LOUISIANA DEPARTMENT OF HEALTH

Chisholm Compliance MCE User Process Manual

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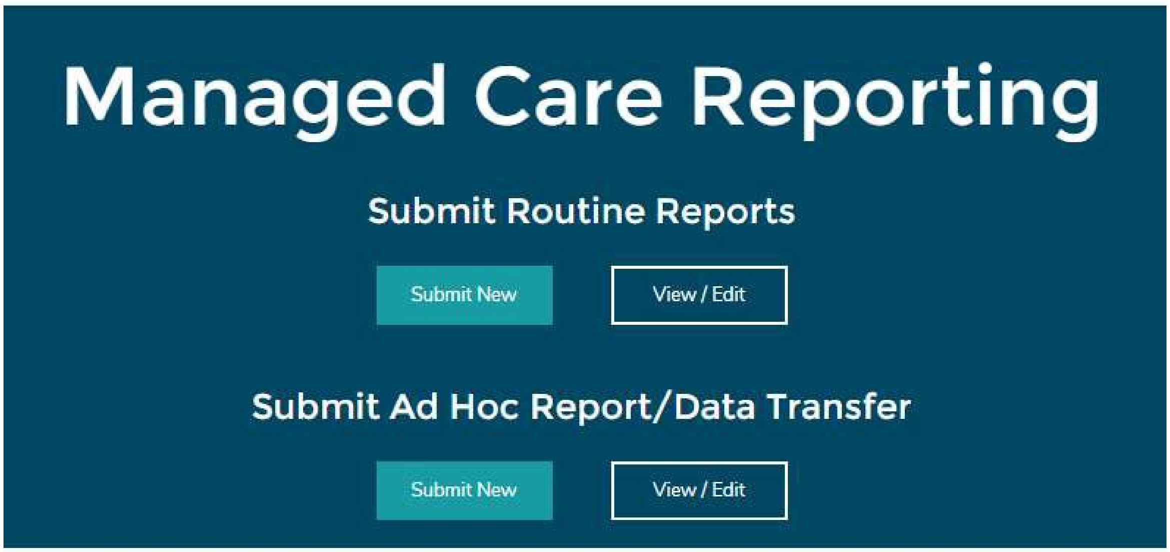
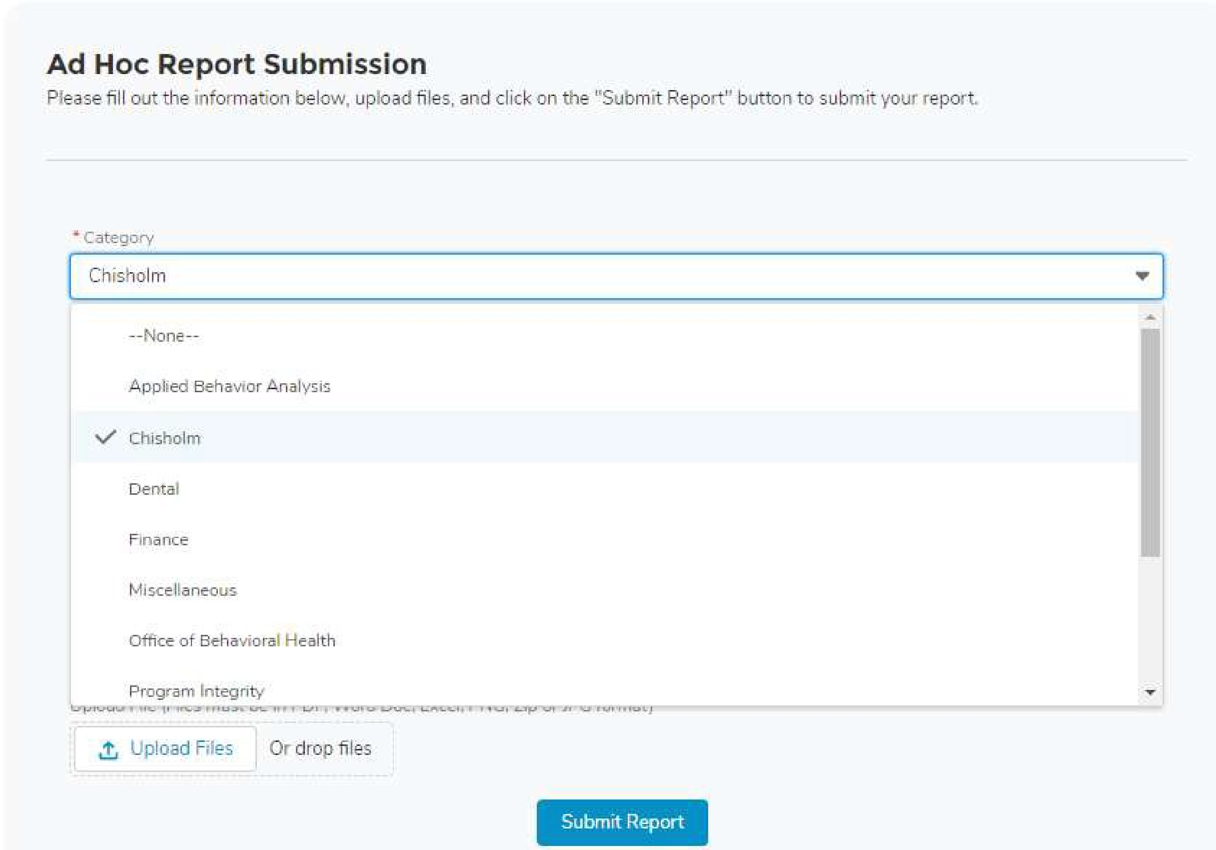
PROCESS FOR CHISHOLM NOTICE REVIEW AND APPROVAL

For all Chisholm denials, partial denials, and partial approvals, the notices must be sent to Louisiana Department of Health (LDH) Chisholm Compliance staff for review and approval prior to being sent to the member.

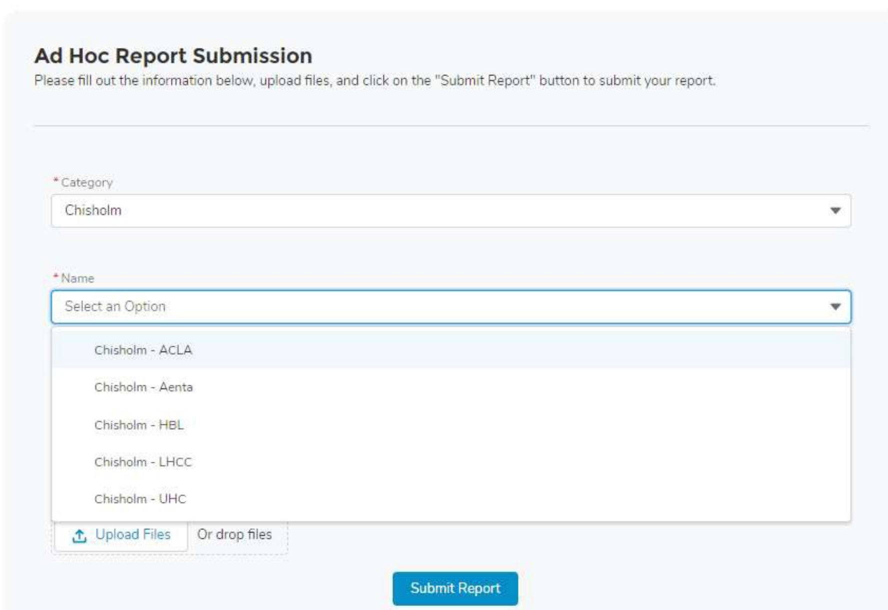
1. To send a notice for review go to https://ldh.force.com/Reporting/s/ and log in with credentials provided.
2. Once logged in, users will need to select "Submit New" under Submit Ad Hoc/Data Transfer.



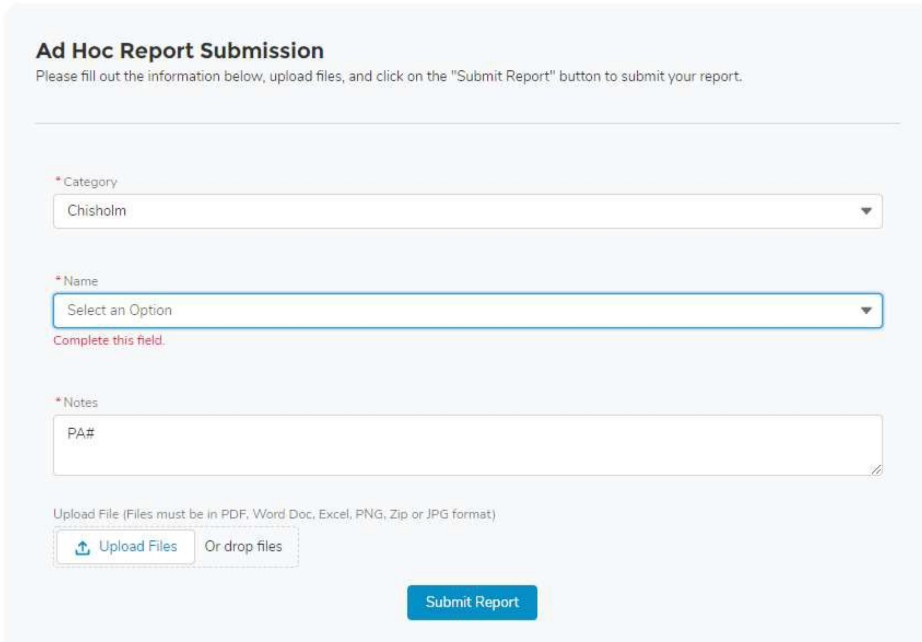
3. On this page, you will need to make selections from the dropdowns.
   A. Select Chisholm from the Category dropdown.



   B. Then select your correct Managed Care Entity (MCE) from the Name dropdown.



   C. In the notes section, you will enter the correct PA# for this particular notice.


Ad Hoc Report Submission
Please fill out the information below, upload files, and click on the "Submit Report" button to submit your report.

*Category
Chisholm

*Name
Select an Option
Complete this field.

*Notes
PA#

Upload File (Files must be in PDF, Word Doc, Excel, PNG, Zip or JPG format)
Upload Files Or drop files

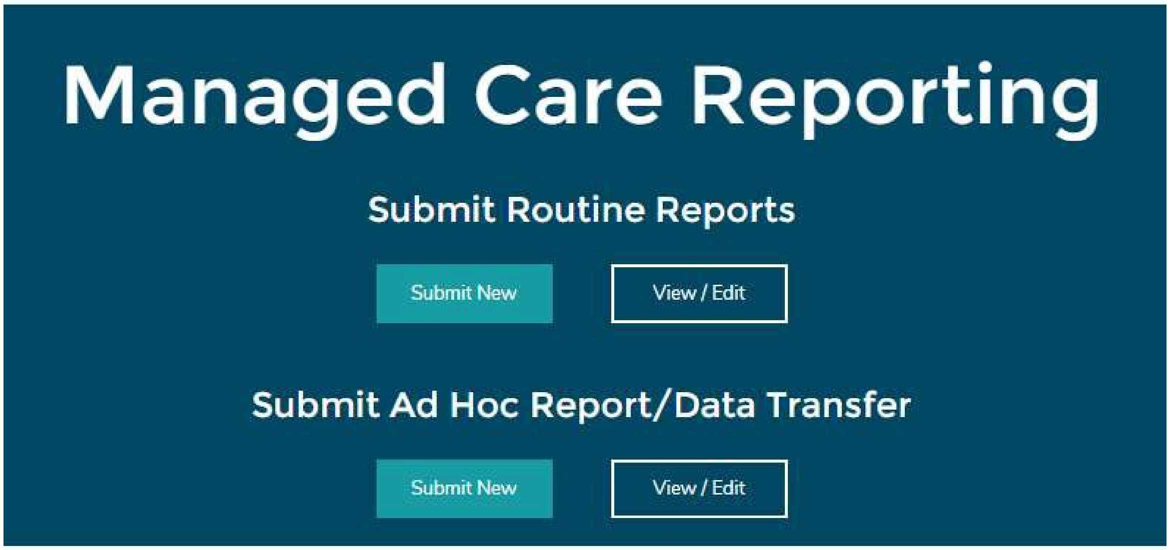
Submit Report

4. You will upload all the necessary documents, and click Submit Report. You will fill out the checklist and attach a word version of entire notice, a pdf of the complete notice, and all documentation associated with the request including documentation proving the Prior Authorization Liaison (PAL) process has been followed, if applicable. If something is not met, stop and make the corrections before sending the notice for review. Once all of the checklist items have been answered, attach the required documentation and click "Submit Report".

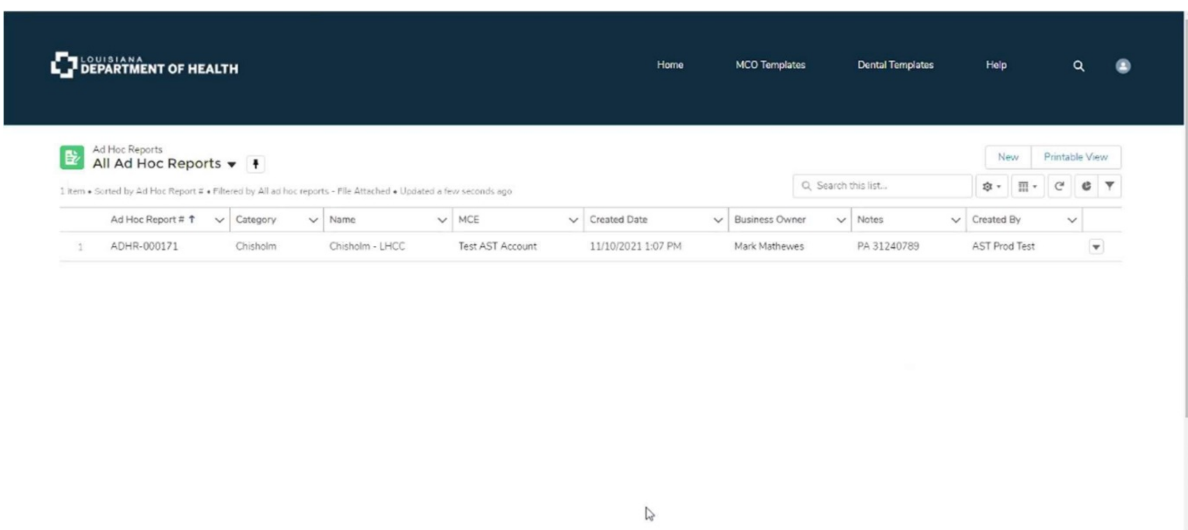
   Clicking the submit button will generate an email to the Chisholm Compliance Staff (CCS) alerting them that there is a notice for review. CCS will review the notice in its entirety, and if there are any changes or questions, the CCS will send an alert through the chatterbox directly to you informing of the actions needed before an approval is made. CCS will also edit the Word document in track changes and make comment if any edits are needed. CCS will attach the corrected word document with the changes and comments via the chatterbox and will also indicate next steps in the passage via chatterbox. If no corrections are needed, then CCS will send a message through the chatterbox that the notice is approved. Notices are not approved until a message come across via the chatterbox from CCS staff stating that the notice is approved. A notice cannot be sent to the member until CCS has sent an approval message via the Salesforce chatter.

PROCESS FOR CHISHOLM NOTICE RESUMBISSIONS

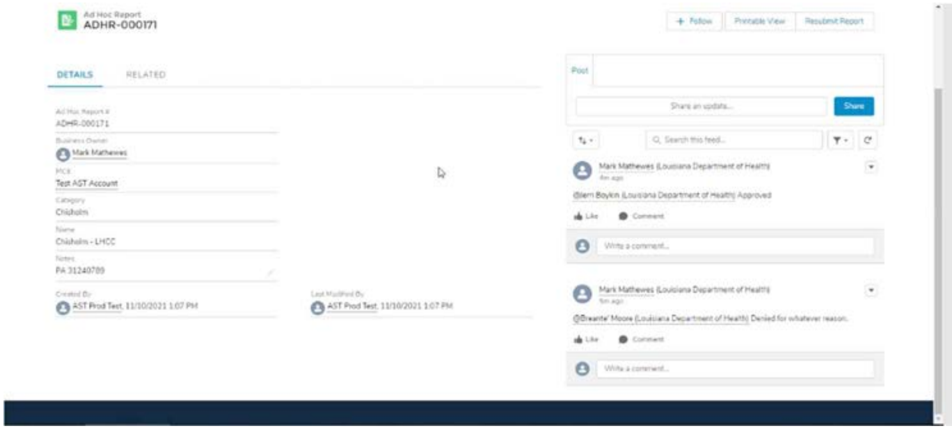
1. To view any submitted reports/ documents or to make any changes, you will select “view/Edit” under Submit Ad Hoc/ Data Transfer.



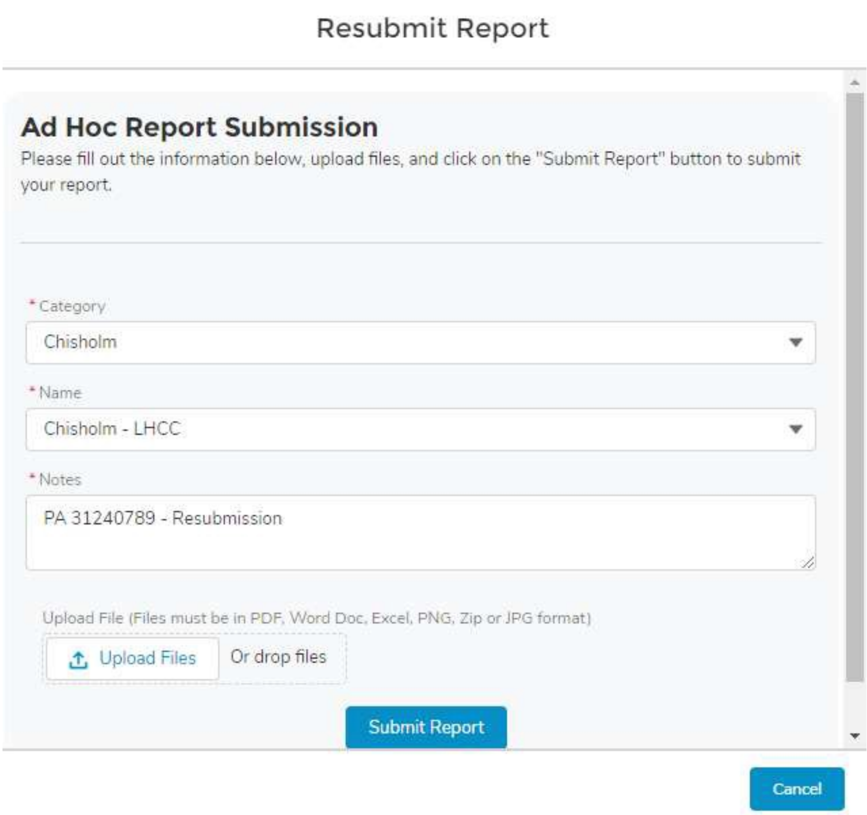
2. You will then click the link of the correct Ad Hoc Report # that needs editing.



3. Click Resubmit Report in the right hand corner.



4. Upload Updated Report with the PA # and Resubmission in the Notes section.



5. Click Submit Report.

Once the report is successfully resubmitted, CCS will review the revised notice in its entirety to insure all necessary changes have been made. If CCS is satisfied with the revisions, then CCS will send a message via chatterbox stating that the notice is approved. If CCS is not satisfied and more changes need to be made, then CCS will make notes and corrections on the pdf word document and attach it to the chatterbox with a message in the passage stating to make all necessary changes to the pdf document and resubmit for review. Once CCS is satisfied with the notice and all necessary changes have been resubmitted, then CCS will send a message via chatterbox stating that the notice is approved. Notices are not approved until message come across via the chatterbox from CCS staff stating that the notice is approved. A notice cannot be sent to the member until CCS has sent an approval message via Salesforce chatter.

ACCESS ISSUES

Salesforce Access

If there is an issue with Salesforce or connectivity, contact LDH Service Center at (225) 219-6900, option 1, then option 4.

.If the connectivity issues are not resolved, do not submit notices via Salesforce. Please alert CCS who will provide instructions before taking any further actions.

If Salesforce is down, the MCE shall revert to the old process of submitting a Chisholm denial. Send an email to all CCS with the PA Number and what was requested in the title of the email, including the free form text of the notice only in the body of the email. Next, the MCE will send a (secure) email with the supporting documentation and copy of the denial notice as an attachment. Once Salesforce is up and running, the MCE will submit the notice including all of the documentation and emails as attachments. This should be completed within one business day. CCS staff will approve and note in the system that the notice approval was handled via email because Salesforce was down and include in the note the date it was approved.

If necessary, you can email Rene Huff at Rene.Huff@la.gov, Jerri Boykin at Jerri.Boykin@la.gov, and Breante' Moore at Breante.Moore@la.gov to discuss any issues you may have. If you experience functionality issues, please send an email to SalesforceAdministrator@LA.GOV and be sure to copy the entire CCS staff in the email which includes, Rene Huff, Jerri Boykin, and Breante' Moore.

Employee Maintenance

It is imperative that each MCE maintain proper access for all necessary staff members and assure that only staff that handle Chisholm notices and their managers have access to the system. The MCE Employee Maintenance was designed to assist with staff changes to ensure there are no delays in the Chisholm Notice Review process.

If a staff member needs to be added or removed from Salesforce system, please send an email directly to CCS with the person's name and email address.

CHECK STATUS

If you have any questions, you can utilize the chatter feature for conversation by creating a post with the specific questions or concerns. In the post, you can @ the person/ persons by name who you would like to see the particular message. You can also attach documents and files. Before sending the post, be sure to click send to all with access. Lastly, hit share. This will trigger your message to all the persons that were mentioned in the post. The chatter feature will keep a record of the entire conversation. You will receive an email notification each time someone mentions your name in the chatter or there is an update on the notice. In the chatter, you will be able to see the time the notice was approve and any other information that may be requested from CCS. The chatter feature will be the means of communication.

Chisholm Notice Checklist

MEMBER INFORMATION	
Member Name:	
Address:	
CC: Support Coordinator	
Provider:	
Date of Notice:	
Medicaid ID:	
Initial Request	Yes ☐ No ☐

CHECKLIST		
☐	Cleary marked DENIAL, PARTIAL APPROVAL, OR PARTIAL DENIAL.	
☐	Clearly name the service or items requested.	
☐	Specify all reasons for denial or partial denial, which includes why the criteria of the Medicaid rule and/or policy have not been met. (A layperson should be able to read it and understand why the member did not qualify for the service).	
☐	Include the specific language from the section of the Rule or policy they are using as a basis for denial.	
☐	Language must be at a sixth grade reading level if possible.	
☐	For requests involving hours of services, clearly indicate how many hours were requested and are approved.	
☐	Be in twelve-point font and not in all capital letters.	
☐	Is Partial Approval correctly sent while pending PAL process and awaiting final decision.	
☐	In the notice for denial/partial denial of any services/items that are prior authorized, the notice must explain that an EPSDT support coordinator can assist them in obtaining services and how to access an EPSDT support coordinator.	
☐	If a prior authorization request is denied or partially denied, provide appeal rights and clearly notify members of those rights.	
	Reviewed by :	Date: