

March 30, 2020

Dear Provider,

The Department of Behavioral Health Care (BHDDH), the Executive Office of Health and Human Services (EOHHS), and the Office of Medicaid are committed to working with you throughout the COVID-19 emergency. We appreciate everything that you do each day for our members and recognize the challenges that you are facing. In order to provide some immediate financial relief to you, please see the following information on recently approved retainer payments for DD providers.

The State will be providing retainer payments, utilizing the following methodology:

1. Retainer payments are calculated from past claims experience (pre COVID-19) with an assumption for projected billable claims for this quarter (during COVID-19). The calculation is determined by provider utilizing claims data and reflects claims from all programs. The calculation reflects a quarterly payment. The State will review the data and update this analysis as necessary in month 2 and 3, therefore, the projection of the retainer payment may change, based upon projected claims volume and review of all assumptions in the payment model.
2. To the extent the transfer of authorizations which has already occurred, this funding has not been included in the retainer payment calculation.
3. Based upon the above criteria, not all services or providers of those services, will be eligible for a retainer payment.

In order for the State to pay a retainer payment, the following must be submitted:

1. The provider must review and sign a Memorandum of Understanding (MOU) with the State;
2. Pursuant to the MOU, the provider agrees to the following:
 - a. The provider agrees to continue to provide essential services to all beneficiaries;
 - b. The provider agrees to comply with all public health recommendations, regarding COVID-19, as applicable;
 - c. For Shared Living clients and residential clients, it is the expectation that retainers are used to ensure that the consumers, and their supports receive adequate funding and service levels;
 - d. The retainer payment is subject to audit and recoupment. The provider shall maintain records on how the retainer was utilized. The State may request these records at any time.
 - e. The State may engage in a recoupment and reconciliation effort, if providers bill over the projected claims volume. The State will adjust for this in the payments in Month 2 and 3, to avoid significant reconciliation.

The State will utilize the following implementation steps/ timeframe:

1. Providers will receive an email with the retainer amount and MOU template. This email is anticipated to be sent on Monday, March 30, 2020.

a. Please be advised that the retainer amount is considered final and non- negotiable.

2. The provider should return via email a signed copy of the MOU, to Rosemary Petteruti rosemary.petteruti@bhddh.ri.gov (401-462-2317). **All MOUs should be returned by Friday April 3, 2020.** If a provider decides to forgo a retainer payment, they must send an email to Rosemary Petteruti to provide notification. *Month 1 payments will be made automatically, even if the MOU is not submitted. If a provider does not submit the MOU, they will only receive the Month 1 payment, and this is subject to recoupment.*

2. Once the MOU is returned, the State will begin retainer payment processing. The retainer will be paid in 3 installments (April, May, and June). The retainer will be paid by electronic fund transfer and processed by DXC.

Providers can anticipate receiving a payment on:

1. April 3, 2020
2. May 15, 2020
3. June 12, 2020

Please be advised that the payment will be paid along with other claims, as submitted.

The State has designated the following individuals to assist providers with questions and answers:

For general questions, please contact Kevin Savage, DD Administrator, Kevin.Savage@bhddh.ri.gov or Marlanea Peabody, Chief of Strategic Planning, Monitoring and Evaluation, Marlanea.peabody@bhddh.ri.gov.

For questions related to payment processing, please contact: The Customer Service Help Desk at 401-784-8100 or Karen Murphy (DXC provider representative) at 401-784-8004.