

1 **Meeting Notes**
2 **Operations Committee Meeting**
3 **October 29, 2020; 12:30-1:30 p.m. PT**
4

5 **I. Attendance.** This meeting was conducted solely by webinar. Participating in all or part of the
6 meeting were the following individuals:
7

Members

Cathy Falanga, Aetna
Sue Bride, Premiera
Tracey Cardillo, Cigna
Nicole Carroll, United Healthcare
Susan Comers, Aetna
Steve Lam, Regence
Kristi Severson, Kaiser
Walter Kuiee, Regence

WVA

Julia G. Zell, Esq., Executive Director,
Chair

Helms & Company, Inc.

Patrick Miller, MPH, WVA,
Administrative Director
Lisa White, MS, JD, Customer and
Financial Support Specialist
Leslie Walker, CPA, Mason+Rich, PA

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9 **II. Welcome and Introductions**

10 At 12:33p.m., Julia Zell called the meeting to order. Ms. Zell stated that the meeting was being recorded
11 for the purpose of the minutes and then will be deleted.
12

13 **Calendar Consent Items**

14 Ms. Zell directed the Committee's attention to the consent item submitted for approval. There being no
15 questions or comments, the following items were put to a vote:
16

17 Upon motion duly made and seconded, it was unanimously

18 **VOTED:** To approve the minutes of the May 27, 2020 Operations Committee Meeting
19 as presented.
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22 **III. Operations Updates**

23 Ms. Zell reminded the Committee that Helms & Company, Inc. ("Helms") is the new Administrator as of
24 January 2020. She stated that Patrick Miller, Leslie Walker, and Lisa White are on the call today from
25 Helms. She then turned the presentation over to Mr. Miller.
26

27 Mr. Miller walked the group through the slide deck. He began on page 8 by explaining the internal
28 changes that have been implemented to improve efficiency, accountability, and troubleshooting. Once
29 assessment payments in the form of checks, correspondence, and remittance advices are received at the
30 WVA's lockbox, the lockbox images are converted by OrboGraph into a digital format. The
31 correspondence is dropped into a workflow tool, HPAC, that Ms. White reviews and processes. The
32 remittances and checks are matched automatically, and the accounting system tracks procedure codes by
33 payers. Additionally, in mid-January, a push to receive electronic remittance advice files ("835s") began.
34 This continued throughout the spring and as shown on pages 9 and 10, the number of participating payers
35 has risen to 146 with 95% of receipts in September being electronic. Mr. Miller explained that 835

1 receipts reduce lockbox fees, image conversion fees, payer printing and mailing costs, enable higher
2 levels of electronic matching to payments, and provide a robust data warehouse for compliance
3 monitoring. Mr. Miller proceeded through the slide deck and shared additional key performance
4 indicators (“KPIs”) regarding the number and amount of payer refunds and monthly number of
5 correspondence items worked. The amount of payer refunds has increased as Mr. Miller’s team been
6 working with several of the largest payers to stop auto-applying refunds to future remittances; this change
7 is intended to provide the WVA with a better understanding of the total refunds, which historically have
8 been undercounted.

9
10 Mr. Miller reviewed two website metrics. The first focuses on partner referrals and highlights the role of
11 OneHealthPort in driving traffic to the WVA website. Mr. Miller thanked Ms. Falanga for providing a
12 contact at OneHealthPort to Helms. The second metric identifies which web pages viewers land on first
13 and, in addition to the home page, the current vaccine grid page and the payer/provider guide page were
14 common landing sites; both items that we promote regularly in our communications.

15
16 Mr. Miller reviewed several slides which identified historical trends with regards to the total doses of
17 vaccine and the associated remittances to the Department of Health (“DOH”). The FY2021 data is
18 incomplete as we are just four months into the new fiscal year. The next slide shows the total remittances
19 by month compared with the April 2020 DOH projections, and the last slide shows the impact COVID-19
20 and the July 1, 2020 price grid changes have had on a reduction in revenues. This is being monitored
21 monthly by the Board as cash is burning down at a more rapid pace than projected for the FY2021 budget.
22 Ms. Zell stated that the WVA remains in a strong cash position and that she would be working with the
23 Helms team and the Finance Committee to revise the three-year cash flow projection.

24
25 Mr. Miller stated that payer compliance is focused currently on grid adherence and member liabilities. A
26 strategy for denials will be developed by the end of the year. The current denial rate is approaching 12
27 percent which is disproportionately high given the few number of procedure codes in the DBA process.
28 Mr. Miller asked the payers on the call to let us know if they need copies of the vaccine grid or
29 payer/provider guide to assist their provider servicing teams. Ms. Falanga stated that the Aetna manual is
30 national, albeit there is a regional insert that could reference the WVA. Other payers on the call stated that
31 they could look into what it would take to link to the WVA website materials.

32
33 Ms. Zell stated that a communications plan is being developed and will be presented to the Board when
34 completed. It is designed to document all existing communications touch points with constituents as well
35 as to identify and develop additional ones to meet our payer and provider education goals as well as any
36 public policy needs.

37 38 **IV. Other Matters from Committee Members**

39 There were no additional matters brought forth by Committee members.

40 41 **IX. Closing**

42 The meeting adjourned at 1:32 pm PT.