MEDICAID ALERT

March 10, 2015

Automated Newborn Processing on WMS

Due to issues with the automated process to add newborn lines to a mother's Medicaid case, many newborn are not being processed correctly. In some instances, the newborn is not being added at all. In in other instances the newborn is added prospectively, but the coverage is not made retroactive to the date of birth. New York State Department of Health staff_ have already corrected some of these issues and are working to correct the remaining issues as quickly as possible.

Newborns not automatically added or incorrectly added must be handled manually by HRA. There is a very high volume of newborns each month and the need to handle much of this work manually has caused backlogs. We know this is problematic for hospitals and we are working hard to manually update these cases as quickly as possible. We have added significant staff to work through this process.

Submission of Lists of Newborns needing Manual Updates
We are asking your assistance in the submission of lists of newborn cases in order to ensure only appropriate cases are submitted to us and that they are only submitted once. Our process of working through the backlog is being slowed significantly by incorrect and/or multiple case submissions.

WINR0 832
Hospitals receive a weekly WINR0 832 report showing newborns submitted by their hospital that were not automatically updated. The HRA Medical Assistance Program receives the same report on a daily basis and works the cases identified in that report. **It is critical that you do not submit cases to HRA based on the WINR0 832 unless, after 60 days, the case has not been updated.**

Before submitting a list of newborns requiring correction to us, we ask that for each case on the list you have done the following:

- Waited 60 days to allow HRA to process based on its receipt of the WINR0 832

- Checked ePACES to see if the case has been updated already.

- Checked ePACES to ensure it is a WMS/HRA case – not an Exchange case (Exchange cases are included on the WINR0 832).   Exchange cases must be sent to SDOH through the process developed by them.

- Called the health plan involved to see if they have already submitted the case to HRA.

We will not be able to process lists that we find have not been properly researched before submission.

Once researched, password protected Excel spreadsheets of cases should be sent to: managecareclientservices@hra.nyc.gov.   To facilitate handling, on the subject line of the e-mail, please include: Name of your Hospital – Newborn List – Initial

We are working through these lists as quickly as possible.   Please allow at least 60 days from the submission of a list before following – up with Managed Care Client Services.   If your list has not been handled for 60 days or more, you can follow-up by calling the Managed Care Client Services Helpline at (212) 273-0062.

PLEASE SHARE THIS ALERT WITH ALL APPROPRIATE STAF