

# VA Recovery Audit - Contract Implementation Conference Call Summary

Date: 10/29/2001  
Time: 1:00 – 2:30 PM (EST)

## Attendees *Veteran Affairs*

Thomas Wayburn, COTR, VA Recovery Audit, HAC  
Ryan Lilly, Chief Financial Officer, HAC  
Brendan McNamara, Programmer, HAC  
Elliott Vanderstek, Fiscal, HAC  
Gail Graham, Director Health Information, VACO

## *Contractor*

Walter Jordan, Principal, Abacus Technology  
John Pieters, Program Manager, Health Net  
Joy Wilkie, Director, Managed Care Services, Health Net  
Sharon Lopez, DRG Manager, Health Net  
Kelly Foydl, Reports Analyst, Health Net  
Padra Randall, DRG Quality Coordinator, Health Net

## *Conference Call Summary*

1. Attendee Identification: Participants identified themselves. Previous minutes were accepted as written.
2. Review of action items:
  - a) Item 1: Medical Documentation
    1. Health Net reported that mental health care providers are refusing to disclose medical documentation without specific patient consent. These providers refuse to accept the previously written letter. Gail Graham stated that there may be specific language that the contractor can use to obtain the records, as the right to access is similar to Medicare. Gail Graham will advise Tom Wayburn of more specific language that Health Net may use. (OPEN)
  - b) Item 2: No Payments Indicated for selected VAMC
    1. Contractor noticed that the AAC data contained no information for VAMC Houston and VAMC North Chicago for review. Tom Wayburn investigated and learned that both Houston and North Chicago were fee sites with cases paid. AAC reported that there are cases for both stations on the data file provided. Tom Wayburn asked Health Net to review the data files for these cases. Health Net stated that there are some cases but questioned the volume compared to the volume of cases received for other stations of similar size. Houston and North Chicago seem to have less cases than anticipated. Tom Wayburn stated that AAC had provided him some case numbers and he will forward those numbers to Joy Wilkie for data comparison. (OPEN)
  - c) Item 3: CHAMPVA COM, Vol I, Chapter 4, Section 6.1  
Tom Wayburn advised Health Net that CHAMPVA COM, Vol. I, Chapter 4, Section

6.1. did not exist for those dates of service involved with the contract. The HAC Policy & Compliance Division has stated that CHAMPVA policy was the same as TRICARE policy for these cases during the contract years. (CLOSED)

3. New Business:

a) Item 1: Supporting medical documentation from VA FEE stations

1. Health Net reported that several stations are returning incomplete or blank cover sheets for requested fee payment documentation. The cover sheets do not explain the reason for no records being returned. Tom Wayburn advised Health Net to return the incomplete cover sheets to the Network Coordinators for the stations to complete. Tom Wayburn will send notice to the Network Coordinators.

2. Some stations are returning cover sheets without supporting medical documentation. The reason given is that the record(s) was retired. Tom Wayburn stated that the station is responsible for retrieving retired records and providing the requested supporting documentation. When two or more fee stations have combined it is the responsibility of the existing fee station to obtain the records. Tom Wayburn will send notice to the Network Coordinators.

4. Next Call: Monday, November 5, 2001

Tom Wayburn  
COTR, Recorder