

VA Recovery Audit - Contract Implementation Conference Call Summary

Date: 1/8/2001
Time: 1:00 – 2:30 PM (EST)

Attendees:

Veteran Affairs

Ralph Charlip, Director, Health Administration Center (HAC)

Mary Beth Saldin, Deputy Director, HAC

Carol Robinson, Chief Information Officer, HAC

James Davis, Contracting Officer, HAC

Jean Denike, Special Assistant to the Director, HAC

Glenn Corn, COTR, VA Recovery Audit, HAC

George Gray, Director, VAMC, Little Rock

Jerry Simpson, Austin Automation Center (AAC)

Contractor

Frank Kelly, Director, Business Development, Foundation

Walter Jordan, Principal, Abacus Technology

Joy Wilkie, Director, Managed Care Services, Foundation

Padra Randall, DRG Quality Coordinator, Foundation

Sharon Lopez, Manager, DRG Recoupment, Foundation

John Pieters, Program Manager, Foundation

Conference Call Summary

1. Attendee Identification: Participants identified themselves.
2. Review of action items (COTR):
 - a) Item 1: The contractor provided the flow-rate. This item is closed for the contractor but a new item is open for the VA to review and coordinate internal workload to meet record request timelines. **(CLOSED)**
 - b) Item 2: This item is still open for the contractor. If the data is available as the VA have indicated, the contractor should be able to request one set of records per patient. This item will be closed; however, if the data is not available then will need to be reviewed again for action. **(CLOSED)**
 - c) Item 3: HAS is working on a policy memorandum that will go to the Network Non-VA Care Coordinators for distribution to their VAMC POCs. **(OPEN: ECD 1/31/01)**

- d) Item 4: The contractor letters were reviewed by the RASC and a consolidated response provided to the contractor on 1/5/01. The contractor had some questions about the response.
- 1) Who are the Network Non-VA Care Coordinators? The Network Non-VA Coordinators are the designated VISN POC for monitoring and overseeing the contractor's request for medical information from the VAMCs. There is a Coordinator for each VISN assigned and this person will be responsible for receiving all medical records requests for their particular VISN. They will task their VAMCs for supplying the requested information director back to the contractor (monitor and track the requests for action and timeliness of response-meeting timelines).
 - 2) Will medical information requests go to the Network Non-VA Coordinators or directly to the VAMCs? It was decided at the Post Award Conference that medical information requests will go directly to the "VISN" meaning the Network Non-VA Coordinators using the "list" instead of separate letters per VAMC. Each Coordinator should receive the lists from the contractor electronically and then task the VAMCs for response.
 - 3) Since the Network Non-VA Coordinators receive the requests for medical information, will the individual letters be used and does the VA still need to identify VAMC POCs? The contractor indicated the individual letters will still be needed and they still need VAMC POCs.
 - 4) Are the billing letters that go to the COTR the same as the "collection letters"? Yes, they are the same. The reason for needing a copy of the collection letters, or some means of notifying the COTR of the collection efforts, is so the centralized collection and offset process located at the HAC can start it's debt process in our financial system.
- e) Item 5: Collection approval change will be part of a combined modification to the contract. **(OPEN: ECD 1/18/01)**
- f) Item 6: Monthly Reports Change will be part of a combined modification to the contract **(OPEN: ECD 1/18/01)**
- g) Item 7: Records Retention validation is being worked by the contracting officer. Ralph Charlip clarified that what is needed is to review VHA/contracting records retention guidelines to provide the contractor with the disposition instructions. **(OPEN: ECD 1/18/01)**
- h) Item 8: Records Retention validation of VAMC data was verified by Tony Guagliardo (HAS) that the VAMCs are required to retain this information in their FEE files. **(CLOSED)**
- i) Items 9&10: Weekly conference calls are in process. **(CLOSED)**
- j) Item 11: Dollar Threshold – no change. **(OPEN: ECD 1/17/01)**
- k) Item 12: Jerry Simpson reported that he could not validate all the data elements as contained in Question 1 (required data elements) of the oral presentation. He was asked to provide the COTR a list of the data elements he could not validate by today. **(OPEN: ECD 1/17/01)**
- l) Item 13: The HAC is in the process of validating the requested data elements and the verification will be provided to the contractor today. **(OPEN: ECD 1/8/01)**
- m) Item 14: AAC has provided information on the Data File Layouts which have been forwarded to the contractor. The contractor will review the information and notify the COTR if further information is needed on this item. Will keep item open until reviewed by the contractor. **(OPEN: 1/17/01)**
- n) Item 15: The contractor indicated that VA Network Connectivity will not be needed at this point. However, if the data elements cannot be obtained from AAC and HAC, then this may become an issue again. To close item for now. **(CLOSED)**

- o) Item 16: AAC provided their security requirements to the COTR and they were forwarded to the contractor. Question about the requirements can be directed to Jenie Perry or Jerry Simpson at the AAC. This will also be a discussion item at the Austin site visit next week. **(CLOSED)**
- p) Item 17: HAC is reviewing the security requirements for their data. **(OPEN: ECD 1/11/01)**
- q) Item 18: VA CIO security requirements will not be applicable if VA Network Connectivity is not needed. This item to remain open until verification of VA Network Connectivity requirements after the Austin visit. **(OPEN: ECD 1/17/01)**
- r) Item 19: AAC has provided information on their Contingency Plan to the COTR and this information has been provided to the contractor. The contractor was asked to review information and see if there is anything further they need. **(CLOSED)**
- s) Item 20: HAC security officer is reviewing their contingency plan and will provide to contractor. **(OPEN: ECD 1/11/01)**
- t) Item 21: Data Availability Change will be part of a combined modification to the contract. **(OPEN: ECD 1/18/01)**
- u) Item 22: The contractor has already worked their access to the DRG Grouper/Pricer and real-time access is not needed. **(CLOSED)**
- v) Item 23: HAS is identifying their two provider contracts and will provide copies to the COTR. **(OPEN: EDC 1/17/01)**
- w) Item 24: HAS provided the letter citation to the COTR who provided to the contractor. **(CLOSED)**
- x) Item 25: Letterhead change will be part of a combined modification to the contract. **(OPEN: ECD 1/18/01)**
- y) Item 26: The COTR has been provided direct access to the Network Non-VA Care Coordinators mail group and sent out a talking paper on the contract and tasked the coordinators with providing VAMC's POCs this week. **(OPEN: ECD 1/ 16/01)**
- z) Item 27: The AAC Alternate POC is Jerry Simpson. The COTR is preparing a POC listing which will include some designated alternates. **(OPEN: ECD 1/11/01)**
- aa) Item 28: The COTR is collecting the information for preparing the Network Non-VA Care Coordinator listing. **(OPEN: ECD 1/16/01)**
- bb) Item 29: The Contracting Officer is waiting on information from General Counsel on this issue. **(OPEN: ECD 1/18/01)**
- cc) Item 30: The Contracting Officer is waiting on information from General Counsel on this issue. **(OPEN: ECD 1/18/01)**
- dd) Item 31: The COTR has received input on the reports requirements and is preparing a reply to the contractor. **(OPEN: ECD 1/11/01)**
- ee) Item 32: The program marketing plan has been completed but needs to be updated. Will provide a copy of the plan to the contractor for information. **(OPEN: ECD 1/17/01)**
- ff) Item 33: The Invoicing and Payment Processing function is still being worked. Ralph Charlip indicated that we should have a draft process plan within the next few weeks for contractor information. This item is schedule to be briefed at the contractor site visit (added to the agenda). **(OPEN: ECD 1/23/01)**
- gg) Item 34: AAC, in conjunction with the contractor, has indicated there shouldn't be any access costs for the contractor as originally identified in the Post Award Conference. This item will be left open until after the Austin site visit where AAC will provide a listing of any additional costs associated with the contract. An update of this meeting will also be provided at the January 23, 2001 meeting. **(OPEN: ECD 1/17/01)**
- hh) Item 35: The contractor provided information on the January 23, 2001 meeting in Rancho Cordova. **(CLOSED)**

3. Review of items from 12/27/00 Conference Call.

- a) Review of action Item 33: Ms. Perry mentioned that charges for AAC services may be moot if on-line access to the AAC is not required by Abacus/Foundation. Mr. Jordan asked if the HAC adds a 9% surcharge to the HCFA rates? Ms. Perry stated that VA (AAC) adds a 9% surcharge to the HCFA rate, but she does not know what the HAC does. Abacus/Foundation needs to know if the surcharge is standard for all VA activities. A subsequent e-mail from Mr. Charlip stated that the HAC does not add a surcharge when they pay claims. **Confirmation that HAC does not add any surcharge in their billings.**
- b) New Business Item E: Ms. Wilkie asked Mr. Fine where adjustments are maintained for payments. He will check to see if they are in the fee file or elsewhere. The COTR will follow-up on this question and provide input to Ms. Wilkie. **(OPEN: ECD 1/11/01)**

4. New Business:

- a) IT visit (Austin). Jerry Simpson is the POC at Austin for the site visit. The COTR sent out an e-mail to the RASC notifying them about the meeting and listing Jenie Perry as the Austin POC. Jenie Perry will not be available for this meeting. Jerry Simpson will contact Richard Pectol and work out the detail of the visit.
- b) Contractor visit (Rancho Cordova). The meeting on January 23, 2001 is set up an agenda and directional maps will be provided to the COTR prior to the meeting. Tentatively the meeting will start at 8:30 for the meeting and review of the action item list; break for lunch at 11:30 and then follow-up with a tour/walk-through of the facility after lunch and end at 4:30.

5. Next Call: It was agreed that the next call would be on January 22, 2001. The call-in telephone number and meeting ID will be provided for the next three conference calls.

Glenn Corn
COTR, Recorder