

## MCO Workgroup – Meeting Minutes from December 10, 2012

Attending: Dave Geist, Lori Feldkamp, Scott Hines, Mary Heath, Nan Kartsonis, Dale Stiffler, Elizabeth Maxwell, Kathy Allen. Bill Gale, Ramona Snyder, Christiane Swartz

1. Waiver update:
  - a. Distributed a copy of the press release of 12/07 announcing the start of KanCare on 01/01/13.
  - b. Continuing to meet regularly and intensively with CMS to finalize the terms and conditions: areas of focus are:
    - Assurances for HCBS beneficiaries protections and bene in residential settings
    - Continuity of care
    - Revisions to the HCBS 1915 (c) waivers
2. Implementation activities
  - a. KanCare website: being updated with additional information on a regular basis. Look for scheduled events there.
  - b. Readiness activities:
    - i. Continuation of weekly meetings with MCO: focusing on staffing status, , network development, issues in general
    - ii. Continuation of weekly calls stakeholders calls
    - iii. Education activities: finalized the 2012 tours. 4,000 were in attendance at the last tours from 11/16-11/30. Webinars are also available for those unable to attend one of the sessions.
    - iv. MCOs are also continuing their education activities of both providers and beneficiaries
    - v. 12/26 starting daily “rapid response” calls with MCOs and stakeholders from 9am-9:30am
    - vi. Mailed about 220,000 enrollment packets to beneficiaries. Mailing was completed on time by 11/29.
    - vii. Processes have been put in place to address return mail and ramping up the call centers. These have been posted on the KanCare website under readiness activities. Please visit the website frequently.
3. January preliminary assignments are loaded on the KMAP system but are not viewable because there is no eligibility associated with them. Clarification will also be provided during Wednesday’s weekly stakeholder meeting. For questions related to assignments providers should call the KMAP provider assistance # 800-933-6593 or use the secure email option. Scott Hines asked when assignments will be viewable. Answer: 12/21/2012 on the KMAP site.
4. United gave a status update on their implementation effort: network development, staffing, system readiness. Dave Geist asked a clarifying question. He heard that United was not going to look for providers in Pratt county. Nan from United indicated that United was

making every effort to enroll any provider and had not excluded any country from the effort. She will follow up.

5. Next meeting January 14, 2013, call only from 11:00-12:00- Call info [1-866-620-7326](tel:1-866-620-7326); Conf code: 1041258531