



## NEW YORK STATE ASSOCIATION OF COUNTY HEALTH OFFICIALS

*Leading the Way to Healthier Communities*

### June 24, 2025 - EI Fiscal Workgroup Notes

#### **Standing Items**

##### **Covered Lives**

- A draft letter to DOB requesting clarification on covered lives allocations and disbursement schedule is still in progress.
  - Counties reported the letter has been shared for internal approval and is making its way through the process.
- NYSACHO will request a meeting with DOB to discuss covered lives, as suggested by BEI colleagues.

##### **Duplicate Payments**

- No specific updates were provided on previously submitted examples of duplicate payments.
  - Counties mentioned that some duplicate payments were due to void claims not processing correctly, resulting in multiple claims going through.
  - Counties confirmed that as of the meeting day, void claims are working correctly in EI Billing
- BEI suggested creating a workshop with PCG to address difficulties in finding information in the system.
  - The group agreed to circulate an email to collect ideas for training topics.
- Counties recommended focusing on simplifying the overwhelming and cumbersome reporting process.
- Suggestions were made for random checks or audits to ensure proper billing and trust in the system.
- SDOH stated it would check to see how pervasive the issue is, for example if it affects all counties or just some counties, and the financial impact.

##### **Safety Net Payments**



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- A sample invoice structure was created to show recoupment amounts and remaining balances.
- Counties requested that ongoing invoices include a breakdown of providers that have been recouped, outstanding balances, and recoupment amounts.
  - BEI confirmed they plan to provide this information on a monthly basis.
- Spreadsheets showing current amounts owed to counties as of the end of March were distributed to 38 counties.
  - Updated spreadsheets will be sent to impacted counties with the final amounts owed, as stop gap payments have ended.

### **County Escrow Agreements**

- Counties are working on a draft of the updated escrow agreement.
  - The draft will be reviewed with NYSACHO before being circulated to the membership for approval.
    - Once approved by the group, the draft will be sent to the state.

### **Statute of Limitations on Claims**

- BEI reported that it's feasible for PCG to move claims in pending status for over two years to a closed state.
  - However, This change would require a policy update and notification to providers.
    - Exceptions for extraordinary circumstances may still apply.
  - BEI reported that they would work on drafting this policy update
    - Counties requested that stakeholder groups have the opportunity to provide feedback on the policy before dissemination.

### **Newly Submitted Items**

#### **Service Coordination Billing Error**

- Counties reported discovering a system failure allowing duplicate entries for the same child, same date, and same time in service coordination billing without generating an error message.



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- PCG was contacted and the issue was identified as a system error and fixed, error messages now appear again when duplicate times are entered.
  - However, it is unclear how long this was present in the system
    - Since users cannot easily view previously submitted times in the data entry screen, accidental duplication is possible, particularly among non-county service coordinators.
    - There is concern about potential undetected duplication elsewhere in the state.
      - BEI agreed further investigation is warranted and will investigate EI Billing Data statewide to raise concerns as needed
- Medicaid Billing
  - Counties report that service coordination claims are inconsistently being billed to Medicaid, even when the child has active coverage.
    - Some claims are going to Escrow instead of Medicaid.
    - Claims look correct (e.g., code 35 is present) yet are not being paid by Medicaid.
    - These errors do not show up in regular error reports.
  - BEI will raise the concern with PCG and explore whether claims should be picked up in Medicaid sweeps.

### **Transportation Billing and Reporting**

- New York City reported several issues with transportation claims:
  - Missing attendant physician license numbers
  - Diagnosis code errors
  - CPT Code errors
  - Difficulty in fixing these issues once claims are in EI billing
- BEI suggested working with the service coordinator to update the child's file record for diagnosis code issues.
- Counties noted that resolving these issues often requires input from multiple departments (case management, billing, etc.), leading to delays and frustration.
  - BEI committed to working with the PCG team to develop tools addressing these issues and potentially expanding the existing job aid.



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### Reporting Issues

- Counties reported transportation claims appearing on extraordinary circumstance reports, even for claims dating back to October.
- NYC highlighted issues with billing reports for transportation:
  - Reports don't correctly reflect billed amounts for transportation
  - State-reimbursed claims show as \$0 in most reports
  - Difficulty in reconciling claims due to lack of a unique identifier across reports
- Counties suggested creating a separate report for counties regarding transportation, including all claims and state aid information.
  - BEI mentioned the existence of a summary by service report that should provide detailed information, but will verify if it's currently working.
- NYC requested including voucher numbers in reports to aid in reconciliation.
  - BEI asked for specific parameters needed in reports to address these issues.

### General Billing and Reporting Challenges

- Counties expressed frustration with the current ticketing system for reporting issues, citing long resolution times and repetitive processes.
  - Multiple participants noted difficulties in getting comprehensive support from PCG, with different experts needed for case management, billing, and EI billing issues.
- NYC highlighted the difficulty in reconciling thousands of claims due to reporting limitations.
- A suggestion was made that PCG consolidate common fiscal issues reported by multiple counties to streamline the problem-reporting process.
  - BEI committed to working with PCG to address these issues and potentially create new or enhanced reports to meet county needs.