



## **KanCare Clearinghouse Liaison Pilot Program Launching February 1, 2016**

The Kansas Department of Health & Environment (KDHE) has been working with nursing facilities throughout the state to identify opportunities to streamline the current process for applying for and making changes to coverage.

KDHE is pleased to announce that it is collaborating with the Kansas Health Care Association and Leading Age of Kansas to launch a pilot program beginning on February 1, 2017, with six nursing facility organizations. The goal of the pilot program is to deliver a more personalized level of service to ensure that nursing facility residents get access to the medical care they are eligible for in a timely fashion.

### **The six organizations participating in the pilot are:**

- Evergreen Community of Johnson County
- MEDICALODGES, INC.
- Midwest Health Management
- Mission Health
- Mission Village Living Center
- New Paradigm Solutions, Inc.

### **Each facility participating in the pilot will be assigned a long-term care liaison team. The goal of the team is to:**

- Improve communication between nursing facilities and the KanCare Clearinghouse
  - Provide a single point of contact for nursing facilities
- Reduce delays in processing long-term care cases
  - Focus an expert team to research and resolve cases
- Gain feedback on the liaison process from pilot participants
  - Enhance the process to improve results
  - Gain insight into how to rollout the program statewide

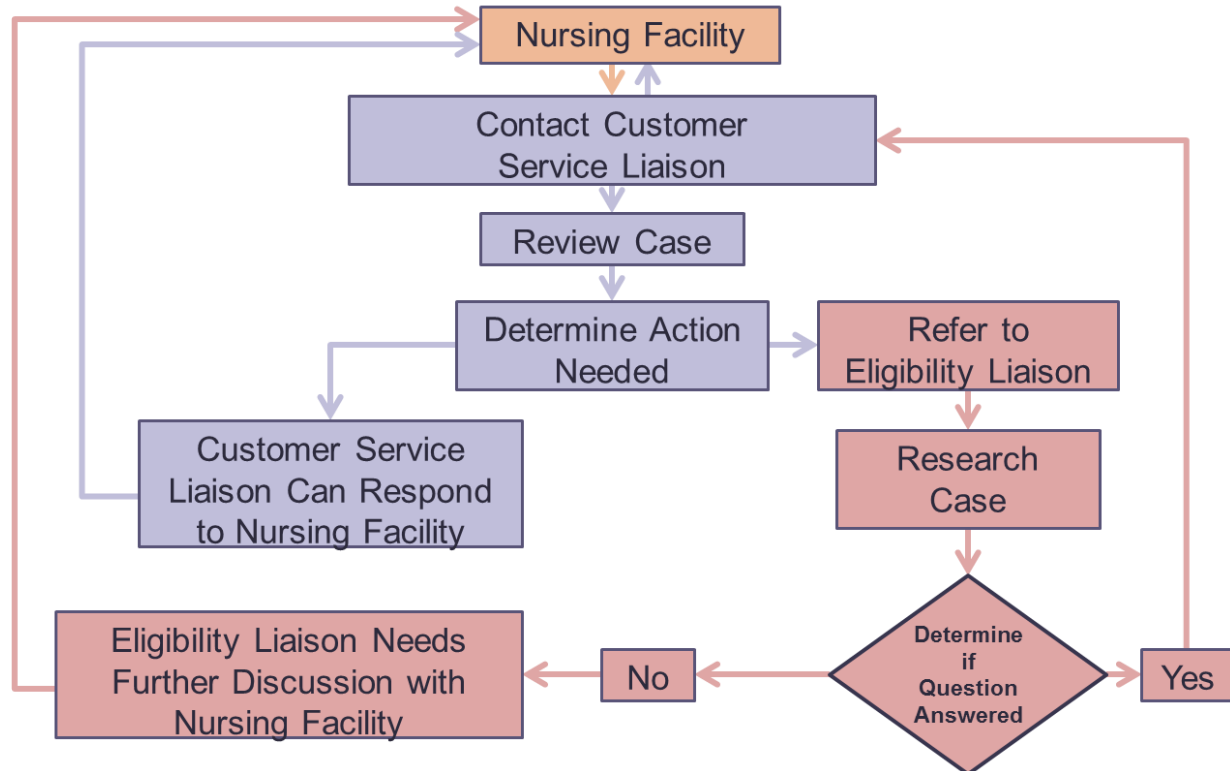
### **Liaison Process Overview**

The pilot will run for 60 days. Each of the participating nursing facilities will have a two-member team available to assist and research applications and reviews that have been submitted to the KanCare Clearinghouse to ensure that all paperwork for Medicaid beneficiaries is completed in a timely manner.

Each nursing facility will have direct access to their liaison via phone and email. The facilities will also be provided weekly reports with updates on the progress of any open cases. In addition, part of the pilot

will test allowing nursing facilities to email forms that currently must be sent via hardcopy. The feedback that we have received from nursing facilities indicates that allowing the documents to be electronically transmitted will speed up their ability to supply information required to completely process applications as well as review or change in income.

As illustrated in the diagram below, the nursing facilities will have a primary contact, the Customer Service Liaison, and a back-up contact, the Eligibility Liaison.



### Tracking and Evaluating the Pilot

KDHE will monitor the pilot closely. We will hold biweekly meetings with pilot participants to gather feedback on what is and is not working, and to solicit ideas for adjustments to make the pilot more successful.

As we receive feedback throughout the pilot on both the documents and processes that we are using, KDHE will share this information with all nursing facilities statewide.

Our goal is to present the findings from the pilot by mid-April along with a timeline for statewide rollout, assuming it will be successful.

We look forward to sharing information about the pilot over the coming months. If you have any specific questions, please contact Michael Randol at Michael.Randol@ks.gov.