

KanCare Advisor

This biweekly news bulletin is designed to provide updates on the readiness and implementation of KanCare. Information is published by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services.

November 21, 2012



Message from Director of Medicaid Services, Dr. Susan Mosier...

While the KanCare pre-enrollment packets are well on their way to reaching all Medicaid beneficiaries by the end of November, we continue to assess the readiness of our health plans through daily reporting and monitoring. Even after the formal desk reviews and onsite visits conducted in September and October, we're still running checks on all managed care operational areas.

We're now looking forward to making our way around the state for the fourth round of member educational tours next week. Since July, we've met with Medicaid consumers and providers in more than 20 cities. I think meeting with our stakeholders in as many places as we've visited is a testament to the compassion of our KanCare program team from KDHE and KDADS. Our staff want to ensure our members and providers are getting the information they need to make the choice that is right for them.

The first bundle of KanCare pre-enrollment packets was mailed Nov. 9. The packets are going out daily now at a rate of about 15,000 per day. The order of the packets being mailed is based on case numbers; family members share the same case number. Next week's tour has us in 12 cities; this time when we meet with the members/consumers, we'll be accompanied by representatives from the three MCOs. Providers continue to take part in KanCare informational sessions through State-led webinars and teleconferences and MCO-facilitated events.

Outreach and readiness are priorities for us. Last week our communications staff published public service announcements (PSAs) for radio and TV stations to use; these public service announcements urge Kansas Medicaid members/consumers to be on the lookout for their pre-enrollment packets and to carefully review the contents. Members will have 90 days starting Jan. 1 to decide whether they want to stay with the plan that's been assigned to them or switch to a different one based on the value-added services and provider directory. I encourage you to explore the KanCare website for details if you've not already had a chance. Thank you for taking time to read about our latest KanCare happenings in this third edition of the Advisor.

Upcoming Events

Public Listening Session

The State has scheduled a teleconference Listening Session from 4-5 p.m. on Wednesday, Nov. 28, to discuss KanCare readiness with stakeholders. Interested parties are invited to join the operated-assisted call. Participants joining the call will be asked to provide their name, and then the operator will provide the instructions for callers to indicate they would like to be heard on the call. The number to access the conference line is (855) 229-1643. This conference line is limited to 500 callers; those who call in after the limit is reached may send questions and comments to KanCare@kdheks.gov. This listening session is hosted by the Kansas Department of Health and Environment and the Kansas Department for Aging and Disability Services, and will include participation from the Centers for Medicare and Medicaid Services.

Consumer Education Meetings — The next round of KanCare educational sessions for consumers has been scheduled. These sessions will take place between Nov. 26 and 29 and will be delivered in 12 cities across Kansas. KanCare enrollment packets are about to reach consumers, so this is the first opportunity for MCOs to meet with their assigned members and provide details about their value-added services.

- Nov. 26, Monday: Dodge City, Pittsburg, Topeka
- Nov. 27, Tuesday: Garden City, Independence, Olathe
- Nov. 28, Wednesday: Hays, Wichita, Kansas City
- Nov. 29, Thursday: Salina, El Dorado, Emporia

For a complete list of locations and times, visit kancare.ks.gov/events.htm.

Member Webinar Added to Outreach Events

Next week, Nov. 26-29, the State will be conducting its fourth member educational tour, this time for KanCare open enrollment, in 12 cities and towns across the state. The meeting schedule can be viewed at: <http://www.kancare.ks.gov/events.htm>). For members unable to join one of the educational tour sessions, a webinar with teleconference has been scheduled from 10 a.m. to Noon on Dec. 14 and will include the same presentation made during the open enrollment tour. Registration for that session will be available on the KanCare website.

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Upcoming Events

Next Member/Advocate In-Practice Training is Nov. 30 — This session will aid Medicaid providers and advocates who work directly with the clients, helping our members with KanCare details like choosing a health plan and learning about the new services.

Reserve your Webinar seat at:

<https://www1.gotomeeting.com/register/134389913>

Weekly Stakeholder Status Calls—Join us each Wednesday from 10:30 a.m. to 11:30 a.m. The teleconference number or conference code could change, so please check the KanCare website for the correct call-in information. On this call, the State of Kansas and the three health plans provide the updates, followed by an operator-assisted Q/A session. If you miss the weekly call, you can listen to the recording. Learn how at kancare.ks.gov/provider_events.htm.

KanCare Implementation Activities Reporting Now Online

A new web page on the KanCare website has been dedicated for publishing documents outlining implementation activities in preparation for the Jan. 1, 2013, launch of KanCare. This information can be found at www.kancare.ks.gov/readiness_activities.htm.

In addition to implementation activities reports, the State is posting draft Home and Community Based Services waiver amendments to the web page as they are made available for federal review. These amendments will allow the waivers to be incorporated into KanCare and ensure the continuation of existing member protections.

Home and Community Based Services (HCBS) Transition Activities



We are helping transition current Medicaid recipients who receive Home and Community Based Services (HCBS) through the list of 17 activities below. Centers for Medicare and Medicaid Services supports these efforts to ensure a smooth transition to KanCare.

1. Extensive education for consumers and providers
2. Stakeholder engagement
3. MCO accountability to the State of Kansas
4. Ongoing completion of functional assessments
5. Continuation of plans of care
6. State oversight of plans of care
7. Ride-alongs with state staff
8. Rights to grievances and appeals
9. Right to a state fair hearing
10. KanCare Ombudsman
11. Eligibility is determined by the State or contractors for the State—not by the MCOs
12. KanCare quality assessment and performance Improvement
13. I/DD waiver delay
14. I/DD waiver pilots
15. Front-end billing
16. Inclusion of current 1915c waiver structures and protections
17. Technology testing

More details to come about the efforts to help transition Kansans who receive HCBS waiver services.

Public Service Announcements Now Available

Several public service announcements (PSAs) were created to air on radio and television stations across Kansas. These were distributed in an effort to encourage Medicaid beneficiaries and their families to keep a close eye on their mail for their pre-enrollment packet and to review their health plan assignment information.

Robert Moser, M.D., KDHE Secretary, and Sandra Zeh, KDHE's Wichita Outstationed Eligibility Worker, are featured in the first two PSAs talking about the KanCare packets. KDADS Secretary Shawn Sullivan will be featured later this month highlighting the value-added services offered by the three health plans.

The PSAs can be viewed at <http://www.kancare.ks.gov/news.htm>



Provider Network Development

The State continues to focus on network development. The instructions to the managed care organizations (MCOs) regarding network adequacy have been posted to the KanCare website. Some standards are mileage/minutes ratios, but other providers have standards based on which communities different providers serve. Measurements for each MCO are based on what's required to take care of a third of all Medicaid members. Since October, the MCOs have submitted daily updates on key provider categories. These have been helpful in understanding where the networks are for each of the plans. We were pleased with the results of the assignment algorithm, as the majority of current Medicaid members were matched with an MCO based on where their current providers are enrolled.

Q & A of the Day

Q: Under KanCare, what happens to the services received by a pregnant patient who is currently in HealthWave if their current OB-GYN provider has not yet enrolled with the patient's KanCare health plan? Does the pregnant patient have to switch doctors?

A: To ensure continuity of care for current beneficiaries who are pregnant and receiving health care services from a provider, the KanCare health plan covering a pregnant patient will reimburse that provider at the full Medicaid rate whether or not he or she has contracted with the health plan.

Provider Manuals

Almost all provider manuals have been approved as final, including hospital and long-term care manuals for each MCO.

Chapters not yet finalized -

Amerigroup: Dental

Sunflower State Health Plan: Behavioral Health and FMS

United Healthcare: Dental

KanCare Advisor will be published biweekly. Please address questions and concerns about this news bulletin and the KanCare website to the KanCare External Communications Team at 785-296-5795 or msteele@kdheks.gov.

**Governor's KanCare Advisory Council
meets next on Jan. 8, 2013, 2-3:30 p.m.**

Curtis Office Building, Room 530

Minutes from the September Meeting have been approved and were posted online today.

External Stakeholder Workgroups

There are five external stakeholder workgroups associated with the implementation of KanCare. Each has well-rounded representation from constituency groups and at least one KanCare Advisory Council member. These workgroups collaborate with representatives from the KanCare Interagency Implementation Team to address issues impacting Medicaid beneficiaries and providers in Kansas.

Next Workgroup Meetings

Providers: Nov. 29, DCF Learning Center, Room D, 9 a.m. to noon.

Managed Care Organizations:
December date TBD

Member Involvement and Protections: Dec. 12, Landon State Office Building, Room 9A, 2 to 4 p.m.

Specialized Healthcare and Network Issues: Dec. 3, Landon State Office Building, Room 106, 1:30 to 3:30 p.m.

The Meeting Minutes for KanCare External Stakeholder Workgroups can be found at www.KanCare.ks.gov in the Advisory Council section.

