

## **KanCare Member Involvement and Protections Workgroup**

12-12-2012 2:00pm to 4:00pm

Minutes

### **Attending:**

<b>Name</b>	<b>Organization</b>
Rick Cagan	NAMI Kansas
Hal Schultz	SACK
Martha Hodgesmith	KU/Big Tent Coalition
Russell Nittler	KDHE
Kim Doty	The Legacy@ ParkView
Barb Conant	KABC
Tanya Doff Brunner	Oral Health KS
Linda Mow Bray	Skilled Healthcare
Ira Stamm	Independent Practice
Bill Gale	KDHE
Craig Knutson	
Joshua Dieker	KHCC
Kelly Thames	Amerigroup

1. Minutes of the November meeting were approved with one correction to #12, need to add the words “from their assigned MCO” to end on sentence. Discussed again the “how is a person to know where their case manager went” topic, Martha Hodgesmith and others feel that this is a serious issue. Members of the group feel that this is an important deciding factoring when choosing an MCO. Amerigroup and Sunflower stated that if a member called and asked if case manager worked for them they would provide that information to the consumer. Russell will take this topic back to the state.
2. A request was made by Martha Hodgesmith to date the entries on the website under the readiness actives.
3. DD waiver, a request was made to who wrote the waiver, (as in who was involved in creating it), Russell will ask for this info. Group thought that a DD pilot waiver presentation would be nice in January.
4. Ombudsman- went over expectations and set up, some in the group said it had been announced that morning of who the person was, James Bart. Russell will ask if James can come in the January meeting so member can meet him. Member requested a press release on this info.
5. Enrollment packet feedback, members are hearing that some people had not gotten the packet yet. Russell stated that we had heard that from other groups and the state was looking into some examples to see if a problem had occurred. Martha Hodgesmith stated that the enrollment packet were not ADA compliant due to letter font size, type of paper used and the use of yellow for the color of the lettering, mostly in the MCO material. The MCO reps invited Martha to share the ADA rules with them and that they would look into it.
6. Barb Conant asked about the ratio of consumers to case managers. MCO reps stated at this

time that info was not available. Russell will take this topic back to the state.

7. Next meeting is 01-09-13, 2 to 4, at Landon State Office Building. Members requested that future meeting be held at the DCF Learning Center due to parking, etc. Russell will check on that.