

From DataPath to Vermont Schools, Local Union Leaders and School Employees

The communication is an update from our letter of August 22nd

October 31, 2018

This memorandum contains updated information for **school districts and school employees** still struggling with the medical, financial and administrative consequences of Future Planning Associates' incomplete administration of plans setup by VEHI groups. When we took over your benefit plans on May 21, we migrated or imported your data, not fully aware of how complex the problems were. Problems ranged from plan structures that were set up incorrectly or were overcomplicated to unprocessed claims. As you know, it has taken far longer to assess, categorize, and clean-up the problems caused from the previous administrator than we had imagined.

As we mentioned previously, a large number of claims eligible for FSA/DCAP or HRA funding incurred during the first six months of 2018, mostly between January and April, and were **not** entered into the previous administrator's system.

What has DataPath done about these "missing claims" and issuing reimbursements?

DataPath, in consultation with VEHI and BCBSVT, decided to start from scratch. We implemented new processes to ensure that your claims would be administered in their entirety for the 2018 plan year – with a detailed focus on those claims that should have been processed prior to our entering the picture, again, chiefly from January through April.

Since the transition to the new data environment and re-running the claims, DataPath has processed **over \$800,000 in HRA reimbursements** that should have been processed by FPA but were not. The payments for these claims were generated **the week of September 24 through October 5**. We had hoped to finish this process by mid-September, but the scope and intensity of processing the dropped claims pushed out our work to early October.

During the latest stage of the clean-up, we identified first the sum of what had been paid out to providers and/or employees up to the July 30th claim file (this is the "year-to-date" paid amount). We identify this as a "pay back" in our system. Next, as we re-imported the claims from the BCBSVT file feed, we applied the reprocessed lump sum – what had been paid out – toward the "pay back" amount. This was designed to prevent the system from paying out more than what had been previously paid.

Here is an example that we hope will make this process and the meaning of "pay back" clearer:

Let's say John Doe had \$1,000 in payments prior to August 1. DataPath first entered \$1,000 in value into our new system.

*Then, we **re-processed** the first \$1,000 in his claims and applied those to-be paid amounts toward the “pay back” on this record. Anything **exceeding this amount** became a new payment that employees recently received.*

Please note that our system will **not** reflect individual claims for claim comparison purposes, so it is important to review the myRSC for the following reasons: (a) to see **the SUM** of what has been paid out to providers, employees, or both; (b) to learn which providers are involved in these payments; and (c) to understand which claims have been processed to date.

Let’s review again what has been achieved to date:

1. We have **reimported, reloaded and re-processed** every claim incurred utilizing comprehensive claim files from BCBSVT. This resulted in over **\$800,000** in **new HRA** payments. (Please note that the **actual processing date** that will show on the myRSC is **NOT** the **actual payment date for reimbursements**, because of the time needed to ensure the accuracy of the payments generated.)
2. DataPath reloaded and reprocessed **all FSA and DCAP** (dependent care) claims that were submitted manually by employees or that were transferred from the HRA file. This process was completed **October 8** and resulted in an additional **\$300,000** in payments.
3. All told, between HRAs and FSAs/DCAPs, DataPath issued approximately **\$1.1 million** in new payments to employees after re-running the 2018 claims.
4. During the re-running of the claims, certain “exceptions” presented themselves. This typically means either the data in our system didn’t match the data from BCBSVT in the file feed, or the claims just needed further analysis for different reasons.
5. DataPath is working the exceptions every day. More payments will be issued to affected individuals after we are done “scrubbing” the claims that are exceptions.
6. The most urgent and largest number of unresolved issues are centered on claims that were incurred between January and March.

What should you do if there are claims that still need manual reprocessing after the “exceptions” have been cleaned up?

AFTER reviewing the myRSC and AFTER we have completed the exceptions review, if you discover there are still dates of service missing or there are claims for which you have not been fully reimbursed, here is how to proceed:

After the exception process is completed, if your claim is still not showing up and it’s HRA eligible, **call our customer service** to review and discuss. This problem could be occurring because your provider hasn’t processed your claim for some reason.

OR

- If your claim is showing on myRSC but you have NOT received reimbursement, then request us to **review the payment**. **Below** is what you will need to fill out. **This will allow us to prioritize the claims review process for those submissions.**

Employee name	Claimant name if different	Member ID or SS#	Date of claim	Amount of claims	Individual or family plan	Best contact number	Best time of day to be contacted

To sum up on what is left to do or work that is in progress related to unreimbursed claims and myRSC

- We will continue to review and process the claims that are “exceptions” and release additional payments as quickly as we can.
- We will work with you and your providers to identify and process claims that still require reimbursements and were not taken care of during the clean-up of the exceptions.
- To help you understand the myRSC and how the data has changed since the transition, we have created a training video to watch at your convenience. You can find it at www.datapathadmin.com/vermont or on the VEHI webpage.

Starting or Restoring Auto-Pay to Providers

When we finish cleaning up the claims that are dubbed “exceptions” – *we will let you know when this happens* – school districts and local unions that wish to add or restore **auto-pay to providers** can do so by submitting a **written request**. This benefit will become effective no sooner than January 1, 2019.

Auto-pay will be activated on the first of the month following the month in which we received the request, provided that the request was received no later than 5 business days prior to the end of the previous month. For example, if we receive a request to activate auto-pay on March 25, and there are no fewer than 5 business days between that date and the end of the month, we can activate auto-pay on April 1. We can also start or restart this provision on the 1st of any respective month at the discretion of the local parties.

How has the ongoing clean-up project impacted reimbursements for current claims?

1. Good news: DataPath has resumed processing of current claims.
2. When we receive a new claim that is current, we put it in a reserve file for 3 weeks (this is called “staling”) until we are assured that the claims were accurately processed by

BCBSVT. At the end of three weeks, we process them and pay out owed reimbursements.

3. We will continue to issue reimbursements weekly for claims incurred during the balance of 2018. (Claims are still coming to us weekly from BCBSVT and manually for FSA accounts – including dental and dependent care.)
4. We are also administering thousands of debit cards that were reactivated in May and June.
5. Finally, please continue to follow the normal submission process for new and current **FSA claims** by submitting them **through myRSC**, by sending them via e-mail to vtsupport@datapathadmin.com, faxing us, or using our mobile app.

Thank you for your business and continued patience.

Much Obligated,

DataPath Administrative Services