

The CP Connection

The Community Partner Newsletter

Issue 25

September Issue 2017



"I alone cannot change the world, but I can cast a stone across the waters to create many ripples."
~Mother Theresa

Changes at the Department of Health Services (DHS)

Change is a fact of all of our lives, and if you have ever studied eastern philosophy, you will know that change to a Buddhist is neither good nor bad, it just is. There are some important changes happening at DHS, one of which, **MAPLE**, is the focus of this entire month's newsletter. MAPLE does many things for DHS, but most relevant to My Health LA (MHLA), it will replace AIA as the place where clinics will submit encounter data and, later, dental claims. Going back before even the Healthy Way LA (HWLA) program, DHS has used AIA for decades to process primary care and dental claims. That is now changing as we start the process of terminating our contract with AIA and begin to bring these claim adjudication services in-house.

As with everything we do at MHLA before we launch something new, we want to test, test, test. Part of the reason that things (hopefully) roll out smoothly here at MHLA is because we like to test changes before they go live. The same goes for MAPLE. Ideally, we would love to have a few of you clinics work with us to submit some test encounter (and eventually dental) claims to the MAPLE system to make sure it is working OK. If you have a great claims department at your clinic,

please let us know and we will tell you more about what it would mean to volunteer as a tester.

The other big change that is happening at DHS you may have read in the L.A. Times: Our director, Dr. Mitch Katz, is leaving DHS to go back to New York City to take care of his aging parents. If you have met Dr. Katz, you'll know that he is a kind, passionate and giving person who helped DHS grow and improve in so many important ways. I will miss working with Dr. Katz who is a real champion of MHLA. I don't know anything about who will fill these big shoes, but I have no doubt that the Board of Supervisors will find someone who cares as much about our sickest and most in need patients as much as Dr. Katz does.

Enjoy reading about MAPLE, and don't hesitate to contact me (aviste@dhs.lacounty.gov) or Francia Nava (fnava@dhs.lacounty.gov) if you have any questions about the new system.



Inside this issue:

- ◆ An introduction to M.A.P.L.E. and how it will impact the MHLA Community Partners. See page 2 for more information.

An Introduction to MAPLE— And Seeking clinic volunteers!

In early 2017, Managed Care Services (MCS) will launch **MAPLE**, a new information technology system that will manage MCS's core managed care business functions. MAPLE, which stands for **Membership Administration & Payment Linkage Environment**, will be a database for all DHS managed care business lines, including Medi-Cal Managed Care and My Health LA (MHLA). MAPLE will replace many functions currently done by MCS' Patient Management System, also known as PMS. The new system will not replace all functions currently done by PMS, but it will help MCS do its managed care work more efficiently and help DHS stay competitive in the new healthcare environment.

How will MCS use MAPLE?

MCS will use MAPLE for several key managed care business functions:

- **Claims Processing, Adjudication and Repricing:** This includes reviewing, investigating, adjusting, paying, and denying claims;
- **Reimbursement/Capitation Management:** This includes managing contract arrangements and calculating and tracking capitation payments;
- **Member Eligibility and Enrollment:** Such as retrieving member eligibility and benefits information;
- **Benefits and Referrals Management:** Such as managing referral authorizations and benefits;
- **Customer Call Tracking:** Including documentation of patient call data and managing referrals;
- **Provider and Plan Administration:** This includes managing members and provider assignments;
- **Provider Portal:** For clinics and out-of-network providers to upload and track claims in real-time.

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How Will MAPLE Affect MHLA Community Partners?

The transition to MAPLE will change how MHLA Community Partners (CPs) will submit their primary medical encounter data and, eventually, dental claims. Starting in 2018, MCS will process MHLA primary care medical encounter claims in-house (using MAPLE), and will no longer use AIA (American Insurance Administrators) to accept encounter claims. Later in 2018, MCS will stop using AIA for the processing of dental claims as well.

All primary care medical encounter claims will be sent directly to MCS in one of the following three ways:

- 1) Claims Clearinghouse
- 2) Secure FTP Site (SFTP)
- 3) Paper Claims

More detailed instructions will be sent to all CPs through a PIN (Provider Information Notice) in the next couple of months.

MHLA needs CP MAPLE Testers!

Do you want to help make sure that submitting encounter claims to MAPLE is easy for your clinic? Do you want to have a say in how the encounter and dental claims submission process works in MAPLE, and be the first to learn how you can view the status of your claims submissions? As part of the MAPLE preparation, we need up to six (6) CP clinics to help us test MAPLE's functionality in each of the three claim submission methods (Claims Clearinghouse, SFTP, and Paper Claims). It is important to make sure that MAPLE is easy for CPs to use before the system goes live in 2018. You can give MCS get feedback to make sure MAPLE works flawlessly before we go live.

So please, consider lending a hand and being part of the MAPLE CP Test Group. If you are interested in learning more about possibly being a volunteer, please contact Francia Nava, MHLA Program Advocate at fnava@dhs.lacounty.gov.

We are looking forward to a successful MAPLE launch in 2018 and hope it will make the submission of your encounter and dental claims easier.