Cognito Training for Nursing Facility Providers

June 22, 2022
Topics we will cover

• Current span inquiry process
• Common inquiries
• What is Cognito?
• How to submit an inquiry
• Provider responsibilities & important changes
• Tracking your inquiry
• Resources: transmittals & contacts
• Q & A
What is the current Span Inquiry process?

- Sent by Email or Fax
- Submitted with a 257 and other supporting documentation
Common Inquiries to LTCPRU

- Medicare coinsurance
- Short term stays
- Facility transfers
- Hospice revocations
- Special program conflicts (waivers, etc.)

*MCO disenrollment is not handled by LTCPRU*
Long Term Care Provider Resolution Unit (LTCPRU) Inquiry Request

Please use the following form to submit inquiries for submission of Long Term Care (LTC) span denials by Maryland Medicaid.
What is Cognito?

- Data management tool that is used to collect, organize, and manage data.
- HIPAA compliant, secure
- Facilities will use hyperlink to submit LTCPRU span inquiries, including supporting documentation.

LTCPRU will now use Cognito as the intake tool for span inquiries.
How will Cognito work?

Cognito is an online Form:
- Hyperlink to the Inquiry Submission Form for LTCPRU
- Facilities will enter all of the information into the form
- Form captures the information needed and shares it with LTCPRU

What information is required to submit a Form?
- Demographic information for participant and provider
- 257 form
- Relevant attachments (e.g., NOE, hospice E-request)
How do I submit a Span Inquiry using Cognito?

Cognito Form

THE LINK WILL BE SHARED WHEN WE LAUNCH COGNITO FULL-TIME.
Provider Responsibilities

• Work with the caseworker when possible - sending an inquiry to LTCPRU should be your \textit{last} stop for resolution!
  • Exception: Short-term stays. DHS cannot assist with those inquiries.
• When/if you need to submit an inquiry to LTCPRU, please ensure that you:
  • Send accurate information
  • Send inquiries timely
  • Inform LTCPRU of designated contact person for all communications

\textit{LTCPRU does not process claims. Please do NOT submit claims as attachments to LTCPRU.}
What will change with Cognito?

- No faxes or emails to LTCPRU
- Providers will not receive a receipt notice via fax
  - Instead, Cognito sends an submission receipt with a case #
- Duplicate inquiries will be automatically closed
  - I.e., same participant, provider, date of service
- Inquiries will be automatically rejected if incomplete
  - I.e., Missing or inaccurate documents, inaccurate data (ineligible participant, incorrect date of service, etc.)
How do I track my inquiry?

- Your Cognito submission receipt will include a unique identifier number.
- This number may be used to reference an inquiry.
- Providers will receive an electronic notice when the inquiry is either approved/updated or denied/closed.
- LTCPRU will continue to report inquiry processing dates on existing public meetings.
Resources

Transmittals

• Change to Short Term Stay Process: Transmittal No. 279: https://docs.google.com/presentation/d/1uUBCwTjVg8aKyMZP-PaQLppsiyouwRfL/edit?usp=sharing&ouid=100746563354039348923&rt=pof=true&sd=true

• Hospice e-Requests (2022 revision pending): https://docs.google.com/presentation/d/1uUBCwTjVg8aKyMZP-PaQLppsiyouwRfL/edit?usp=sharing&ouid=100746563354039348923&rt=pof=true&sd=true

Contacts:

• Contact mdh.dltcs@maryland.gov to be added to the monthly Nursing Home Liaison meeting