

KanCare Consumer and Specialized Issues Workgroup

Meeting Minutes

September 30, 2014 10:00am To Noon

DCF Learning Center, Room E, 2600 SW East Circle Drive, Topeka, KS 66606

Those in attendance:

Jane Adams, Kerrie Bacon, Christopher Beurman, Cole Browne, Elizabeth, Barb Conant, Marilyn Cooper, Daniel Dubois, Joe Ewert, Steven Gabaro, Sean Gatewood, Steve Gieber, Michele Heydon, Marilyn Kuhler, Cayla Lewis, Victor Lopez, Edward Nicholas, Russell Nittler, Heather Robinson, Becky Ross, Stephanie Sanford, Hal Schultz, Mitzie Tyree, Tim Woods, Susie Zupancic

Those attending by telephone:

James Bart, Keith Derks, Liz Long, Lori McReynolds, Nicolette Morino, Clint Sparie, Aldona Carney, Kristi Berning, Njeri Shomari

Review of Minutes from Last Meeting:

Russell Nittler, KDHE

Russell said to make the change of (name) areas to 'participant' on the June 30, 2014 minutes.

Comments from the Chair:

Russell Nittler, KDHE

Russell stated the date for KEES to go live has changed from October 1, 2014 to December 1, 2014.

KanCare Ombudsperson Report

Kerrie Bacon, KDADS

(Attachment 1, 2, & 3)

Kerrie stated that there are three parts to her report. She covered the 3 attachments. Kerrie also noted that they are very excited for the medical, prescription, vision, and dental assistance for those without insurance paper that has been put together and is available online at: <http://www.kancare.ks.gov/ombudsman.htm>, click the link named 'Medical, prescription, vision and dental assistance for those without insurance' (http://www.kancare.ks.gov/download/Medical_Assistance.pdf). She said there is no plan to make a brochure. Kerrie provided extensive information on the appeals process when someone should call her for this type of information. She announced they have a new Volunteer Coordinator, Pam Browne. The next step will be to create the volunteer program. The volunteers will be working across the state taking on referrals and doing cases. Estimated a minimum of six months before a soft implementation would happen. Suggestions were offered as to demographics and prior qualifications for Kerrie to consider when choosing volunteers. Kerrie speaks with the Kansas Legislature on a quarterly basis.

KanCare Executive Summary

Russell Nittler, KDHE

(Attachment 4, 5, 6)

Liz Long provided insight to the Executive Summary charts. Discussion focused around how individuals are counted on the charts. She provided information on where to find the break down by waiver information online. The 'Other' category involves a lot of small waivers that are grouped together. Becky stated the chart is for everyone on KanCare not just those who are on a waiver. A discussion concerning differences between Foster and CHIP children gave information concerning the higher rate for Foster as they have additional needs such as adoption subsidies, behavioral and developmental disabilities, & JJA compared to CHIP children. 3,000+ providers have signed with MCOs over the last year noting that many of the IDD came on in February. There is a Geo Access report available online that will show the breakdown of providers per county. Russell will bring some Geo Access reports as well as send the link

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to the CSI Group.

Liz was not sure what was considered the 'industry standard' so they used the pre KanCare rate to determine the percentages. Addressing the additional column question, we do track claim timeliness:

- 30 days for clean claims
- 60 days for non-clean claims
- 90 days for all claims

The other question concerning a task force: The MCOs each have a provider advisory committee providers can contact the MCO of choice and request to be a member of that committee.

Russell turned to James Bart and the POI group concerning the high denial rate from MCOs. James noted that the topic has not come up for discussion in their meetings. Liz noted that there are things being done and tracking of high denial rates. Providers with issues should check with the individual MCO provider advisory committee or through the POI group by contacting James Bart.

MCOs audits pharmacy claims, as this is a provider issue, refer to POI group. Russell suggested having Kelley Melton present at a future CSI meeting to answer questions concerning pharmacy issues.

Aldona had concerns for members being denied for durable medical equipment where the member was approved for some repairs but not allowed tires.

Russell provided the Value added services that had been dropped for 2014 and those added for 2015.

The discussion concerning In Lieu of Services and how to get the message out to members on requesting assistance no matter what that need is. It's about preventative medicine and providing services. It never hurts to ask. There is a group per MCO that looks at these special types of needs to see if they can/will cover especially if that need would help reduce future medical costs.

Waiver Updates:

Kimberly Pierson, KDADS

We had a State wide public information session with 1,000 individuals in attendance. More comments towards to the CMS rules that have to be enforced. The major concern was the Department of Labor Rule. We have asked the DOL for an exception or a delay in implementation of the DOL rule for Kansas.

The other piece is the DSM-5 and how that will impact autism and the autism spectrum population. We may have to amend our waiver to make sure we serve these children.

We are using an extension till the IDD and TBI waiver have been renewed. PD & FE waiver renewals are being submitted in September. We are talking with CMS concerning that all states must come into compliance with the conflict free case management and hopefully receiving further guidance. Hal reminded all that we have to be patient.

KAMU Dental Resources:

Cayla Lewis and Heather Robinson, KAMU

We have 42 clinics statewide. The directory that was handed out gives the information on all the clinics. Hopefully we will have the cheat sheet published in January 2015 that will give the individual sites that have dental care.

There are some clinics that are required to provide discount services. They can't refuse to see someone if the person cannot pay. They are having a decline in Dentists. KAMU is trying to submit for a mid-level dentist. This mid-level dentist must be over-seen by a dentist. KAMU provided handouts and directories to the attendees.

KAMU is working really hard on integration so that members could get both a mental and dental visit in one place.

Aldona reported Sunflower contracted with Grace Med to provide sedation for dental services. KAMU is working to have sedation for dental services across the state. Heather is the new Director of Dental Health.

<http://kamuonline.org> has the current directory of Safety Net Clinics.

Future Meeting: December 5 proposed, December 18th will be the actual date in Lawrence, KS.