

NOW & COMP Rate Increase Update

BE D·B·H·D·D

Georgia Department of Behavioral Health & Developmental Disabilities

Ron Singleton

DD Budget Manager

Division of Intellectual & Developmental Disabilities



November 1, 2024



DBHDD Provider Toolkit (Statewide Provider Meeting Slides)

<https://dbhdd.georgia.gov/>

An official website of the State of Georgia. How you know ▾

  **GEORGIA DEPARTMENT of BEHAVIORAL HEALTH *and* DEVELOPMENTAL DISABILITIES**

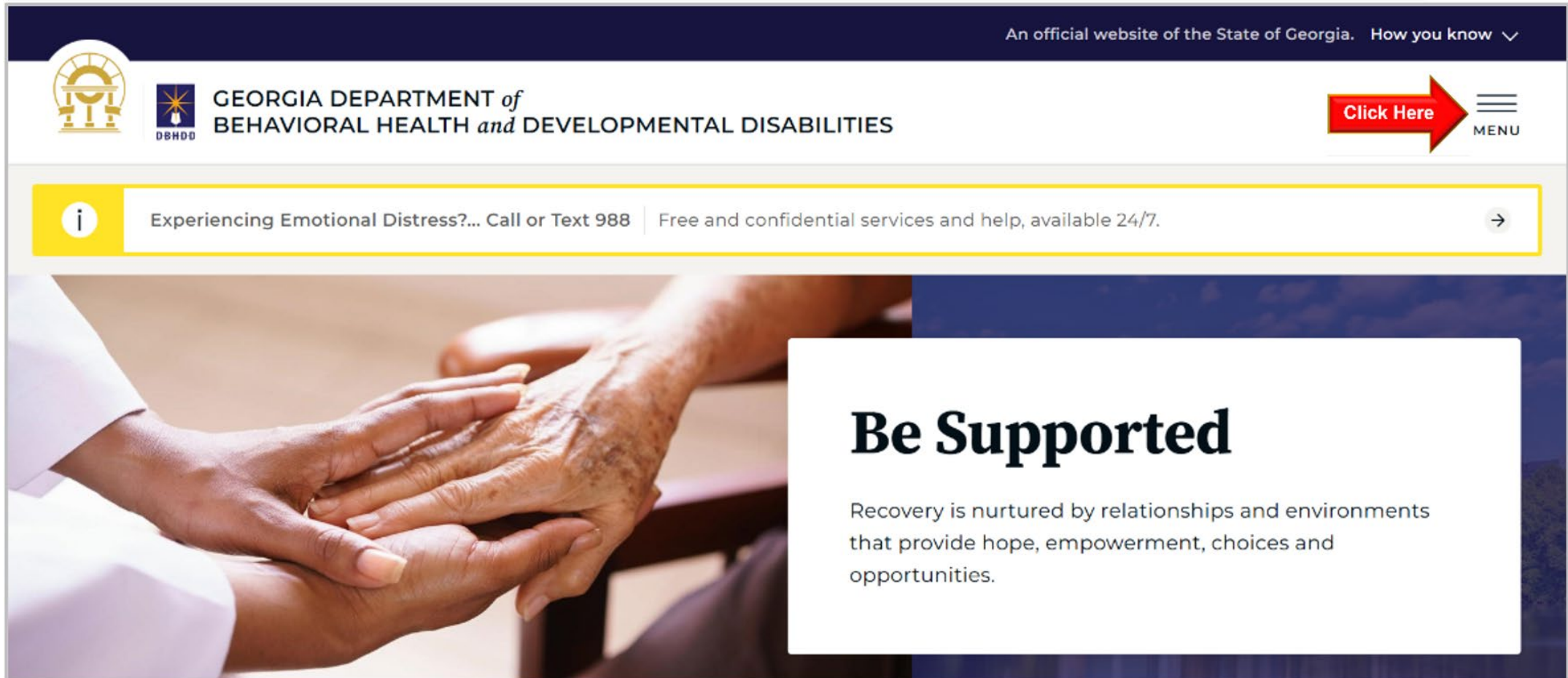
DBHDD Resources ▾ **For Providers ▾** Forensics & Law Enforcement ▾ Our Hospitals ▾ DBHDD Agency Information ▾ Find Services & Contacts ▾

- Submit a question to PIMS [↗](#)
- Access IDD Connects
- PIMS FAQ
- Community Provider Manuals
- Provider Relations Communications
- Training
- Applications for New & Existing Providers
- Connect to DBHDD Applications
- Provider Toolkit**
- Provider FAQs
- Background Policy & GAPS Information
- DUI Intervention Program
- Improving Health Outcomes Initiative Collaborative Learning Center
- Filling the GAP: Georgia Access Point
- Transition Manual
- HIV Early Intervention Services



Note: A red arrow points from the 'For Providers' menu to the 'Provider Toolkit' item, which is also highlighted with a blue box.


DBHDD Provider Toolkit (Statewide Provider Meeting Slides)



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  **GEORGIA DEPARTMENT of BEHAVIORAL HEALTH *and* DEVELOPMENTAL DISABILITIES**

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 Experiencing Emotional Distress?... Call or Text 988 | Free and confidential services and help, available 24/7. 

 **Be Supported**

Recovery is nurtured by relationships and environments that provide hope, empowerment, choices and opportunities.

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Developmental Disabilities Providers

All COVID-related Guidance/memos/presentations are located on the [COVID-19 Info page](#).

Statewide Provider Meeting Slides



[October 2024 \(video\)](#)



DBHDD Special Bulletin: October 30, 2024

A MESSAGE FROM OUR PARTNERS AT DCH

Department of Community Health NOW/COMP Provider Banner Message

Per the Georgia Department of Community Health (DCH) banner message dated 7/23/2024, DCH announced the approval of the amendments to the New Options Waiver (NOW) and Comprehensive Supports (COMP) waiver programs. The approved amendments increased rates for NOW/COMP are effective 7/1/2024.



For Provider Relations inquiries,
Please contact us at
DBHDD.Provider@dbhdd.ga.gov

DCH Provider (Banner) Message: October 30, 2024

<https://mmis.georgia.gov>

Provider Information > Provider Messages

Home | Contact Information | Member Information | **Provider Information** | Provider Enrollment | Nurse Aide/Medication Aide | EDI | Pharmacy | HFRD

*Home Provider Notices Provider Manuals **Provider Messages** Fee Schedules Forms for Providers Reports for Public Access FAQ for Providers*

Web Portal Training Provider Education

★GAMMIS:Provider Messages <- Bookmarkable Link 🌟 Click here for help and information about bookmarks

User Information ? ⌵

Banner Messages

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Keyword

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Subject: NOW/COMP 7/1/2024 Rate Increase – GAMMIS UPDATES COMPLETE

DCH Provider (Banner) Message: October 30, 2024

Provider (Banner) Message Key Points

- ***“System [GAMMIS] programming is now complete.”***
 - Two critical areas required updates that would allow for the billing of the applicable rate increase (rate table) and to increase the annual maximums for all applicable services (billing audits).
 - Medicaid reimbursement is based on the rates within the rate table, not the rates listed on the prior authorization in the web portal.

DCH Provider (Banner) Message: October 30, 2024

Provider (Banner) Message Key Points

- **“*Effective immediately, providers should bill the higher rate for dates of service on or after 7/1/2024.”**
 - Please refer to the October 30th DBHDD Special Bulletin or the DCH Provider (Banner) Message for the location of the new rates.
 - Medicaid will reprocess claims billed at the previous rates for dates of service on or after 7/1/2024. Retro billing will not be required.

DCH Provider (Banner) Message: October 30, 2024

Provider (Banner) Message Key Points

“Providers should check banner messages frequently, as any additional updates regarding the NOW/COMP rate increase will be shared there. Providers needing billing assistance should reach out to their assigned Gainwell Field Representative via the ‘Contact Us’ feature in the GAMMIS web portal”.

Note: DBHDD Provider Relations will also provide information regarding the NOW/COMP rate increase in addition to scheduled provider meetings.

DCH Provider (Banner) Message: October 30, 2024

The Four Phases: Timeframes

- **Phase 1: 11/6/2024 – 11/18/2024**
- **Phase 2: 12/4/2024 – 12/16/2024**
- **Phase 3: 1/8/2025 – 1/20/2025**
- **Phase 4: 1/22/2025 – 2/3/2025**

Note: Timeframes are subject to change depending the success of each phase.

DCH Provider (Banner) Message: October 30, 2024

The Four Phases: Carelon, DCH & Gainwell Collaboration

- **Phase 1: 11/6/2024 – 11/8/2024.**
 - The dates of 11/6/2024 through 11/8/2024, will be used by Carelon to update prior authorizations and for DCH and Gainwell to prepare the Medicaid system for the reception of the prior authorizations for processing which includes the voiding of specific claims. **Voided claims will not result in a recoupment of funding.** The first phase will involve 5,000 NOW & COMP prior authorizations.

IDD Connects Update: Carelon

Individual Service Plan Update

On the evening of November 6, 2024, Carelon will update all the Individual Service Plans in IDD Connects, 20,000 in total. However, only 5,000 associated prior authorizations will be updated for Phase 1 of the Medicaid system update process as outlined in a previous slide.

To ensure that Phase 1 is successful without disruption, **no** prior authorizations in IDD Connects will be processed on November 6th – November 8th. Prior authorization processing will resume on Monday, November 11th.

DCH Provider (Banner) Message: October 30, 2024

The Four Phases: The Initial Phase

- **Phase 1: 11/15/2024 & 11/18/2024.**
 - On November 15th, the team, DCH & Gainwell (and DBHDD if needed) will review the claims for the financial cycle for a November 18th payout.

Friday	Monday
15	18
Financial Cycle Review	Provider Claims Payout

Prior Authorization Identification: Provider Connect Portal


DBHDD Recommendation: Statewide Provider Meeting Slides

IDD REPORTS ACCESS

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Georgia Department of Behavioral Health & Developmental Disabilities

John Quesenberry, Director
Office of Data & Information Management
February 9, 2023



Prior Authorization Identification: Provider Connect Portal

DBHDD Recommendation: IDD Authorization Aging Report

Several reports are available to providers including a prior authorization. The Medicaid prior authorization number's column heading is named, "Client Auth Number – GACO". The "Last Change Date" indicates the date is which the PA was updated. Filtering the "Last Change Date" will help to identify prior authorizations that were updated.

Client Auth Number- GACO	Last Change Date
000111222333	11/6/2024

The Georgia Collaborative Newsletter: October 8, 2024

October 8, 2024

RESOLVED

To: IDD Provider Network

Re: Prior Authorization updates

Dear provider,

On September 20, 2024, we identified an issue that started occurring with the IDD NOW & COMP authorization extract to GAMMIS. NOW & COMP authorizations contain all providers on a single authorization; however, this issue began separating provider authorizations onto individual authorizations.

On Friday, October 11, 2024, we will retransmit all files to GAMMIS, this will resolve the extract error. **Please note:** we have suspended the PA transmission extract as of October 3, 2024. We will resume regularly scheduled extract transmission when issue is resolved. If you have any new assigned authorizations, it is recommended that you not bill against them until this fix has occurred. That will prevent the updated authorizations from being rejected by GAMMIS. If authorization updates reject due to paid claims, the claims will need to be voided by the provider before the authorization can be fixed.

If you have questions or concerns, please reach out to Gacollaborativepr@carelon.com.

Thank – you,
Georgia Collaborative ASO

October 8, 2024, Newsletter: “Layman’s Terms”

Every individual in the NOW and COMP will have one prior authorization (PA) at a time, typically with a span of 365 days. Each PA has a unique number, and the PA will have one or more service lines associated.

STANDARD FORMAT				
Prior Authorization #	Line #	Service Name	Start Date	End Date
55555550000	1	Support Coordination	10/01/2024	09/30/2025
	2	Specialized Medical Supplies	10/01/2024	09/30/2025
	3	Supported Employment - Individual	10/01/2024	09/30/2025
	4	Community Access - Group	10/01/2024	09/30/2025

Several individuals had multiple PAs that were sent to Medicaid with overlapping dates. Each PA had one service line associated.

INCORRECT FORMAT				
Prior Authorization #	Line #	Service Name	Start Date	End Date
55555550000	1	Support Coordination	10/01/2024	09/30/2025
55555550010	1	Specialized Medical Supplies	10/01/2024	09/30/2025
55555550020	1	Supported Employment - Individual	10/01/2024	09/30/2025
55555550030	1	Community Access - Group	10/01/2024	09/30/2025

Thank You!

Questions

