, etc
- Manage my information with Medicaid
- Submit Incident Reports or request prior authorization
- Upload or retrieve correspondence

Provider Portal Links

- Claims
- Recipient
- Payments
- Managed Care
- Prior Authorization
- Provider

Provider Portal Questions

- Do you have a scanner? Would you send us scanned documents?
- What information would you like to see in the secured portal – specific to you or your facility?
- What types of alerts would be helpful to you?
- Will you look up your claims online or submit claims via data entry screens?
- What functionality would you like to have on the provider portal that we have not discussed?

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TRAINING

Scott Johnson
Decisions Support Manager
SD MEDX

Training Timeline

- The training timeline is based on the order in which functionality is released.
 - Security Administration training will be provided starting in January 2010.
 - This training will include individuals that are responsible for assigning usernames and passwords for your organization.

Training Timeline

- Provider Revalidation February 26
 - Provider information will be transferred from the old MMIS system to SD MEDX.
 - Providers will be responsible for re-enrolling in a timely manner.
 - Revalidation will be performed in a specific order depending on the interdependencies of the different enrollment types.
 - Revalidation training will be provided starting in February 2010.

Training Timeline

- SD MEDX go-live June 26
 - Training will be divided into different topics to ensure that the appropriate people are getting the training they need to perform their jobs.
 - New Enrollments, Claims Submission, Prior Authorization, Inquire Recipient Information/Eligibility, etc.
 - SD MEDX specific training will be provided starting in May 2010

Training Methods

- Training will be provided by multiple methods. This allows you to choose the best option.
 - Face to Face
 - Computer Based Training: Self-directed, web based training modules specific to SDMEDX functionality.
 - Web learning: Training sessions provided through the internet that allow attendee participation.
 - Provider Manuals/Checklists: Content viewable/downloadable through the Internet.

Training

- How do we identify the appropriate individuals to receive notification for training?
- What are the appropriate training methods for security administration?
- What are the appropriate training methods for Revalidation?
- What are the appropriate training methods for SD MEDX?

SD MEDX

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COMMUNICATION

Nicole Beck & Angie Bren
Stakeholder/Provider Relations
SD MEDX

Communication Timeline

Upcoming SD MEDX Timeline Activities

- Provider Revalidation February 26, 2010
- SD MEDX Go-Live June 26, 2010
 - Overall system communications will be ongoing.

Types of Communications

- Communications will be provided in multiple formats.
 - Current SD MEDX communications
 - DSS Website - <http://www.dss.sd.gov/sdmedx/index.asp>
 - SD MEDX Listserv
 - Brochures
 - Health Association Meetings – Presentations
 - Future SD MEDX
 - DSS Website/SD Medicaid Portal
 - SD MEDX Listserv
 - Health-Related Organization Newsletters
 - Health Organization Meetings - Presentations
 - Regional Open Houses
 - Provider Response Team
 - Focus Groups
 - Outreach at Association Meetings
 - Provider User Acceptance Test Group
 - Brochures
 - Mass Mailings

Communication Questions

- How do we reach the correct individuals within your facility?
- How do you currently communicate with DSS?
- Which communication methods are most effective for you and the job you perform?
- What types of continued communication would you like to see made available?
- Outreach will be provided in multiple formats. One of those will be Regional Open Houses. The number of presentations will depend on the timeframe and the number of attendees.
 - Where are the most appropriate locations?
 - How many sessions are needed?
 - How many people from your organization would attend a Regional Open House?
 - How should the open houses be structured, i.e. claims, provider enrollment, PA? All one session or separate topics per session?

PROVIDER ENROLLMENT

Nicole Beck

Stakeholder/Provider Relations, SD MEDX

Wendy Hanson

Deputy Director – Finance, Medical Services

Provider Enrollment

- Most providers will be asked to revalidate the information converted from our legacy system. Billing Agents, Groups and some Atypical Providers will re-enroll from scratch.
- Enrollment will be available online.
- Providers will be guided through a series of steps known as a Business Process Wizard to revalidate their information.
- Providers will be able to upload and attach supplemental documentation as part of the revalidation process.

Provider Enrollment Timeline

- Provider Re-Enrollment/Revalidation begins February 26, 2010
 - System relies heavily on associations between providers and facilities. This will drive enrollment order for providers.
 - Billing Agents
 - Facilities/Agencies/Organizations/Institutions/Pharmacies
 - Groups
 - Tribal and IHS
 - Individuals
 - Servicing
 - Regular Individuals

Provider Enrollment Questions

- How can the State assist providers in completing the revalidation process?
- What is the most effective way to reach your enrollment department?
- What is a realistic timeframe for revalidating your organization's information?
Recall SD MEDX Go-Live is in May of 2010.
- How do you prefer to communicate with the provider enrollment staff at DSS?
- Are there other organizations that conduct provider enrollment processes that you feel DSS should adopt?
- What forms of training will work most effectively for educating providers on the revalidation process?
- How often would you like to receive training?
- What is the most appropriate number of attendees per training?
- How should enrollment training be structured? Recall associations and enrollment types.

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CLAIMS PROCESSING

Mark Leonard
Deputy Director – Operations
Medical Services

Claims Processing - Current Process

- Claims are received electronically and via US Mail
- Claims are adjudicated in an overnight batch process
- Providers have no visibility to payment status until a Remittance Advice is delivered
- Providers have no on-line accessibility to claims information

Claims Processing – SD MEDX Process

- Claims will be received electronically, via US Mail and direct data entry
- Providers will have on–line access to the system 24/7
- Claims are adjudicated in a real time mode
- Providers will have on-line visibility to payment status and Remittance Advices
- Providers will have on-line accessibility to claims status
- Providers will have on-line access/capability to resolve claim errors
- Providers will have on-line access to 6 years worth of claim data
- Providers will have the ability to submit electronic attachments

New SD MEDX Claims Questions

- Do you see issues with moving to submitting all claims via electronic submission or via direct data entry?
- What are the top issues you have with claims submission and processing today?
- The state is considering eliminating paper RA's. Can you provide input and feedback to this move?
- What are your expectations of SD MEDX?
- What challenges, if any, do you see with SD MEDX?
- Any other questions or input?
- Thank you for your invaluable input!

PRIOR AUTHORIZATION/CARE MANAGEMENT

Nicole Bartel
Nurse Consultant
Medical Services

New Capabilities

- Ability to use business rules and criteria to create automated approvals for some prior authorization service types
- Ability for providers to enter requests directly into system
- Provider will be able to view the status and status changes of their requests in real time
- Ability to attach documentation to requests electronically
- Automatically alert providers for the need for additional information in required fields.
- Better ability to track and report trends in prior authorizations.

Provider Input

- What are the top issues you experience while submitting requests today?
 - Is there ever any information you feel is left un-captured, redundant, or unnecessary?
- Who usually submits the documentation for prior authorizations? e.g. MD, RN, support staff, sales rep, corporate headquarters, etc.
 - How is this process performed?
- Do any other organizations have any authorization processes that work better? Are there any written policies and procedures you would like to see DSS adopt?
- How do you envision any of these new capabilities changing the way you do business?
- How can we best initiate this new process? e.g. Gradual roll-in over what period of time? How long before you feel comfortable submitting requests into the system?

Reconvene – Large Group

- Summary of Recommendations/Feedback
 - Large Group
 - Group 1 – Provider Enrollment, Training and Communication
 - Group 2 – Claims and Prior Authorizations
- Next Steps
 - Compile recommendations and feedback to take back to project team
 - Update communication and training plan
 - Utilize information from survey to identify testing partners and security contacts
 - Other

Reconvene – Large Group

- Next Meeting Date
 - Tentatively scheduled for first week in December
 - Facilitated by DDN or teleconference
 - Agenda Items
 - Feedback/action items from first meeting
 - Overview of provider communication/training plan outline
 - Other

Contact Information

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