

**APG June 23, 2022, Meeting Minutes:**

**Meeting Started at 9:15 am | Meeting Ended at 11:02 am**

**Welcome & Ice Breaker** (74 people attended)

**Liberty Dental:** Guest Speaker – Janet Musto, AVP Case Management LIBERTY Dental Plan

[casemanagernv@libertydentalplan.com](mailto:casemanagernv@libertydentalplan.com)

Jessica Rios, APG Host went over the Oral Health Care Services Service Standard, CAREWare Referrals expectations, (see PPT presentation for more information) and RSR Meatball Chart from the Ryan White Service Report 2021 Manual: <https://targethiv.org/library/rsr-manual#.YrUlWmRF910.link>

Marques Thompson, APG / SPEC Cohost shared information about Dental Insurance Enrollment and mirroring clients.

**The Center:** Mona Lisa Paulo, MPH | Director of Clinic and HIV Services [mpaulo@thecenterlv.org](mailto:mpaulo@thecenterlv.org)

The Center Overview: [The-Center-Overview \(1\) \(1\).pdf](#)

The Center's June Program: [JuneProgram \(1\).pdf](#)

**Question:** Is The Center inclusive to everyone? Or does one need to identify as LGBTQ specifically to go to The Center?

**Answer:** The Center is inclusive to everyone. Website: <https://thecenterlv.org>

- Side Note: The Center's Jolt Café provides Vegan options and a boutique.
- Side Note: The Center takes clothing and book donations.
- Side Note: Volunteers are always welcome! 😊

**Dental Questions Presented:**

**Question:** How do we refer to UNLV School of Dental Medicine?

**Answer:** For Part A, you will refer via CAREWare.

**Question:** Does Liberty Dental case management help coordinate between the two plans (RW Plan & Liberty Medicaid)?

**Answer:** Yes. If Liberty Dental is notified and the claim comes into utilization management and they see that the client has a dual plan, they can help with this. Send over any issues to Janet Musto.

**Question:** How many case managers are available for clients?

**Answer:** There is a department of 23. Four work specifically with Nevada. Janet Musto shared a link for shared inbox that is overseen in real-time by 2-3 staff members. When referrals come in, they are reviewed and assigned to a caretaker team. [casemanagernv@libertydentalplan.com](mailto:casemanagernv@libertydentalplan.com)

**Question:** In terms of clients that are Medicaid, what is billed to Medicaid that is not billed to Ryan White? Are there caveats?

**Answer:**

UNLV bills in insurance order:

- 1) Commercial
- 2) Medicaid (fee for service) or Liberty Medicaid
- 3) Liberty RW
- 4) RW grant

Caveats: Medicaid coverage is limited - e.g., fillings are not covered except possibly when patient is pregnant. Liberty RW will cover some procedures that Medicaid does not cover (with preauthorization). The Grant is payor of last resort.

Side Note: Medicaid does not cover adult fillings unless a client is pregnant.

- For any emergencies where a client needs immediate dental attention, send a referral to this inbox [casemanagernv@libertydentalplan.com](mailto:casemanagernv@libertydentalplan.com)
- Liberty Dental Referral Form:
- For Part B, clients are immediately referred to Liberty Dental. There is a phone # you can call they will contact the PART B providers
- Additional Dental Health Care Information contact: [NVDENTAL@health.nv.gov](mailto:NVDENTAL@health.nv.gov)
- Liberty Dental for Part B – What is or is not considered a comprehensive plan. A lot of times a comprehensive plan does not mean it is comprehensive. These comprehensive plans are limited as to what they are providing. This may include only extracting a tooth and providing dentures every 5 years. Most commercial plans provide some level of preventative, treatment, and post treatment. It is still legally defined as a comprehensive plan.

**Question:** Can a consumer still be enrolled in RW Liberty Dental and referred to UNLV or UMC?

**Answer:** Yes

**Question:** How do we refer to UNLV?

**Answer:** Part A subrecipients / providers will refer clients via Part A CAREWare6. Clients should not self-refer, and referrals should include a brief description of the reason for the referral and upcoming appointment dates (vetted/confirmed). We highly recommend supplying complete and succinct sentences. Referrals can be rejected if information is missing in the comment section. Please see screenshot on presentation slide from the APG June 2022 meeting.

**Question:** Is Part A submitting the Liberty Dental Form through CAREWare or RWISE?

**Answer:** Both systems communicate.

### **COVID19 Updates**

Case Management (Medical & Non-Medical) Process includes information about client interviews, back up documentation, complete and accurate eligibility applications etc.. Please refer to the Guidance for COVID-19 pdf. Update attachment provided on the LVTGA website.

**Question:** In the release of information are we still requiring a wet signature.

**Answer:** Yes. Send them an ROI or they can do it online and we do need a signature there. DocuSign is acceptable.

**Question:** As of when was this change effective?

**Answer:** This change is effective as of 6.22.2022

**Question:** If I interview a client today, and I do not have their income and they email it to me tomorrow, or the following day. Is the client's eligibility going to start the day the interview was done or the day their documents were turned in?

**Answer:** The client is eligible once the application is complete. Once all the required paperwork is in. No services can be provided until that time.

**Question:** When a Case Manager sees and admits a baby that is the day eligibility starts, but when a patient is admitted on a Friday, eligibility does not get entered until Monday or Tuesday.

**Answer:** It is ok if a case manager cannot enter the information on the date, they considered the baby eligible. They have 3 days to upload the information and the eligibility will start on that Friday.

**Question:** If a newborn is admitted on Friday and our staff enters them in the system the following week RWISE considers them eligible on the date of data entry. Can we manually change this date?

**Answer:** The Part A quality manager confirmed with TriYoung that this is something that can only be changed through a submitted request to TriYoung.

Side Note: For initial and annual self-attestation all documentation needs to be provided. For the 6 months if there are any changes.

### **Agency Updates**

Trac-B is currently offering HIV/ HEP-C testing on Saturdays.

Trac B provides a variety of services, under Part A it provides transportation services.

AHF's Case Management is fully staffed. New staff is Mario Carillo, Case Worker, Ashley Tomlin, Case Worker, and Erika Hayes, Medical Case Manager.