

Office of Administrative Hearings (OAH)

Procedures Transmittal

Transmittal  
Number: 00-01

Date: February 9, 2000

Page: 1 of 2 plus Att.

Distribution:

ALB OAH Staff [x]	UPS ALJs/ [x]	Upstate LDSS [x]
	SUP ALJs [x]	NYC Agencies [x]
		(NMAP Only)
NYC OAH Staff [x]	NYC ALJs/ [x]	MCOs [x]
	SUP ALJs [x]	

Subject:  
Managed Care Coding  
Procedures

The following summarizes the basic information that Communications Intake staff will require for processing requests for hearing on issues pertaining to Managed Care. Detailed information was provided in recent training, and due to the complexity of the issue, this transmittal will not cover all the different aspects covered in the training. Specific questions can be directed to your respective supervisor or trainer.

The federal government granted permission to New York State to require certain Medical Assistance recipients to enroll in Managed Care Organizations (MCOs). This includes recipients of Family Assistance, Safety Net, Medicaid LIF ("Low Income Families") and ADC and HR-related Medicaid. There are a number of groups of recipients which are excluded from participation in Managed Care. The administrative appeal process is available for the following categories of issues: Enrollment issues related to who has to go into a plan or who is being terminated, and Clinical issues related to the denial, discontinuance, or reduction of specific treatment being provided by the Managed Care Organization.

ENROLLMENT ISSUES

Notices come from the local district and are of the following basic types:

ACTION

EXPLANATION

Denial of Enrollment	Client wants to enroll in an MCO and the agency refuses to grant request.
----------------------	---

Denial of Exemption	Client requests an exemption from participation in an MCO and the agency refuses to grant an exemption.
---------------------	---

Denial of Request	Agency refuses to grant client's request for disenrollment in an MCO.
-------------------	---

Discontinuance of Enrollment (Initiated by Agency)	Agency terminates enrollment in an MCO.
---	---

Discontinuance of Enrollment (Initiated by MCO)	MCO initiates disenrollment and sends appropriate notice. If the local district (agency) agrees that the client should be disenrolled, the local district (agency) will send additional notice.
--	---

Clinical Issues	
Notices come from the Managed Care Organization and are of the following basic types:	
ACTION	EXPLANATION
Denial of benefits or services	Agency refuses to allow a specific benefit or service.
Discontinuance or reduction of benefits	Agency terminates or reduces a benefit or service

Any request involving a clinical issue that is a discontinuance or reduction in treatment will be expedited by the Office of Administrative Hearings to the extent that volume permits.

Any request involving a clinical issue that is a denial will only be expedited if it represents an urgent need for services or supplies.

Coding is as follows:

Enrollment Issues

NYC Agency: NHMO/NMAP\*  
 UPS Agency: LDSS  
 Category: MA  
 Subcategory: None  
 Issue Code: As appropriate  
 Action: DENY, DISC, REDU, or INAD

\*Please note this is a change from the original coding for cases involving enrollment issues, previously coded NMAP/NHMO in the Agency field. The new coding will result in the enrollment issues being scheduled on a calendar separate from all other MA issues, thereby allowing the agency an opportunity to ensure that the appropriate representatives appear.

Clinical Issues

NYC Agency: NMAP/Appropriate MCO (see list)  
 UPS Agency: LDSS/Appropriate MCO (see list)  
 Category: MA  
 Subcategory: None  
 Issue Code: As appropriate  
 Action: DENY, DISC, REDU, or INAD

Communications Intake staff should refer to notices provided in the training sessions for assistance in determining appropriate actions and whether to set up the request as an Enrollment or a Clinical issue. The attachment is a list of Managed Care Agencies to be referenced in determining the appropriate secondary agency for Clinical issues. As previously advised in OAH Transmittal 99-39, fair hearing requests concerning Managed Care issues should continue to be forwarded to Louise Finkell by Albany Intake staff and to William Garren by NYC Intake staff. Mr. Garren will, in turn, forward the NYC fair hearing requests to Ms. Finkell, who will continue to review and monitor all managed care activity.

Any questions can be directed to your supervisor or to Sue Fiehl at (518) 473-4779 or via email 90j029@dfa.state.ny.us.

&f0s554y3x1S

---

Mark Lacivita, Director of Administration  
Office of Administrative Hearings

Attachment