

# Oklahoma Health Care Authority

Lessons Learned from HIPAA

Testing and Certification

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By: Judi Worsham

# Brief history of how Oklahoma implemented HIPAA “Sooner”!

- 1997, 1998 – Planning for FI reprocurement and HIPAA implementation (10/02)
- 11/1999 - RFI
- 05/2000 - ITB
- 08/2000 – Award bid to EDS for 01/2003 implementation. Planned to use clearinghouse to bridge gap between 10/02 – 01/03

# The Plan – Provider/Trading Partner Outreach will aid testing

- Provider Outreach
  - 2001 – Promote HIPAA awareness in ongoing Provider Training, articles in newsletters, global messages on RAs
  - 2002 – Spring – Survey to measure provider readiness
    - 17% responded
    - Of those responding, 57% would be ready to submit HIPAA transactions by 10/02
  - 2002 – Spring – HIPAA FAQ on OHCA website
  - 2002 – Summer – draft companion documents available on the OHCA website
  - 2003 – Fall – statewide provider workshops which were Provider Type specific and emphasized the new system, the new Provider and Recipient IDs, the new paper forms (got rid of state forms), new EDI (HIPAA) and the new “Medicaid on the Web” secure site which allows DDE

# The Plan – Provider/Trading Partner Outreach will aid testing

- Trading Partner Outreach
  - Trading Partners – Sister agencies, Health Plans, VANs, Medicare carriers, Professional Associations
  - 03/01 – Technical Conference I
    - HIPAA awareness, who is your technical contact?
  - 11/01 – Technical Conference II
    - Governor's Task Force
    - Gap Analysis
    - Trading Partner survey
    - List of potentially HIPAA data exchanges

# The Plan – Provider/Trading Partner Outreach will aid testing

- 06/02 - Technical Conference III
  - Split into separate conferences for “like” entities, presented draft companion documents
  - Medicare Intermediaries/Carriers (with CMS)
  - Other state agencies who also function as providers
  - Health Plans
  - VANs – individual telephone conferences regarding connectivity and telecom agreements (HIPAA transactions in good shape)

# The Plan – Contingency Planning will ease the pain

- Impact dates
  - 12/19/02 – Rx/POS go live
  - 12/23/02 – MMIS go live
  - 01/01/03 – former FI gone
- Risk factors
  - Providers not ready to submit claims in HIPAA format
  - Outgoing FI – increase in paper and electronic claims right before shut down

# The Plan – Contingency Planning will ease the pain

- New FI – more paper
- New FI – testing crunch with providers and trading partners waiting until the last minute
- Medicare intermediaries and carriers won't be ready to implement HIPAA

# The Top Five Testing Problems and Lessons Learned

- 1. Problem - Policy regarding Billing Agencies and Software Vendors was too rigid
  - Lesson - If they are contracted with an Oklahoma provider, allow pilot testing
- 2. Problem - Test data did not allow for the many special circumstances in Medicaid
  - The original plan was for a three phase test data submission

# The Top Five Testing Problems and Lessons Learned

- a. A test dataset (developed by EDS & OHCA, available on the web) would be submitted for processing through compliance, translation, and adjudication
- b. This same dataset would be modified by the submitter and tested through compliance only
- c. The submitter would send production data for testing through compliance only

# The Top Five Testing Problems and Lessons Learned

Lesson – Allow submitters to use production data for testing

- 3. Problem – New Provider ID, New Recipient ID

- Lesson – although we provided cross references to our trading partners, the general provider community is having problems with the switch

- 4. Problem – Using the 4010A Addenda version of HIPAA (not final)

# The Top Five Testing Problems and Lessons Learned

## Lesson - ?

- 5. Problem – Late start for testing due to new system implementation
- Lesson – ?
- Other lessons learned
  - Companion guides were good but we should have added more examples and more details, including the minimum requirements and more technical specifications

# The Top Five Testing Problems and Lessons Learned

- The Provider Billing and Procedure Manual was not available until 11/02
- Should have had technical instructions available for uploading and downloading test data to/from the website
- Should have had our PIO write some of the Provider outreach material, instead of all technical
- Need a trouble shooting guide for the “Medicaid on the Web”

# Statistics

- UNISYS (Previous FI) – 10,800 electronic billers for 85% of claims volume
- EDS (New FI) – sent letters and EDI applications to all previous electronic billers but targeted the 2,288 who accounted for 72% of the \$ paid and 81% of the claims submitted by electronic billers

# Statistics

## Where we are today

■ EDI Submitter Applications received	756
■ Submitters currently testing	138
■ Providers covered by above	315
■ Submitters authorized	231
■ Providers covered by above	7,438
■ Paper submitters	39
■ DDE submitters	170

# EDI Staff, Turnaround Time

- EDS EDI staff of 4, 1 new hire
- Average time to pass simple compliance is two weeks (3-4 passes)
- If a software vendor or clearinghouse has already passed, less than 1 day

# How Internet DDE saved the day for the small provider and LTC

- Secure Internet application
  - Implemented 08/02 by new FI (EDS) using extracted data from the outgoing FI (UNISYS)
  - Features – Claim status inquiry, payment summary information, PA Inquiry and Global, Provider Type or Provider specific messaging
  - 01/01/03 – Secure Internet connected directly to the MMIS with the following new features

# How Internet DDE saved the day for the small provider and LTC

- Reference Inquiry
- Client Eligibility Inquiry
- Claims Inquiry – may use the “copy” function on denied claims to correct and resubmit
- New claim submit
- PA Inquiry

# How Internet DDE saved the day for the small provider and LTC

- PA Request
- 835 RA download
- 837 Batch submittal

Coming soon

- Provider Contract renewal
- Quality of Care Fee Invoice

Questions?

# Tools used in the Oklahoma EDI

- Translator – Sybase
- Certification – Claredi
- Testing – Claredi, Edifecs

## Contact

Judi Worsham,  
DP Administrator,  
OHCA

[worshamj@ohca.state.ok.us](mailto:worshamj@ohca.state.ok.us)