



State of New Jersey
Department of Human Services
Division of Medical Assistance & Health Services

NEWSLETTER

Volume 25 No. 01

February 2015

TO: Nursing Facilities, Assisted Living Providers and Managed Care Organizations (MCOs) – **For Action**

SUBJECT: **Patient Pay Liability (PPL) and Provider-Collected Cost Share**

EFFECTIVE: **Immediately**

PURPOSE: To advise providers of long-term care (LTC) services, nursing facilities (NF) assisted living providers (AL) and MCOs regarding the overpayment of Patient Pay Liability (PPL) and the impact on claim payments for Managed Long Term Services and Supports (MLTSS) members.

BACKGROUND: Effective July 1, 2014, members and services associated with the ACCAP, CRPD, TBI and GO Waivers were transitioned from the Medicaid Fee-for-Service (FFS) program to the (MLTSS) program in managed care. In addition, residents placed in nursing facilities after July 1, 2014 are also transitioning to MLTSS. Providers of LTC services, including nursing facility and assisted living, are familiar with the responsibility of County Welfare Agencies (CWAs) to collect and calculate PPL information for LTC clients to offset the cost of care in an institutional setting.

In FFS, LTC providers collect a PPL from residents which is used by the Division to reduce reimbursement. When members and services associated with the State Waiver programs were transitioned from FFS to MLTSS, providers were required to submit claims for MLTSS with service dates on or after July 1, 2014, to the MCO for payment. As in FFS, under managed care, MCOs are required to reduce LTC claim payments by the State PPL calculation amount for members in nursing facilities and assisted living facilities.

At the outset of MLTSS, delays were experienced in the processing of PPL. These delays caused MCOs to pay MLTSS claims in full including the required PPL amount. This has resulted in LTC providers receiving claim overpayments. System changes have been put in place to address the overpayment issue and LTC providers should anticipate that any overpayments for MLTSS services provided on or after July 1, 2014, will be adjusted by the MCO. The MCO will reprocess previously paid claims and apply the appropriate PPL reduction.

Further, the State has determined that the sole source of PPL information and calculation will rest in the CWAs. The CWA will provide PPL information to MCOs and to providers via the State PPL calculation process. Providers will no longer calculate

PPL. Any provider who becomes aware of updated PPL information shall communicate it to the CWA for their consideration. A listing of the CWAs is attached.

ACTION:

1. MCOs are in the process of updating their claims processing systems to reduce payments to providers based on the member PPL.
2. MCO claim payments for MLTSS shall be reduced by PPL after all necessary system changes have been completed over the course of several months.
3. LTC providers are financially accountable for the State-calculated PPL. MCOs shall retroactively adjust overpaid MLTSS claims applying the appropriate State-calculated PPL.
4. No nursing facility or assisted living facility may accept payment in an amount that would exceed the Medicaid rate.
5. If MCO capitation has been paid without the correct PPL deduction, the State will recycle capitation payments to reflect the correct PPL.
6. Nursing Facilities and assisted living facilities must provide updated PPL information to the CWA when they become aware of it.

Providers should contact their local County Welfare Agency (CWA) if they have specific questions regarding a member's cost share calculation (see attached listing of CWAs.) If the provider has a specific question regarding claims payment related to cost share that they are not able to resolve with the MCO the provider should e-mail the following information to the Office of Managed Health Care Provider Relations resource account at mahs.Provider-Inquiries@dhs.state.nj.us:

Member Name

Medicaid ID

MCO

Date of Service:

Service Type:

Provider Name:

Summary of contact with MCO regarding claims payment:

RETAIN THIS NEWSLETTER FOR FUTURE REFERENCE

County Welfare Agencies (Boards of Social Services)

Atlantic County

Department of Family and Community Development
Atlantic City Office
1333 Atlantic Avenue
Atlantic City, NJ 08401
(609) 348-3001
Fax: (609) 342-2332
Hours: 8:00 AM - 5:00 PM

Bergen County

Bergen County Board of Social Services
218 Route 17 North
17 Park Office Center - Building A
Rochelle Park, NJ 07662
(201) 368-4200
Fax: (201) 368-8721
Hours: 7:45 AM- 4:45 PM
Tues.: 7:45 AM -8:00 PM

Burlington County

Burlington County Board of Social Services
Human Services Facility
795 Woodlane Road
Mount Holly, NJ 08060
(609) 261-1000
Fax: (609) 261-9530
Hours: 8:00 AM - 5:00 PM

Camden County

Camden County Board of Social Service
Althea R. Wright Administration Bldg.
600 Market Street
Camden, NJ 08102-1255
(856) 225-8800
Fax: (856) 225-7797
Hours: 8:30 AM -4:30 AM
Every 1st & 3rd Tues.: 8:30 AM -7:30 PM

Cape May County

Cape May County Board of Social Services
4005 Route 9
South Rio Grande, NJ 08242
(609) 886-6200
Fax: (609) 889-9332
Hours: 8:30 AM - 4:30 PM

Cumberland County

Cumberland County Board of Social Services

275 North Delsea Dr.
Vineland, NJ 08360-3607
(856) 691-4600
Fax: (856) 692-7635
Hours: 8:30 AM - 4:30 PM

Essex County

Essex County Dept of Citizen Services
Division of Welfare
18 Rector Street - 9th Floor
Newark, NJ 07102
(973) 733-3000
Fax: (973) 643-3985
Hours: 7:30 AM - 4:00 PM
Weds. (by appointment only -973-733-2001) 7:30 AM - 7:30 PM

Gloucester County

Gloucester County Board of Social Services
400 Hollydell Drive
Sewell, NJ 08080
(856) 582-9200
Fax: (856) 582-6587
Hours: 8:30 AM - 4:30 PM
Every 1st & 3rd Tues. 8:30 AM - 6:30 PM

Hudson County

Hudson County Dept of Family Services
Division of Welfare
257 Cornelison Ave.
Jersey City, NJ 07302
(201) 420-3000
Fax: (201) 395-4622
Hours: 8:00 AM - 4:15 PM

Hunterdon County

Hunterdon County Division of Social Services
Division of Welfare
6 Gauntt Place
PO Box 2900
Flemington, NJ 08822-2900
(908) 788-1300
Fax: (908) 806-4588
Hours: 8:30 AM - 4:30 AM

Mercer County

Mercer County Board of Social Services
200 Woolverton Street
Trenton, NJ 08650-2099
(609) 989-4320
Fax: (609) 989-0405
Hours: 8:30 AM - 4:30 PM
Tues.: 8:30 AM - 8:30 PM

Middlesex County

Middlesex County Board of Social Services
New Brunswick
181 How Lane
New Brunswick, NJ 08903
(732) 745-3500
Fax: (732) 745-4558
Hours: 8:30 AM - 4:15 PM

Monmouth County

Monmouth County Division of Social Services
3000 Kozloski Road
PO Box 3000
Freehold, NJ 07728
(732) 431-6000
Fax: (732) 431-6017

Freehold Hours: 8:30 AM - 4:40 PM
Thurs.: 8:30 AM - 8:00 PM

Ocean Field Office: 8:30 AM - 4:30 PM
Tues. & Weds. 8:30 AM - 8:00 PM

Morris County

Morris County Division of Social Services
Office of Temporary Assistance
340 W. Hanover Ave.
PO Box 900
Morristown, NJ 07963
(973) 326-7800
Fax: (973) 329-7251
Hours: 8:30 AM -4:30 PM
Every Other Tues.: 8:30 -7:30 PM

Ocean County

Ocean County Board of Social Services
1027 Hooper Avenue
PO Box 547
Toms River, NJ 08757-0547
(732) 349-1500
Fax: (732) 244-8075
Hours: 8:30 AM - 4:30 PM
Tues.: 8:30 AM - 6:00 PM

Passaic County

Passaic County Board of Social Services
80 Hamilton Street
Paterson, NJ 07505-2057
(973) 881-0100
Fax: (973) 881-3232
Hours: 7:30 AM - 4:30 PM (Doors are closed to the public at 4:15 PM)

Salem County

Salem County Board of Social Services
147 South Virginia Avenue
Penn Grove, NJ 08069-1797
(856) 299-7200
Fax: (856) 299-3245
Hours: 8:00 AM - 4:00 PM

Somerset County

Somerset County Board of Social Services
73 East High Street
PO Box 936
Somerville, NJ 08876
(908) 526-8800
Fax: (908) 231-9010
Hours: 8:15 AM - 6:00 PM
Field Office Hours: 8:30 AM - 4:30 PM

Sussex County

Sussex County Division of Social Services
83 Spring Street
PO Box 218
Newton, NJ 07860
(973) 383-3600
Fax: (973) 383-3627
Hours: 8:30 AM - 4:30 PM

Union County

Union County Division of Social Services - Elizabeth
342 Westminster Avenue
Elizabeth, NJ 07208
(908) 965-2700
Fax: (908) 965-2752
Hours: 8:30 AM - 4:30 PM

Warren County

Warren County Division of Temporary Assistance and Social Services
1 Shotwell Dr.
Belvidere, NJ 07823
(908) 475-6301
Fax: (908) 475-1533
Hours: 8:30 AM - 4:30 PM