



PAG/TAG Meeting Notes

Project Name: PAG/TAG	Mtg. Leader: –
Objectives: <ul style="list-style-type: none"> • Disaster Recovery Update • Provider Surveys • September PAG/TAG Follow Up • COB Presentation • Next Month’s Agenda 	Mtg. Facilitator: Sarah Cairns Mtg. Recorder: Cheryl Rood Where: 41 Anthony Ave, Augusta
	Date: 10/11/12
	Start Time: 9:00 AM
	End Time: 10:00 AM

Attendees:			
Name	Name	Name	Name
Crystal Stultz	Angi Johnson	Wendy Eames	Robert Reed
Bridget Rickard	Stephanie Farrar	Robin Allen	Troy Roy
Maryanne Yvon	Roger Widner	Peter Gray	Brenda Steeves
Rita-Mary Reinhart			



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

1.	Peter provided an update on the MOC Disaster Recovery that was recently done. Molina discovered issues when moving date and wasn't comfortable moving forward until this was fully remediated. The Disaster Recovery Plan has been re-scheduled and a listserv notice will go out notifying providers.
2.	There will be a Provider Survey posted within the next two weeks. Molina is looking for the top 10 list of concerns from providers. They looking for input from billers, CFO's, CIOs, Managers etc.
3.	Crystal spoke about a survey that was posted a week ago on the Portal. This survey is separate from the Provider survey. Molina is looking for feedback around the usefulness, effectiveness of the Portal. Also would like to know if they are meeting provider's needs.
4.	During last PAG/TAG there were a couple follow up items: WAITREV spreadsheets were sent to affected providers. Remittance Advices in excel format was a request and Peter believes this is doable. This is now in development.
5.	Angi Johnson provided an overview of how the system processes COB claims. This presentation was more high level on what methodologies the system uses to process claims. Next month we will review more in depth information such as known issues, CRs, and TRs.
6.	From an eligibility perspective the providers would like to better understand the logic for how the system works when the member has other coverage. Pay and chase vs. holding claims to pursue. Angi mentioned that we would cover this information in the next two months.
7.	Bobbi Oxton from Waltz Pharmacy spoke about issues she had experienced with members that had coverage at one point, then no coverage, and now has coverage again. Peter recommends that providers should always check eligibility prior to submitting claims. He asked Bobbi to provide examples to Wendy Eames @ Molina.
8.	Peter spoke about reports that Molina will run to identify claims that were processed wrong. He believes this will be available the first quarter of 2013. Some providers are in the middle of changing computer systems and they would like to clean these claims up sooner than later.
9.	David Winslow would like to know where in Policy the rules are for hospital crossover claims processing. Cheryl took this as an action item.
10.	Next month's we will talk about the forum of this meeting, and how we see it moving forward.



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Action Items			
#	Item	Responsible	Due Date
1.	Send out listserv for new date on Disaster Recovery	Sarah Cairns	11/08/12
2.	Follow up with Policy on Hospital Crossovers	Cheryl Rood	11/08/12