VDP Gainwell Interfaces Update

April 24, 2024

Agenda

- Welcome and Introductions
- Gainwell Transition
  - Scope of Vendor Drug Modernization Transition
  - Interface history and development
  - Issues communicated
  - Ongoing Feedback loop
  - Next Steps
- Adjourn

Welcome and Introductions

Presented by Priscilla Parrilla

- Representation from Vendor Drug Program, Gainwell, and TMHP.

- Questions will be taken after each issue slide

- Please announce your name and what organization you are from

- Additional questions can be placed in the meeting chat

- Forms will be distributed after the meeting allowing for questions or concerns to be captured in a log.

Pharmacy Benefit Services with New VPM Vendor

Updated: September 07, 2019

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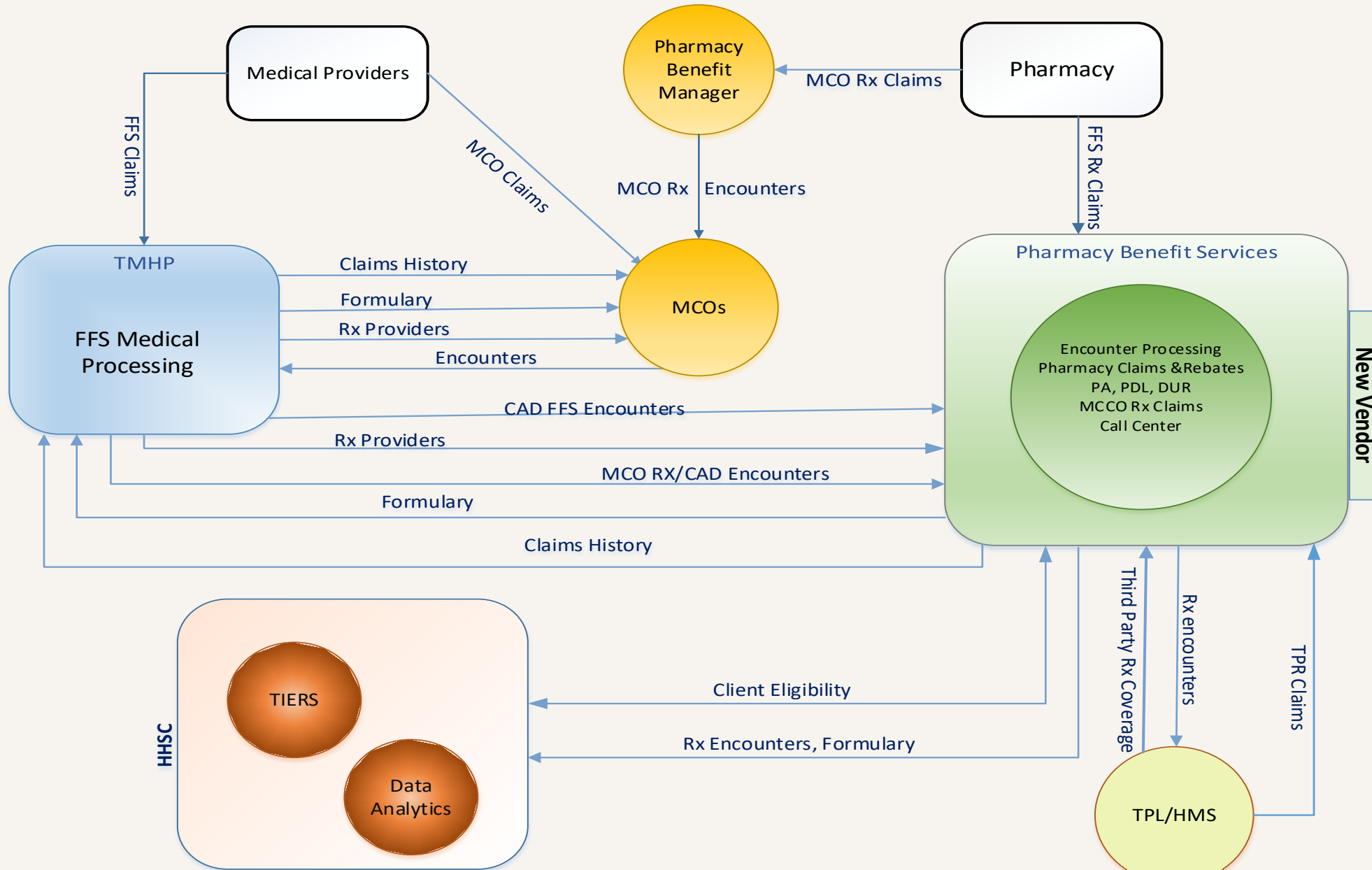
Interface History and Development

Presented by Dawne Chamberlayne

- Transition began in June 2022

- Conduent / TMHP JIP files and layouts were the starting point for the Gainwell interface development

- Initial source for Gainwell data for interface file population is converted data from Conduent to Gainwell systems

- Gainwell transition went live on March 30, 2024

- We recognize there is remediation work required with data and formatting and are actively resolving these issues daily

TEXAS
Health and Human Services

PDL File Timelines

Presented by Prabodh Reddy

- **MCO feedback**
  - The PDL file has additional timelines, and records that were previously terminated have been unnecessarily re-added. One MCO has reported as many as 20,000 such instances.
  - We request the removal of these additional timelines, if possible, where records were termed and then re-added to the PDL file unnecessarily.

- **Gainwell remediation**
  - Transfer of PDL data from Magellan to Change Healthcare added new PDL statuses (Clinically Preferred, Clinically Non-Preferred) These values equal on the previous PDL file-PDL, NPD. Gainwell revised the file to show as PDL and NPD status.
  - As of April 23, 2024, remediated file is back in production and will be posted daily for MCO's to test.

- **Request for action**
  - Each MCO test the PDL file for format and data accuracy and provide written sign-off of successful testing.

Combined MPF

Presented by Chris Foster / Prabodh Reddy

- **MCO Feedback**
  - MPF files from March 26, 2024, look different from the last few files. There are thousands more records than expected. The dates don't match up and some providers seem to have more than one vendor displaying the same NPI so we don't know which is correct. There are hundreds of records that seem erroneous with extra Medicaid IDs. File naming convention is incorrect for the date received, multiple vendor numbers for the same pharmacies with current effective and end dates.
  - This has also impacted P file submission to the state for pharmacy data.

- **Gainwell remediation**
  - Daily meetings with TMHP to address data issues identified.
  - Julian date issue remediated with change in file run time.

- **Request for action**
  - Each MCO test the combined MPF file and provide written sign off of successful testing. Should not be compared to Conduent file as they will be different.

Encounter Rejections

Presented by Prabodh Reddy

- **MCO Feedback**
  - Multiple plans have reported a significant increase in DET09 and DET13 pharmacy encounter rejections starting around April 1. While the DET09 encounter rejection issue has persisted for nearly a year, the DET13 issue is a recent development.
    - Some PBMs have been holding encounter submissions due to the DET09 rejection issue as subsequent submissions will compound the issue. The state requested that one PBM stop following up since they don't have an answer.
    - DET15 and COM03: Resubmit encounter claims if rejections were received

Encounter Rejections (cont.)

Presented by Prabodh Reddy

- **Gainwell remediation**
  - Due to the PEMS file remediation and configuration issues, all CHIP claims were being denied. This has been remediated and we are accepting CHIP encounters now.
  - Only the first submission clarification code(SCC) was being validated for 340B claims. System has been updated to look at all three SCC codes.
  - As some MCO's are using the same claim ID/ICN for reversal and original, we have duplicate encounters submitted. Logic updated to look at claim status MCO plan code, in addition to the claim ID. DET15 is not needed and has been cancelled.
  - Denied claims were being validated for valid paid date against the check date. This edit DET13 was turned off.
  - TMHP Accenture MCO Companion guide is being reviewed for consistency of changes and updates

- **Request for action**
  - Resubmit denied encounter claims and report any additional problems.

Pharmacy Encounter Response Files

Presented by Dawne Chamberlayne

- **MCO feedback**
  - Delays receiving pharmacy encounter response files.

- **Gainwell remediation**
  - Gainwell was processing the data to send response files twice per day
  - Gainwell batch job changed on April 22, 2024, to run every hour to produce response file according to incoming encounters

Configuration Concerns

Presented by Dawne Chamberlayne

- **MCO feedback**
  - Certain updates require MCO and/or PBM system configuration for successful processing. For example, the change to the open-ended date segment from 12/31/9999 to 12/31/2078 necessitates coding adjustments for at least one PBM. We were not notified of this change in advance, making it difficult to estimate the time required to update our systems to automate processing. MCOs are reporting that these reconfigurations will take at least 90 days to implement, possibly more.

Configuration Concerns (cont.)

Presented by Dawne Chamberlayne

- **Gainwell remediation**
  - Changed ACSPPDL to open end date 01/01/3000, Drug – ACSPTTF / NRP – ACSPNRP / Exception – ACSPDEL-12/31/9999
  - Weekly Surescripts file ACSPSFF-Interface development to 2016 version in progress. Email sent by Gainwell was recalled and moving forward with 2016 file.

- **Request for action**
  - Each MCO test the Formulary files for open end date accuracy and provide written sign-off of successful testing.

Monthly One Year Historical FFS (Rx) file

Presented by Dawne Chamberlayne

- **MCO feedback**
  - Delay in posting to MCOHub. Last received March 5, 2024. Missing posting for April 2024.
- **Gainwell remediation**
  - Research on this file is in progress
  - Will share additional information when ready for MCO testing

Daily TPL File

Presented by Dawne Chamberlayne

- MCO feedback
  - File incorrectly posted at MCO folder/PHI/LIB, Files are not being posted daily, and extensions are incorrectly appearing on files (e.g. filename ACSPTPLPCjjjyy.txt.)
- **Gainwell remediation**
  - New location sent to Gainwell from TMHP folder/PHI/TPL folder
  - Extension removed from file posted to MCOHub
- **Request for action**
  - Each MCO tests the TPL file and provide written sign-off of successful testing

Weekly Formulary File

Presented by Dawne Chamberlayne

- **MCO feedback**
  - Posting times are inconsistent (over a week in between) and incorrect file types included.

- **Gainwell remediation**
  - Files were not sent while remediation was completed.
  - The files are now being posted daily for testing.

- **Request for action**
  - Each MCO test the formulary files and provide written sign-off of successful testing

Ongoing Feedback

Presented by Priscilla Parrilla

- **Option #1**
  - Weekly meeting to review ongoing issues reported and log
- **Option #2**
  - Continue testing and sign-off, schedule meetings if required

Next Steps

Presented by Priscilla Parrilla

- Form will be distributed to MCOs via email and TexConnect

- MCOs should provide their contact list and email addresses to ensure we communicate effectively with all MCOs

- Require production file testing and signoff from each MCO

- Form will be returned to VDP and Gainwell via email:
  - VDP-PBS-Modernization@hhsc.state.tx.us
  - TX-VPM-DataInterfacesSupport@gainwelltechnologies.com

When complete, please email this MCO Interfaces Support Request (MISR) to: TX-VPM-DataInterfacesSupport@gainwelltechnologies.com and VDP-PBS-Modernization@hhsc.state.tx.us				
MCO Name				
MCO Contact Person Name(s)				
MCO Contact Person Email address(es)				
MCO Contact Person Phone Number(s)				
File Name that you are reporting an issue with or, have a question about (Please submit a separate MCO Interfaces Support Request (MISR), for each file that you would like to report an issue with)				
Issue / Question Description (Please provide as much detail as possible)				

Thank you

Online: txvendordrug.com

Contact: VDP-PBS-Modernization@hhsc.state.tx.us

TX-VPM-DataInterfacesSupport@gainwelltechnologies.com