



WISCONSIN DEPARTMENT
of HEALTH SERVICES

Statewide Prenatal Care Coordination (PNCC) Meeting

Presented by the Division of Medicaid Services, Office of
the Inspector General, and the Division of Public Health
July 20, 2023

To protect and promote the health and safety of the people of Wisconsin

Welcome!

Agenda

- Division of Medicaid Services, PNCC updates
- Office of the Inspector General, Provider self-audits
- Division of Public Health, education and training
- Question and answer session



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Division of Medicaid Services PNCC Updates

Colleen Pletcher, Human Services Coordinator
Karen Meulendyke, Project Manager
Chris Luchterhand, Policy Analyst

Objectives

- Introduce the Division of Medicaid Services (DMS) Prenatal Care Coordination (PNCC) team
- ForwardHealth information
- Give a brief overview of current PNCC work
- Share what's new in PNCC
- Answer questions

DMS team

- **Colleen Pletcher**, human services coordinator
- **Karen Meulendyke**, project manager
- **Chris Luchterhand**, policy analyst
- **Lindsey Ingram**, policy analyst
- **Leilani Jopp**, provider relations
- **Deanna Erdman**, provider relations

ForwardHealth Information

ForwardHealth Handbook

ForwardHealth online handbooks are the home of Medicaid policy

- Significant changes to handbook policy are announced using a ForwardHealth Update
- Detailed policy, lists of procedure codes, also includes other information if applicable (eligibility, service requirements, etc.)
- For daily, regular reference for providers

ForwardHealth Update

ForwardHealth updates announce a new or revised policy in the ForwardHealth Online Handbook

- Outlines the policy changes
- Includes the effective date of new or revised policy
- “Snapshot” in time: for current permanent policy, visit the ForwardHealth online handbook

Current PNCC Benefit Work

Current PNCC Benefit Work

- In 2022, DHS identified changes that can be made to improve the PNCC benefit
- Goal is to contribute to improving birth outcomes by supporting PNCC providers while enforcing service requirements

Current PNCC Benefit Work

PNCC benefit activities:

- Administrative rule update
- ForwardHealth online handbook policy revisions
- PNCC materials and trainings for providers
- Provider and member outreach
- PNCC benefit evaluation

Completed PNCC Benefit Work

- Increased PNCC reimbursement rate to \$1,938.40 per member, per pregnancy
- Updated the [PNCC member website](#) and published a new [PNCC brochure](#)
- Began process for updating Administrative Rule

Completed PNCC Benefit Work

- Clarified PNCC and CCC policy
 - 3/2022: Published ForwardHealth update 2022-07
 - 2/2023: Published ForwardHealth update 2023-03
 - 4/2023: Published ForwardHealth update 2023-10
 - 6/2023: Published ForwardHealth update 2023-27
- Updated PNCC ForwardHealth trainings and created supplemental forms
- Updated the PNCC provider resources page in ForwardHealth portal

What's new in PNCC

ForwardHealth policy, supplemental forms, trainings and provider resources page

ForwardHealth Update

- PNCC ForwardHealth Update: Announces new provider requirements and the changes made to policy in the online handbook.
 - Three new provider requirements made involving documentation
 - Creation of new topics and materials
 - 4 new handbook topics that provide an overview of the PNCC benefit and state billing and service requirements.
 - Revision of topics for conciseness and clarity

ForwardHealth Resources

- [Sign up](#) to receive ForwardHealth updates
- [View training portal](#) for training information
- Visit the [PNCC website](#) for member and provider information
- Visit the PNCC [Provider-specific resources](#) page
- Contact Provider Relations
 - Provider Services hotline: 1-800-947-9627
 - PNCC Field Representative: 1-608-684-0378



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Office of the Inspector General Provider Self-Audits

Erica Schlicht, Assistant Inspector General

Erin Anderson, Nurse Consultant

Kimberly Bevers, Nurse Consultant

Stormy-Kito Justice, Nurse Consultant

Allison Schulz, Nurse Consultant

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Preventing Medicaid Waste

- Waste is the overuse of Medicaid resources and services that directly or indirectly result in unnecessary program costs, such as unintentional service duplication and claim billing errors.
- Under Wis. Admin. Code § [DHS 106.02\(9\)\(e\)](#), all Wisconsin Medicaid providers are responsible for the truthfulness, accuracy, timeliness, and completeness of claims.
- The OIG advises all providers to prevent waste by conducting routine self-audits and submitting results to Wisconsin Medicaid.

Self-Audit Overview

- Wisconsin Medicaid providers conduct self-audits to ensure that claims comply with federal and state program rules and regulations.
- Providers initiate self-audits to identify the potential for inaccurate or inappropriate billing data and return overpayments.
- While certain states require providers to conduct routine self-audits, this best practice is voluntary and highly encouraged in Wisconsin.

Self-Audit Impact



- Thanks to Wisconsin Medicaid providers like you, over \$3.6 million has been voluntarily returned to DHS through self-audits since January 2016.

Self-Audit Benefits

- Conducting self-audits allows providers to:
 - Proactively review claims.
 - Identify and fix potential issues.
 - Voluntarily return overpayments.
 - Increase successful OIG audit outcomes.
 - Develop and maintain operational controls.
 - Improve member care.
 - Reduce the potential for fraud, waste, and abuse.

How to Conduct Self-Audits

1. Identify the types of claims for review.
2. Identify the scope or time range.
3. Identify which claims will be included.
4. Review claims to verify that services were provided, appropriate, and accurately billed.
5. Record all findings and overpayments.
6. Extrapolate findings across all claims (optional).
7. Document methodology, including all details above.

Submit Self-Audit Results

- Draft a cover letter to explain the type and scope of claims reviewed and any key findings.
- Attach the following items to the cover letter:
 - Documented methodology.
 - Claims reviewed.
 - Findings report.
 - Payment for any identified overpayments, if applicable.
- Ensure that all documentation is accurate and complete.

Submit Self-Audit Results

- Mail the cover letter and all attachments to:

Wisconsin BadgerCare Plus
ATTN: Cash Unit
313 Blettner Boulevard
Madison, WI 53784



Overpayment Return Options



- Providers may request a payment plan or deduction from future Wisconsin Medicaid payments, instead of submitting an overpayment check.
- Requests for either option should be clearly stated in the self-audit cover letter.

Self-Audit Resources

- **Preventing Medicaid Waste, Provider Self-Audits:**
<https://www.dhs.wisconsin.gov/publications/p02790.pdf>
- **Federal Self-Disclosure Information:**
<https://oig.hhs.gov/compliance/self-disclosure-info/>
- **Self-Audit Snapshot E-Bulletin:**
<https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Education/Downloads/ebulletins-self-audit.pdf>
- **Sanctions for Provider Misconduct:**
<https://www.cms.gov/medicare-medicaid-coordination/fraud-prevention/medicaid-integrity-education/downloads/ebulletins-sanctions.pdf>

Self-Audit Help

Not sure how to get started?

For assistance with planning or conducting your self-audit, please contact the OIG at:

- **Phone:** 608-266-2521
- **Email:** dhsoigadmin@wisconsin.gov



Report Fraud, Waste, and Abuse



Help DHS combat program fraud, waste, and abuse by reporting suspected concerns to the OIG at:

- **Phone:** 877-865-3432
- **Online:** www.reportfraud.wisconsin.gov



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Division of Public Health Education and Training

Sharon Gilbert
Maternal and Child Health Nurse Consultant

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Objectives

- Outline the Division of Public Health's roles and responsibilities
- Share training and educational opportunities and resources
- Share how to get in touch

Provide Connections

- Organize Meetings for PNCC providers to learn about updates (like this one)
- Support PNCC providers with staff from DPH
- Provide opportunities for PNCC provider voices to express what is needed for supporting the role

Training and Education

Professional development 2023:

- The Maternal and Infant Mortality Prevention Gathering
- The Maternal and Child Health Summit (Save the Date Oct 25th from 10-12:30)
- Additional Pregnancy Risk Assessment Monitoring System (PRAMS) and Perinatal Periods of Risk (PPOR) sessions

Professional development 2024:

- Save-the-Date: Fulfilling the Promise in-person training session, March 12 and 13.

Additional DPH Resources

Videos: We collaborated with community-based providers who are serving Black birthing people to develop the Prenatal Health Series.

- Topics include Breastfeeding, Family Planning, Housing, Postpartum Support, Pregnancy Health, and Social Support.

WellBadger is Wisconsin's one-stop information resource for providers and consumers.

- Use the search bar, call, or chat to find PNCC providers or other information.
- You can also make sure you are listed in the database or add your information if not listed so others can find you.

Staying in Touch

We look forward to helping identify your needs and developing education and training opportunities to meet them.

Reach out to the Division of Public Health with your questions around education, training, and community engagement at dhspncc@dhs.wisconsin.gov.

Questions

