

I/DD Program Bulletin



Lunch and Learn Calls for **consumers, advocates** and other **stakeholders** are every other Wednesday at 12:00 p.m.

Email questions to:

kancare.ombudsman@kdads.ks.gov

The I/DD Program Bulletin is now being published once every two weeks. The next edition will be distributed on May 23rd.

Lunch and Learn Calls for **providers** will be held every other week, on Monday's from 11:00 a.m. to 12:00 p.m.

Email questions to:

providerforum@kdads.ks.gov

Bulletin Update for May 23, 2014

- ✚ Web Application Speed Issue Update
- ✚ Financial Management Services (FMS) Information
- ✚ Updated Information on AuthentiCare Authorizations
- ✚ Updates for Lunch and Learn Calls
- ✚ Crisis Request for Program Access
- ✚ KDADS Public Comment Session Schedule

Web Applications Speed Issue Update: We are still troubleshooting the cause of and possible solutions to the speed issues that internal staff and external partners. We have both internal staff and several external partners continually working on this problem. The speed issue is affecting both users inside and outside of the KDADS network, and we want all users to know that we understand your frustration and how this is affecting your work. Thank you for your continued patience and understanding as we continue work to resolve this issue.

Financial Management Services (FMS) Information: A final updated list of FMS providers who have met FMS requirements and have a current agreement with KDADS will be published on this website the first week of June 2014, the final can located at: http://www.aging.ks.gov/HCBSPROVIDER/FMS_Provider.html

An FMS provider must renew their agreement with KDADS annually; a new agreement will be available for download by October 1, 2014. In order for KDADS to reestablish an FMS agreement with a provider, the FMS provider must comply with all requirements as specified in the FMS provider manual on KMAP at: https://www.kmap-state-ks.us/Documents/Content/Provider%20Manuals/HCBS%20FMS_04142014_14047.pdf

Updated Information on AuthentiCare Authorizations:

AuthentiCare® authorizations completed by MMIS Plan of Care approvals without the March 31, 2014 end date, and authorizations submitted by MCOs, have created duplicate authorizations in AuthentiCare for a number of providers. Claims confirmed by providers in AuthentiCare “pend” against the first authorization received.

Duplicate authorizations do not generally create a payment issue for providers unless the second and all subsequent authorization for the same dates of service has a different number of units than is captured on the first authorization received. If that is the case, providers should contact AuthentiCare.Support@firstdata.com and/or Grant.McKay@firstdata.com and Candace.Cobb@firstdata.com to report the duplication issue, the name of the

MCO involved, and a list of clients for whom units need adjusted, and the details of the adjustment. First Data staff will then communicate with the MCO on behalf of the provider to verify and correct authorizations.

Providers do not have access to delete duplicate authorizations. First Data staff can delete *future* duplicate authorizations, but cannot delete authorizations that have had a claim “pending” against them. Providers should check their May, 2014 and ongoing authorizations if they wish for First Data staff to delete those future duplicate authorizations.

The natural workflow for provider-confirmed claims is that they export from AuthentiCare Kansas to HP, who then forwards claims to the applicable MCO. Though the authorizations created by MMIS Plans of Care do have KMAP as payer, the provider-confirmed claims still follow the natural workflow of export to HP who then forwards those claims to the applicable MCO for adjudication.

KDADS and First Data are working on a permanent solution and expect to provide updates by the first week in June.

Lunch and Learn Calls:

Registration for the calls is required (and must be completed by the day prior to the call). Registration can be completed online at: http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html

- ✚ **Providers:** Calls are scheduled for every other Monday. The next call will be on Monday, May 21st, followed by another call on June 2nd. Friday calls have been discontinued at this time. Callers may continue to submit questions to PROVIDERFORUM@kdads.ks.gov. If you experience difficulty registering for the Lunch and Learn calls you may also register by sending your name in an email to providerforum@kdads.ks.gov.

✚ **Call in Number: 1.866.620.7326**

✚ **Conference Code: 4283583031**

- ✚ **Lunch and Learn Calls for Consumers and Other Stakeholders:** Calls will continue on every other Wednesday from 12:00 to 1:00 for consumers and family members. The next call will be held on Wednesday, May 21st followed by another call on June 4th. Callers may submit questions to kancare.ombudsman@kdads.ks.gov. If a consumer has problems registering for the Lunch and Learn call, they could email the KanCare Ombudsman at kancare.ombudsman@kdads.ks.gov.

✚ **Call in Number: 1.866.620.7326**

✚ **Conference Code: 4283583031**

- ✚ **Weekly Calls with Targeted Case Managers:** Weekly calls for Targeted Case Managers will not be held for the remainder of the month of May. The next call will be on June 3rd from 3:00 pm to 4:00 pm.

✚ **Call in Number: 1.866.620.7326**

✚ **Conference Code: 2850444124**

- ✚ **Calls with CDDOs:** Calls with CDDO Directors are held every other Thursday from 11:00 am to 12:00 pm. The next call with Directors has been scheduled for Thursday, May 22nd.

✚ **Call in Number: 1.866.620.7326**

✚ **Conference Code: 4283583031**

Communication/Information:

- Effective May 19, 2014, Sandra Andrews began coordinating notifications and communication for the IDD and PD program admissions. Please submit all requests to Sandra at hcbs-ks@kdads.ks.gov with the appropriate subject line:
 - Crisis Request: “IDD Crisis Access Request”
 - Exception Request: “IDD Exception Request”
 - EF Request: “IDD EF Request”
 - Notifications: “IDD Notification”
 - *Add suffix*
 - Deceased = “IDD Notification – Deceased”
 - Termination = “IDD Notification – Termination”
 - Renewal/New = “IDD EF Request – Renewal/New”
 - *Add prefix*
 - Expedited = “Expedited – IDD Crisis/Exception Request”
 - Add'l Info = “Add'l Info – IDD Crisis/Exception/EF Request”
 - Admin Review = “Admin Review – IDD Crisis/Exception/EF Request”
- Sandra will intake all requests and prioritizes reviews based on the date of submission. If additional information is necessary, Sandra will contact submitting organization for additional information or schedule a crisis review conference with the submitting organization within 5 business days of receipt of the request.
- KDADS review team will review the request and make a determination within 10 business days of the date the application was received.
- For the IDD program, a notice action approving or denying the request will be sent to the consumer with a copy to the submitting organization and a copy to the consumer’s managed care health plan when applicable.
- Access to service will not be approved retroactively, if the request is emergent, the submitting organization will need to request an expedited review via conferencing to Sandra Andrews.
- **NOTE:** KDADS will send the 3160 to DCF to provide access to services

 **KDADS Schedules Public Comment Sessions on the Home and Community Based Final Rule:** The Centers for Medicare and Medicaid Services (CMS) issued a final rule for home and community based services (HCBS) effective March 17, 2014. All states must meet new requirements for home and community based settings for individuals who are served by a CMS-approved HCBS waiver program. CMS expects all states to develop a Transition Plan for each waiver that provides assessment, strategies, and timelines for meeting with the new rules. The Kansas Department for Aging and Disability Services would like your comments on this Transition Plan before it is submitted to CMS. Water and coffee will be available at the in-person meetings listed below.

Monday, June 16th (In-person)

12:00 – 1:30 p.m. and

5:30 – 7:00 p.m.

WSU Metroplex – Room 180 (gym)

5015 E. 29th Street North

Wichita, Kansas

Tuesday, June 17th (2 conference calls)

10:00 – 11:00 a.m. conference call

HCBS Monthly Provider Forum

Dial 866.620.7326

Enter conference code: 2850442124

Register at: https://webapps.aging.ks.gov/pls/apex_p18/f?p=1060:50:2773718981668169

7:00 – 8:00 p.m. conference call

Dial 866.620.7326

Enter conference code: 2850442124

Wednesday, June 18th

12:00 – 1:00 p.m. conference call

KanCare Member Call with Ombudsperson Kerrie Bacon

Dial 866-620-7326

Enter conference code: 4283583031

Wednesday, June 18th (In person)

12:00 – 1:30 p.m. and

5:30 – 7:00 p.m.

Holiday Inn Holiday Inn Holidome and Convention Center

200 McDonald Drive

Lawrence Kansas

Thursday, June 19th (In person)

12:00 – 1:30 p.m. and

5:30 – 7:00 p.m.

Holiday Inn Express

4011 Parkview Drive

Pittsburg, Kansas