

Notes from QCconnect - Quarterly Users Group Meeting - Q2-20240515

Date: May 15, 2024

Duration: 55m 36s

Key Points:

00:00:24 Quarterly User Group Meeting of plexis QC Connect

00:06:37 Discussion on Updating Insurance Business Models for Meeting Representations

00:07:43 Discussion on Quantum Choice and Its Impact on Healthcare

00:11:38 Overview of Quantum Choice Clients and System Functionality

00:17:47 Discussion on the Impact of the NSA AISA and QPA on Providers and Reimbursement

00:22:32 Discussing Price Transparency in Healthcare

00:23:46 Discussing Price Transparency and Data Transfer in Healthcare

00:29:56 Discussing the Challenges and Solutions in Healthcare Interoperability

00:37:43 Discussing the Use and Benefits of Claim Editing in Healthcare

00:42:15 Discussion on Claim Payment and Claim Editing in Healthcare

00:49:04 Discussion on Claim Payment and External Solutions

Introduction and Housekeeping (Dennis Hubbard)

- Welcome to the second QC Connect quarterly user group meeting.
- Meetings are scheduled quarterly; future dates:
 - August 14, 2024
 - November 13, 2024
- Emails for reminders and agendas will be sent by Dennis Hubbard.

Meeting Agenda and Topics (Sean Garrett)

- Overview of QC Connect clients and their use cases.
 - Clients include health plans, commercial insurers, TPA, health insurers, brokers, providers, PPO networks.
 - Systems used for claims processing, premium billing, and more.

Consolidated Appropriations Act (CAA) and No Surprises Act (NSA)

- Impact on compliance for different health insurance administrators.
- Discussion on Qualified Payment Amount (QPA) and Price Transparency:

- Tracking QPA and handling provider challenges.
- Price Transparency requires enabling members to see the cost of procedures from various providers.
- Different vendors for price transparency: Acupoint, Talon, Healthcare Blue Book.

Medicaid and Medicare Compliance

- Discussion on bidirectional communication for authorizations.
- Ensuring compliance with the new mandates using external vendors.

Claims Editing and Payment Facilitation

- Use of external claims editing solutions like PLEXIS, Peregrine, etc.
- Integration of claims editing with the core administration system.
- Poll on the usage of internal vs. external claims payment processes.
 - Discussion on pros and cons of both approaches.

Next Steps

- Suggestions for topics to be discussed in the next meeting scheduled for August 14, 2024.
- Follow-up with an email containing resources and a recording of the meeting.

Closing Remarks

- Appreciation for participation and feedback.
- Encourage attendees to send suggestions or requests for future topics anytime.

Poll Results

- Mixed use of internal and external solutions for claims editing and payment processing.
- Interest in exploring more streamlined and standardized solutions.

Action Items

- Dennis Hubbard to follow up with scheduling details and save-the-date emails.
- Attendees to send in paragraph descriptions of their insurance business models for the next meeting.
- Sean Garrett to provide a high-level overview of the different organization types using QC Connect.
- Further discussion on integrating bidirectional communication for authorizations.

Next Meeting Date: August 14, 2024

Contact: Dennis Hubbard for questions and agenda items.

