Hit the Ground Running:

A Roadmap of Resources Available to RWHAP Core Medical Providers

National Technical Assistance Center

CRE

Contracting, Reimbursement & Enrollment with Medicaid & Marketplace Insurance Plans

A project of CAI

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The good news:

There are many high-quality resources available to Ryan White HIV/AIDS Program (RWHAP) core medical providers to help you build your capacity in the areas of:

1. Contracting with Medicaid and Marketplace Insurance Plans
2. Billing and Third Party Reimbursement
3. Outreach and Client Enrollment

These resources are all at your fingertips, housed on websites you may already use every day, like HRSA, HAB and the TARGET Center!

We're here to help!

Since there are so many resources, it can be difficult to sort through them and identify which ones will meet your specific needs so CRE has done it for you. This "Resource Roadmap" aims to help you identify existing resources and easily access tools to help address your specific needs.

This resource also includes a list of government agencies and organizations that offer specialized training and technical assistance in contracting, billing and client enrollment. Click here or scroll to page 32 to view these resources.

INTRODUCTION

Navigating the Roadmap:
Finding Your Destination

Click on your area of interest: Contracting, Billing, Client Enrollment

Click on where you are: "Already Contracting" or "Just Starting Out"

Once you get there: Place your cursor over each area and click to access the set of resources for your selected area of interest
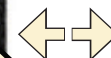
Roadside Assistance
Tools and Tips

TABLE OF CONTENTS A roadmap sign at the bottom of every page allows you to go back to the beginning to select a new area of interest.

NEED HELP? CONTACT US To request TA or speak to a TA provider about the resources click on this sign found at the bottom left of every resource page.

A set of arrows are found at the bottom of every page that allows you to move forward or backward. You can then easily click-through the tool to find those resources that will help address your needs.

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Begin by selecting one of the topic areas below: Contracting, Billing or Client Enrollment.
Then determine if you are Already addressing the topic area or Just Getting Started.
Click on the icons and page numbers to explore related resources.

Disclaimer: RWHAP grantees and subrecipients cannot steer clients into specific plans. While RWHAP grantees and subrecipients can provide information on plans that might best meet the needs of the client and plans that have been determined to be cost-effective for the RWHAP, they cannot recommend or require clients to sign-up for specific plans. RWHAP grantees and subrecipients may not direct clients toward certain plans that these entities may favor, direct clients away from plans that appear to meet all of an individual client's needs, or act in their own self-interest or in the interest of a health insurance company.

CONTRACTING

Successfully contracting with Medicaid and Marketplace insurance plans is the foundation of ensuring that your clients continue to have access to the high quality of HIV care that you provide. Whether you are already on the road to contracting, or just beginning your journey, these resources will help you navigate the contracting process.

ALREADY CONTRACTING?

- **Renegotiating Contracts**
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- **Identifying Health Insurers in Your State**
  Page 6

JUST STARTING OUT?

- **Key Steps and Strategies for Contracting**
  Page 7

- **Identifying Health Insurers in Your State**
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- **Calculating Costs for Your HIV Services**
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- **Credentialing**
  Page 12

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ALREADY CONTRACTING?
RENEGOTIATING CONTRACTS

Use these resources to help you make the most of your contract renegotiations.

Name	Description & Date	Tool Type	Link
Negotiating Contracts with Managed Care Organizations	Provides overview of managed care models, reimbursement methods, and insights on contracting with MCOs, including contract checklist and negotiating strategies. November 2012.	Power Point Presentation	Click here to access this resource.
Working Successfully With Health Plans	Synthesis of expert panel proceedings that examines safety net strategies for positioning an agency to be attractive to a health plan, including: determining the cost of the services provided; leveraging points in negotiating with plans; key contract elements; and critical aspects of functioning as a participating provider. June 2012. *Note that this resource is from the Guttmacher Institute and is targeted towards family planning providers.	Report	Click here to access this resource.

ALREADY CONTRACTING?
IDENTIFYING HEALTH INSURERS IN YOUR STATE

Use these resources to help you identify local health insurers for potential contracting opportunities.

Name	Description & Date	Tool Type	Link
Health Care Reform & Essential Community Providers: Information for Ryan White Providers	A tip sheet explaining how safety net providers can contact and seek contracts with insurance plans as Essential Community Providers (ECPs). April 2013.	Tip sheet	Click here to access this resource.
Health Reform in My State	Map of US, where users can click on an individual state for more specific ACA implementation information. Created to assist providers in learning about the specific developments in the health care systems in your state. Includes information on how to connect to those systems to retain access to your patients and participate in public and commercial insurance payment systems. Through several layers of linking, users can access lists of Medicaid MCOs and QHPs and then direct links to plan general websites and provider network websites. Current.	Webpage	Click here to access this resource. Click here to access the companion sheet. *Note companion to searching the site

JUST STARTING OUT?
KEY STEPS AND STRATEGIES FOR CONTRACTING

Use these resources to help you clarify strategies, steps and procedures to get a running start on the contracting process.

Name	Description & Date	Tool Type	Link
Retaining and Gaining Insured HIV+ Patients in Your Medical Practice	Practical suggestions for readying Ryan White agencies to transition from grant funds to health insurance reimbursement, including increasing retention of your HIV+ patients and gaining new patients through expanded health insurance enrollment. Includes eight key steps for contracting with insurance plans and MCOs. Sept. 2013.	Webinar	Click here to access this resource.
4 Steps to Contracting with Health Insurers and Provider Networks	Examines four steps for contracting: Start with current contracts; Identify new partners; Determine process for establishing contracts; Secure contractual status, and relationships); Links to external webpages. March 2013.	Issue Brief	Click here to access this resource.
Strategies for HIV Medical Providers Contracting with Health insurers	Outlines eight steps for contracting with health insurance plans and managed care organizations (MCOs). Includes questions to ask/things to consider; useful for starting points in provider strategybuilding. Sept. 2013.	Strategy Document	Click here to access this resource.

JUST STARTING OUT?
KEY STEPS AND STRATEGIES FOR CONTRACTING
(CONTINUED)

Name	Description & Date	Tool Type	Link
Contracting with New Private and Medicaid Managed Care Plans	Provides links to identify if state has expanded Medicaid, identify health insurance plans in a state, and provides basic facts about initiating the contracting process. March 2013.	Fact sheet B	Click here to access this resource.
Working Successfully With Health Plans	Synthesis of expert panel proceedings that examines safety net strategies for positioning an agency to be attractive to a health plan including: determining the cost of the services provided; leverage points in negotiating with plans; key contract elements; and critical aspects of functioning as a participating provider. June 2012.	Report	Click here to access this resource.

JUST STARTING OUT?
KEY STEPS AND STRATEGIES FOR CONTRACTING
(CONTINUED)

Name	Description & Date	Tool Type	Link
Contracting with Payers	Practical steps and suggestions for developing a third party payer contracting strategy, developing a fee schedule and assessing the agency's capacity for contracting. Also describes provider credentialing process. August 2013. *Note that this resource is from the Family Planning National Training Center and is targeted to Title X agencies.	Webinar	Click here to access this resource.
Steps & Tips for Contracting with Insurance Companies	Outlines 10 steps for successfully contracting with third-party payers, from determining the third-party payers with which you want to contract, to contract signature and filing. Includes tips to help execute each step. January 2014. *Note that this resource is from the Family Planning National Training Center and is targeted to Title X agencies.	Fact sheet	Click here to access this resource.

JUST STARTING OUT?
IDENTIFYING HEALTH INSURERS IN YOUR STATE

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JUST STARTING OUT?
CALCULATING COSTS FOR YOUR HIV SERVICES

Use these resources to help you conduct a cost analysis, which will pay off in your contracting process.

Name	Description & Date	Tool Type	Link
It Pays To Know Your Costs: Why and How to Conduct An Effective Cost Analysis	Describes how to conduct a focused cost analysis. Includes companion resources.	Three Part Webinar series Companion Resources	Click here to access this resource #1. Click here to access this resource #2. Click here to access this resource #3.

JUST STARTING OUT?
CREDENTIALING

Use these resources to help you find your way to becoming a credentialed provider.

Name	Description & Date	Tool Type	Link
How to Credential Family Planning Providers with Health Plans	Provides step-by-step process on how to become credentialed to work with health plans. *Note that this resource is from the Family Planning National Training Center and is targeted to Title X agencies.	Fact sheet	Click here to access this resource.
Provider Credentialing: Overview and Checklist	Provides overview of credentialing, with practical checklist for providers to gather information needed to become credentialed with health plans. *Note that this resource is from the Family Planning National Training Center and is targeted to Title X agencies.	Checklist	Click here to access this resource.

BILLING

Billing and establishing systems to receive third-party reimbursement are essential components of successfully contracting with Medicaid and Marketplace Insurance Plans. Whether you are well on your way, or unsure where to begin, these resources will steer you on the right path to successful billing and reimbursement policies and practices.

ALREADY BILLING

- **Optimizing Reimbursement Through Coding and Documentation**
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- **Revenue Cycle Management Processes**
  Page 16

- **Addressing Claim Denials**
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JUST STARTING OUT?

- **Establishing your Billing infrastructure**
  Page 18

- **Calculating Costs for your HIV Services**
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- **Optimizing Reimbursement Through Coding and Documentation**
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ALREADY BILLING?
OPTIMIZING REIMBURSEMENT THROUGH CODING AND DOCUMENTATION

Use these resources to make the most of reimbursement opportunities.

Name	Description & Date	Tool Type	Link
Paying for Primary Care and Behavioral Health Services Provided in Integrated Care Settings	Worksheets, listed by state, to help clinic managers, integrated care project directors, and billing/coding staff at community mental health centers and community health centers identify the available current procedural terminology (CPT) codes they can use in their state to bill for services related to integrated primary and behavioral health care. Current. *Note that this resource is from SAMSHA and targeted towards substance abuse and mental health service providers.	Worksheets	Click here to access this resource.
Maximizing Third Party Reimbursement Through Enhanced Medical Documentation and Coding	Four-Part Webinar Series on the topics of: (1) HIV/AIDS Care: The Service (CPT) Code Evaluation and Management; (2) Pathology and Lab HIV/AIDS CPT Codes; (3) HIV/AIDS Care: Diagnosis (ICD-9-CM) Code; (4) HIV/AIDS Care: Coding Scenarios. March – May 2014. .	4-Part Webinar Series	Click here to access this resource.

ALREADY BILLING?

OPTIMIZING REIMBURSEMENT THROUGH CODING AND DOCUMENTATION (CONTINUED)

Name	Description & Date	Tool Type	Link
Maximizing Third Party Reimbursement Through Enhanced Medical Documentation and Coding	Desk Reference outlining basic billing practices and codes for the provision of HIV care. March 2014.	Desk Reference	Click here to access this resource.

ALREADY BILLING?
REVENUE CYCLE MANAGEMENT PROCESSES

Use this resources to help you complete the revenue cycle management process successfully every time.

Name	Description & Date	Tool Type	Link
Revenue Cycle Management for Title X Agencies	Describes key activities to be completed during the revenue management cycle process before, during and after the client visit. Note that this resource is from the Family Planning National Training Center and is targeted to Title X agencies.	3 Part Webinar Series	Click here to access this resource.

ALREADY BILLING?
ADDRESSING CLAIM DENIALS

Use this resource to help you fight back on those claim denials.

Name	Description & Date	Tool Type	Link
State Medicaid Agency Claims Denial Question Reference Sheet	Fact sheet for use by fiscal staff when addressing State Medicaid Agencies on claims denial and conducting remittance reconciliation. Undated.	Fact sheet	Click here to access this resource.

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JUST STARTING OUT?

ESTABLISHING YOUR BILLING INFRASTRUCTURE: ELECTRONIC HEALTH RECORDS AND PAYMENT MANAGEMENT SYSTEMS BASICS

Use these resources to make the most of reimbursement opportunities.

Name	Description & Date	Tool Type	Link
HealthIT.Gov	Link to nationwide network of Regional Extension Centers (RECs) that offers local, low-cost, on-the-ground support in the EHR adoption process.	Webpage	Click here to access this resource.
How to Implement EHRs	Outlines a six step process for preparing for and implementing EHRs, including links to provider lessons learned and minimizing disruptions typically associated with EHR implementation.	Webpage	Click here to access this resource.

JUST STARTING OUT?

ESTABLISHING YOUR BILLING INFRASTRUCTURE: ELECTRONIC HEALTH RECORDS AND PAYMENT MANAGEMENT SYSTEMS BASICS (CONTINUED)

Name	Description & Date	Tool Type	Link
Free Electronic Medical Records(EMR)	Reviews basic information about Electronic Medical Record (EMR) and Patient Management System (PMS), including what to consider when choosing a system. Also includes a list of free EMRs Note that this resource is from the STD TAC and developed for STD providers.	Fact sheet	Click here to access this resource.
Selecting a Practice Management System Toolkit	Includes a five step guide for selecting a payment management system. Requires creation of a user id and login but available to the public.	Toolkit	Click here to access this resource.

JUST STARTING OUT?
CALCULATING COSTS FOR YOUR HIV SERVICES

Use these resources to conduct a cost analysis, which will set you on your way to strategic billing practices.

Name	Description & Date	Tool Type	Link
It Pays To Know Your Costs: Why and How to Conduct an Effective Cost Analysis	Includes a three part webinar series and a focused cost analysis manual with companion resources.	Three Part Webinar series Manual Resources	Click here to access this resource #1. Click here to access this resource #2. Click here to access this resource #3.
Technical Assistance Costing Tool (TACT)	Excel-based software tool that lets providers identify how much their services cost, using basic patient information to calculate patient care expenses and providing cost information that can be used for billing and reimbursement. Provides companion guide and slide show on how to utilize tools to generate cost reports.	Excel tool	Click here to access this resource.

JUST STARTING OUT?
OPTIMIZING REIMBURSEMENT THROUGH CODING AND DOCUMENTATION

Use these resources to make the most of reimbursement opportunities.

Name	Description & Date	Tool Type	Link
Paying for Primary Care and Behavioral Health Services Provided in Integrated Care Settings	Worksheets, listed by state, to help clinic managers, integrated care project directors, and billing/coding staff at community mental health centers and community health centers identify the available current procedural terminology (CPT) codes they can use in their state to bill for services related to integrated primary and behavioral health care. Current. *Note that this resource is from SAMSHA and targeted towards substance abuse and mental health service providers.	Worksheets	Click here to access this resource.
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JUST STARTING OUT?
OPTIMIZING REIMBURSEMENT THROUGH CODING AND DOCUMENTATION (CONTINUED)

Name	Description & Date	Tool Type	Link
Maximizing Third Party Reimbursement Through Enhanced Medical Documentation and Coding	Desk Reference outlining basic billing practices and codes for the provision of HIV care. March 2014.	Desk Reference	Click here to access this resource.

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CLIENT ENROLLMENT

Working with clients to assess their eligibility and determine their enrollment options so that clients have the coverage they need when they need it. Whether you're rolling in enrollment, or just beginning to test the waters, you will find resources here to help direct your efforts to facilitate client enrollment into Medicaid and Marketplace insurance plans.

ALREADY ENROLLING

JUST STARTING OUT?

ALREADY ENROLLING?
CONDUCTING AN ENROLLMENT ASSESSMENT

Use these resources to help you successfully assess clients for insurance enrollment opportunities.

Name	Description & Date	Tool Type	Link
Eligibility Decision Tree	Flow to help staff assess whether a client can enroll in Medicaid or Marketplace plans. July 2014.	Fact sheet	Click here to access this resource.
Health Insurance Enrollment Tracking Worksheet	Worksheet to assist providers with keeping track of their clients' progress in the enrollment process. December 2014.	Work sheet	Click here to access this resource.
The Ryan White HIV/AIDS Program and Understanding Modified Adjusted Gross Income (MAGI)	HAB webinar reviewing the use of MAGI for eligibility determination under the ACA. November 2013.	Webinar	Click here to access this resource.

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ALREADY ENROLLING?
TAX CREDITS AND COST SHARING

Use these resources to make sense of these important federal subsidy programs, which can help many of your clients access affordable insurance.

Name	Description & Date	Tool Type	Link
Financial Help for Marketplace Health Insurance: Tax Credits and Cost Sharing	Review of the federal Tax Credits and Cost Sharing benefits. Also addresses eligibility, how to apply for these programs, and the tax filing requirement. December 2014.	Webinar	Click here to access this resource.
Premium Tax Credits and Cost Sharing Reduction FAQs	Frequently Asked Questions regarding the Premium Tax Credits and Cost Sharing Reduction benefits. December 2014.	Web page	Click here to access this resource.

ALREADY ENROLLING?
HELPING CLIENTS UNDERSTAND HOW TO USE INSURANCE

Use these resources to help clients master the secret language of insurance.

Name	Description & Date	Tool Type	Link
Using Your Marketplace Health Coverage: Common Coverage Questions	Addresses common questions about health insurance coverage, including filling prescriptions, getting medical care and getting emergency care. Current.	Web page	Click here to access this resource.
Health Insurance Explained: The YouToons Have It Covered	Animated video explaining insurance terminology, including premiums, deductibles and provider networks. December 2014.	Report	Click here to access this resource.

ALREADY ENROLLING?

HELPING CLIENTS UNDERSTAND HOW TO USE INSURANCE (CONTINUED)

Name	Description & Date	Tool Type	Link
From Coverage To Care	Designed to assist people with new health care coverage understand their benefits. June 2014.	Booklet with training videos	Click here to access this resource.
You Have Insurance. Now What?	Covers basic information about having insurance such as the provider network and out of pocket costs. July 2014.	Fact sheet	Click here to access this resource.

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ALREADY ENROLLING?
UNDERSTANDING "VIGOROUSLY PURSUE"

Use these resources to ensure that you are making the most of the "vigorously pursue" policy.

Name	Description & Date	Tool Type	Link
Vigorously Pursue and ACA Enrollment for Ryan White HIV/AIDS Program Grantees	A HAB Webinar that reviews the requirements of Vigorously Pursue and its implications for Ryan White HIV/AIDS Program Grantees. November 2014.	Webinar	Click here to access this resource.

JUST STARTING OUT?
KEY STEPS IN THE ENROLLMENT PROCESS

Use these resources to get the lay of the land in insurance enrollment processes.

Name	Description & Date	Tool Type	Link
Resources, Tips and Tools for Enrolling Ryan White HIV/AIDS Program Clients in Coverage	An extensive resource guide addressing the seven steps in the enrollment process. Includes links to resources, tips and tools. July 2014.	Web-based Resource Guide	Click here to access this resource.
Enrollment Worksheet: Tracking Enrollment Activities for Ryan White HIV/AIDS Program Clients	Useful resource for staff that help enroll RWHAP clients in health insurance, allowing you to track clients' progression in the enrollment process. December 2014.	Worksheet	Click here to access this resource.
Common Questions and Suggested Responses for Engaging Clients in Health Coverage	A resource to assist RWHAP staff address questions that their clients may have regarding engaging in health care coverage. July 2014..	Fact sheet	Click here to access this resource.

JUST STARTING OUT?
HELPING CLIENTS ASSESS HEALTH INSURANCE PLAN OPTIONS

Use these resources to help your clients think through the many health plan options available to them.

Name	Description & Date	Tool Type	Link
Health Care Plan Selection Worksheet	A worksheet to help clients select the best health care plan for their needs. July 2014.	Worksheet	Click here to access this resource.
Plan Assessment and Enrollment: Consideration for HIV/AIDS Programs	Includes helpful information about how to evaluate health insurance plans based on cost, formulary and provider and pharmacy networks. While ADAP-specific information is also included, the majority of the information is applicable for non-ADAP providers. August 2014.	Webinar	Click here to access this resource.
Marketplace Health Plan Template Assessment Tool	A tool that providers can use to help clients select the health care plan that meets their needs. A companion worksheet is also available. October 2014.	Workbook Companion Worksheet	Click here to access resource #1. Click here to access resource #2.

JUST STARTING OUT?
UNDERSTANDING "VIGOROUSLY PURSUE"

Use these resources to ensure that you are correctly implementing the "vigorously pursue" policy.

Name	Description & Date	Tool Type	Link
Vigorously Pursue and ACA Enrollment for Ryan White HIV/AIDS Program Grantees	A HAB Webinar that reviews the requirements of Vigorously Pursue and its implications for Ryan White HIV/AIDS Program Grantees. November 2014.	Worksheet	Click here to access this resource.

ADDITIONAL RESOURCES
ORGANIZATIONS WITH TOPIC AREA EXPERTISE

Several organizations and projects have existing online resource centers and provide specialized training and technical assistance in the key topic areas outlined above.
Some of the most comprehensive are the following:

Government Websites

1. Healthcare.gov

2. HealthIT.gov

3. Health Resources and Services Administration HIV/AIDS Bureau

4. Marketplace.cms.gov

General Websites

5. Affordable Care Enrollment (ACE) TA Center

6. American Academy of HIV Medicine

7. Family Planning National Training Centers (FP NTCs)

8. HealthHIV

9. HIV Health Reform

10. HIV Medical Association

11. Kaiser Family Foundation

12. NASTAD

13. National Association of Community Health Centers (NCAHC)

14. National Association of County & City Health Officials (NACCHO)

15. National Center for Innovation in HIV Care

16. National TA Center for Contracting, Reimbursement and Enrollment with Medicaid and Marketplace Insurance Plans (CRE)

17. TARGET Center

National Technical Assistance Center

CRE

Contracting, **R**eimbursement & **E**nrollment with
Medicaid & Marketplace Insurance Plans

A project of **CAI**