

KanCare Consumer and Specialized Issues Workgroup

Meeting Minutes/Notes

December 15, 2016 10:00 am - 12:00 Noon

Landon State Office Building, 900 S.W. Jackson Street, Topeka, Kansas, 66612
9th Floor, Conference Rooms 9E and 9F

Committee Members in attendance:

Barb Conant, Brandt Haehn, Ed Nicholas, Russell Nittler

Committee Members absent:

Brenda Adams, Christina Bachman, Deanna Gaumer, Karen Gonzalez, Joan Kelley, Elizabeth Moran, Hal Schultz, Njeri Shomari, Jay Terry

MCOs and Presenters:

Kerri Bacon/KanCare Ombudsman; James Bart/KDADS; Keith Derks/Amerigroup; Tanya Hamilton/United; Stephanie Rasmussen/Sunflower; Angie Reinking/United; Sharon Traylor/Sunflower; Stacy Vistuba/Amerigroup; Karla Werth/KDADS; Liz Long/KDHE

Additional Attendees:

Teree Nicholas

Introductions:

- This is Russell Nittler with KDHE
- Brandt Haehn – KDADS
- James Bart with KDADS
- Ed Nicholas, parent advocate
- Teree Nicholas, parent advocate
- Angie Reinking, United Healthcare
- Kerri Bacon, KanCare Ombudsman
- Barb Conant, Kansas Advocates for Better Care
- Stacy Vistuba with Amerigroup.
- Keith Derks with Amerigroup.
- Karla Werth, KDADS
- (Phone) Tanya Hamilton with United Healthcare.
- (Phone) Stephanie Rasmussen with Sunflower Health Plan
- Sharon Traylor, with Sunflower Health Plan

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HCBS TA waiver–Nursing Hours:

Brandt Haehn, KDADS

Mr. Haehn provided the Technology Assisted utilization Report. This included the raw numbers of Units Assigned and Units Utilized. Based on the 450 individuals on the waiver.

Concerns brought forth:

Are the MCOs and State making sure why a member is not utilizing their units before removing them from services?

Mr. Haehn reminded the workgroup that reasonableness is being used including the Notice of Action, to make sure the member, State, and MCOs are fully informed before making a decision and to assist the member to get the services they need.

Self-Directed or Agency Directed Services.

TA waiver, Nursing side, there's no option for Self-Direct or Agency.

There is an Agency directed option but it's bound by the Home Health regulations. It's limited and not helpful for kids as parents are not able to direct that care.

Could there be an interim step/an outreach program/press release to notify members that the utilization check is being made before they receive a Notice of Action?

Mr. Haehn suggested the Care Coordinator from the MCO could reach out to the individual so they speak with someone as opposed to just a letter.

Ms. Rasmussen noted that Sunflower does just that for members.

Ms. Hamilton with United echoed that they do the same thing.

Mr. Nittler noted that the Eligibility factor can give them an additional 30 day cushion.

The State is required by CMS to make ensure members utilize services every 30 days.

Make sure the Care Coordinator knows that there is an appeal process and that they emphasize with the member that they have the right to appeal.

Finding someone to care for two children for the price of one.

If children are in the hospital, there is support staff and benefits.

Home Health nurses don't have that support.

Wish List: Pay for each child in the home or at least pay for 1 and ½ children when caring for 2 in the home. Nursing students not looking at the Home Health process.

Finding enough nurses to cover an additional 20%.

Approximate timeline starting in December 2016. Possibly by February 1 [2017] most of the waivers should be corrected.

Review of 06-30-2016 & 09-29-2016 Meeting Minutes/Noes:

Russell Nittler, KDHE

{At the time these minutes were written, Mr. Nittler had approved both 06-30-2016 & 09-29-2016 meeting minutes and they are available for viewing on the CSI website.}

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KanCare Renewal:

Russell Nittler, KDHE

Responding to a question from the last meeting, Mercer is the State Qualified Contractor to assist with the renewal.

Currently the State has asked for an extension.

Once the State does send in the Renewal application we will have tours/public hearings.

Watch the KanCare website for the latest news on the Renewal.

KanCare Ombudsperson Report:

Kerrie Bacon, KDADS

Ms. Bacon guided everyone through her handout of the quarterly report.

She noted the Johnson County satellite office in Olathe is now open with volunteers there. The Wichita office is also open. These volunteers will help individuals fill out the KanCare application by phone and/or in person.

They are working on breaking out what the 'other issues' category is and will begin tracking that on the coming first quarter

Mr. Haehn suggested putting totals to the side as well as at the bottom.

Call the 800 number and it will roll to one of the satellite offices.

Suggested to advertise so folks know where they can go to get help.

Send the information to the HCBS list serv.

Let the ADRCs and AAAs know.

DCF offices.

KanCare website.

KanCare New Applications:

Russell Nittler, KDHE

So far improvements have been made on the Family Medical application. When the Elderly & Disabled comes up, we hope to have the CSI Workgroup assist with making them more user friendly.

Suggestions for improvements:

Division of Assets – have a box

If Medicaid needed now, they should not need a box for division of assets. The individual should not have to ask for it; it should just happen.

Why is there a question about 'have you worked with an attorney?'

Find out if the 'OMG' was that the application is 16 pages or because of the questions. The commenting person said she would email her Mother and find out.

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Concerns why individuals mark the 'HCBS Services' box when that isn't what they are needing.

Would it be more clear if it said 'HCBS Waiver'?

Page 1, give the actual age instead of 'Elderly'.

Concerns of needing local, in person help.

Add a 'if none of these apply, press Zero' on the Clearinghouse phone.

Move info from page 16 to the front of the application.

Remove the 'text and/or email' option till the State has the capability to contact individuals that way.

Move the 'Is this person applying for medical assistance?' question up.

Column format is liked better.

Suggested to make the KanCare Clearinghouse phone number at the bottom of each page of the application bigger.

Suggested to find out why there is a taxes section.

Add 'If you receive SSI, please attach your determination'

Check to see if Registered Vehicle information required.

Stopped at page 8 of the application.

Other Items:

Liz Long, KDHE

Ms. Long provided a tour of the new KanCare website. Also requested any suggestions and/or comments be sent to her for consideration.

Future Meeting:

{Next meeting at the time these minutes were typed was determined to be:
February 28, 2017. 10am to 12 Noon. Location: United Health Care, 10895 Grandview,
Ste. 200, Overland Park, Kansas 66210}