



# Health Home Happenings

*Helpful information and tips for success regarding Iowa's Health Homes*

**April 2014**



## **Pamela Lester, Health Home Program Coordinator**

Pam Lester joins the Iowa Medicaid Enterprise as the program coordinator for the Health Home initiative. Pam, RN, BSN, NCQA, PCMH, CCE comes to the Iowa Medicaid Enterprise (IME) having previously worked as the Performance Improvement Manager with the Iowa Primary Care Association (PCA). She has worked in public health and health care almost continuously since 2006 as a Nurse Health Educator. Most of her work has focused on quality improvement, including serving as a health coach for patients with chronic disease, working with residents and other physicians to improve the care they provide through continual data monitoring and analysis. She has also worked at Wellmark BCBS as a Complex Case Manager where she coordinated interventions and assistance for both the member and their family in line with the clinician's treatment plan.

In Pam's work at the Iowa PCA, she worked with clinic and operations staff of Federally Qualified Health Centers (FQHCs) in support of their efforts to transform their practice and become a patient centered medical home. Pam looks forward to leveraging her prior experience with the Iowa PCA as she begins her new role coordinating Health Home program activities which includes supporting enrolled Health Home providers, educating stakeholders, evaluating Health Home results, and informing policy decisions at the IME.



## **New Provider Spotlight**

Health Homes are increasing in numbers around the state. The newest additions include:

- Family Health Care of Siouxland – Merville and Sioux City
- Methodist Physicians Clinic – Council Bluffs, Glenwood, and Red Oak
- Sanford – Boyden, George, Hartley, Rock Rapids, Sanborn, and Sheldon

[Learn More](#)



## **Health Home Billing**

Recently Informational Letter 1232 was released which informed providers about changes with Per Member Per Month (PMPM) payments. Effective June 1, 2013, providers must enter the ICD-9 codes that support the member's tier in the Iowa Medicaid Portal Access (IMPA) system. Providers must continue to submit PMPM claims with the same ICD-9 codes on their monthly PMPM claims.

Health Home services provided before April 1, 2014, will still need to have a claim submitted, as before, rather than submission via IMPA.

[Learn More](#)



### Health Home Billing Issues

Upon review, the Iowa Medicaid Enterprise (IME) has determined the top five reasons a claim is denied from Health Home providers on claims before April 1, 2014. Please have your billing team consider checking for possible causes from the list below which could lead to a claim denial:

1. Submitting claims with a treating National Provider Identifier (NPI) different than their billing NPI.
2. Member assessment not being up to date.
3. Diagnosis codes do not match the required number of diagnosis codes per the tier they are billing.
4. Tier being billed does not match assessment.
5. Submitting multiple claims for months in which the PMPM has already been paid.

Additional questions about billing issues can be directed to Nora Ramirez of the Provider Services Unit at [NRamire@dhs.state.ia.us](mailto:NRamire@dhs.state.ia.us).



### Health Home 2.0 Update

A new version of the Chronic Care Health Home Program will be released soon. This re-launch will include:

- Changes to the Per Member Per Month (PMPM) report; it is now in the Iowa Medicaid Portal Access (IMPA) system and will need to be submitted, at minimum, quarterly for payment. PMPM submissions can be completed as frequently as provider workflows permit.
- Webinar training on a new simplified Patient Tier Assessment Tool (PTAT) and guide to promote comfort and efficiency in its use.
- Tools to assist with implementation, outreach and Patient Centered Medical Home (PCMH) transformation.
- Opportunities for health homes to provide the Iowa Medicaid Enterprise (IME) with feedback related to communication strategies used with Iowa Medicaid members about the health home program. The IME will use this information to create and improve communication tools for health homes.

#### ***Featured Upcoming Event!***

Health Home Collaborative Learning Network Call: Medicaid Waivers 101

Thursday, May 29, 2014

12:00 p.m. – 1:00 p.m

Health Home Collaborative Learning Network Call: Targeted Case Managers for Waiver Patients

Thursday, June 26, 2014

12:00 p.m. – 1:00 p.m

For more information, contact Pamela Lester at [PLester@dhs.state.ia.us](mailto:PLester@dhs.state.ia.us)

**Billing Questions?** Contact Nora Ramirez at [NRamire@dhs.state.ia.us](mailto:NRamire@dhs.state.ia.us)

**Other Questions?** Contact Provider Services at 800-338-7909 or 515-256-4609 (locally)