

Office of Administrative Hearings (OAH) Procedures Transmittal		Transmittal Number: 06-03
Distribution:		Date: March 24, 2006
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ALB OAH Staff <input checked="" type="checkbox"/>	UPS ALJs <input checked="" type="checkbox"/>	Upstate LDSS <input type="checkbox"/>
	SUP ALJs <input checked="" type="checkbox"/>	
NYC OAH Staff <input checked="" type="checkbox"/>	NYC ALJs <input checked="" type="checkbox"/>	NYC Agencies <input type="checkbox"/>
	SUP ALJs <input checked="" type="checkbox"/>	
		Subject: OAH Procedural Changes in Processing Medicaid Managed Care/Managed Long Term Care Issues

Effective March 27, 2006, the procedures established by the Office of Administrative Hearings to handle the processing of all Managed Care and Managed Long Term Care requests will be absorbed by the Communications Intake Unit (CIU). Originally, these requests were special handled due the complexity of the notification procedure as a result of the multiple Managed Care and Managed Long Term Care agencies involved, but after more than five years, it seems appropriate to mainstream these requests with CIU staff handling them in the same manner as other agency's cases, such as the Office of Medicaid Management's "OHSM" cases, that currently are handled via waiver and on paper in lieu of personal appearance.

Changes in procedure affecting Communication Intake Unit staff, Scheduling Unit staff Administrative Law Judges, and Managed Care Organization (MCO) and Managed Long Term Care Organization (MLTCO) contacts are summarized as follows:

Communications Intake Unit Staff's Responsibilities

Legal Affairs Specialist 1 and 2 staff can now review and approve their own requests pertaining to Managed Care clinical and Managed Long Term Care clinical issues without the need for Louise Finkell's review and approval. It is no longer necessary for CIU staff to obtain OAH-1891 printouts as Scheduling Unit staff will now be responsible for obtaining the OAH-1891 printout to meet scheduling needs directly from a COGNOS report created for this purpose. An eMEDNY system printout is also not required. The eMEDNY system need only be accessed by CIU staff if it is necessary to verify details for Clinical Issues (Issue Code 229) as outlined on the Managed Care instructions on the OAH website: this includes determining the Managed Care Plan, date of birth, Social Security Number, CIN Number and whether the case is MA or FHP, if this information is lacking.

Upstate Managed Care and Managed Long Term Care cases will continue to be given priority scheduling; CIU staff should, therefore, indicate “N” (Next Available calendar) in the Scheduling Status field on the Fair Hearing Information System (FHIS).

NYC Managed Care and Managed Long Term Care cases will continue to be placed in Scheduling Status “S” with a Subcategory of “Hold” for priority scheduling to the appropriate NYC calendars.

Those cases that require adjourning, reopening, or withdrawal, previously reviewed by Ms. Finkell, should be reviewed with a CIU supervisor. It is still important that a Managed Care plan or Managed Long Term Care plan be notified of all last-minute modifications (adjournments and withdrawals) to avoid unnecessary appearances at the hearing site on the part of the Managed Care/Managed Long Term Care representative. Therefore, a printout must be provided to the Liaison for proper notification of all parties for any adjournment/withdrawal processed the day before or the day of the hearing.

Communications Intake Unit staff should grant general adjournments for these cases. The message at the bottom of the FHIS screen that appears when a modification is processed for issue codes 229 and 211 will be changed to refer CIU staff to discuss these modifications, if necessary, with a supervisor rather than with Ms. Finkell.

The Liaison desk will handle all inquiries on the part of the Managed Care/Managed Long Term Care representatives, currently fielded by Ms. Finkell, and the MCOs/MLTCOs have been so advised via letter to direct their inquiries to the Liaison desk--either to Bert Pagano or Gary Wrobel, or backups, at 518-474-8787.

Evidence packets submitted by the Managed Care/Managed Long Term Care Organizations will be processed by designated staff in the Correspondence Section of the Communications Intake Unit, currently by Sarah Manny, for eventual imaging into Panagon and forwarding to the hearing site.

The Liaison desk will handle all inquiries on the part of the Administrative Law Judges with respect to evidentiary packets that are not available on the date of the hearing.

Scheduling Unit Staff's Responsibilities

From a newly created COGNOS report of identified Managed Care/Managed Long Term Care cases, Scheduling Unit staff will create printouts of OAH-1891s for scheduling purposes. In the case of reopens, the entire contents of the original file, which includes the original MCO/MLTCO evidentiary packet, will be printed and inserted by Scheduling Unit staff into the newly created paper file. In the case of reopen denials, a new fair hearing number is assigned and, therefore, a new evidentiary packet will be forthcoming from the MCO/MLTCO, thereby eliminating the need to photocopy the file contents.

Administrative Law Judge's Responsibilities

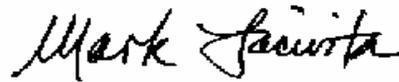
Inquiries from Upstate Administrative Law Judges regarding non-receipt of the evidence packet at the fair hearing should be directed to the Liaison desk at 518-474-8787.

Inquiries from NYC Administrative Law Judges regarding non-receipt of the evidence packet at the fair hearing should be directed to designated OAH staff at 330 West 34th Street (currently Evelyn Cobian) at 212-290-1853/55 who should, in turn, contact the Albany Liaison desk at 518-474-8787, if the packet is unavailable on the date of the hearing.

Managed Care/Managed Long Term Care Organization's Responsibilities

See OAH Transmittal 06-04.

If there are any questions with respect to this transmittal, you may contact your supervisor or Susan Fiehl at (518) 473-4779 or via email susan.fiehl@otda.state.ny.us.



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Office of Administrative Hearings