



Department for Children
and Families
Prevention and
Protection Services

Strong Families Make a Strong Kansas

KanCare Questions and Answers

December 21, 2012

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- 1 **Question** *How long will it take for a medical card to be issued for a newly enrolled foster child?*
Answer The child should have the card within 5 to 7 business days from the time eligibility is determined and entered into KAECSES. PPS eligibility staff enters Medicaid eligibility into KAECSES the day they receive documentation proving the child is in the custody of the state or tribal authority for out of home care.
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- 2 **Question** *If the actual card will not arrive for 5 to 7 business days how will the child's placement know which MCO the child is assigned to?*
Answer There will be a "Retro Period" of 5 to 7 business days when a child first enters foster care. Their assigned MCO will honor claims made providing the child is taken to a Kansas Medicaid enrolled provider.
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- 3 **Question** *Can a child be seen by any physician even if they are not their PCP?*
Answer Yes, as long as the physician or any other medical provider is enrolled with the MCO the child is assigned to.
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- 4 **Question** *Currently when a child enters foster care a letter is given to the placement provider stating the child is in foster care and is covered by Kansas Medicaid. Will this practice continue?*
Answer Yes, a letter will continue to be provided.
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- 5 **Question** *When a child enters foster care and is in need of prescription medication, pharmacies are reluctant to accept the letter as proof the cost of the prescription will be reimbursed through Medicaid. How can the child receive the medication they need?*
Answer The MCO's all have indicated this should not be an issue and the pharmacies should be able to dispense a limited amount of medication until the eligibility shows in their system.
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- 6 **Question** *Who will the MCO care coordinators work with to coordinate the child's physical and mental health care?*
Answer As of 12-20-12 only the person listed as the responsible person in MMIS will be allowed to talk to the MCO care coordinator. DCF and JJA recognize this is an issue and are working with KDHE and the MCO's to come up with a solution as soon as possible.
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- 7 **Question** *Will the first card have a Primary Care Physician (PCP) assigned?*
Answer Yes, the first card will have the PCP on the card.
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- 8 **Question** *Will a new card be issued each time the PCP is changed?*
Answer Yes, a new card will be issued with each new PCP assignment.
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- 9 **Question** *How will a duplicate card be issued?*
Answer The following people can call the MCO call center and request a duplicate card:
*The placement provider (foster parent, relative placement, PRTF, YRC etc.)
*The Child Welfare Contractor Case Manager or
*JJA Community Supervision Officer (CSO)
In order for the MCO call center to honor their request, the person calling will need to have the following information
* Child's full name
* Child's DOB
* Child's Client ID
* Child's SSN (if they have one)
The card WILL only be mailed to the address the MCO has on file.
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- 10 **Question** *How will a foster child be assigned to an MCO?*
Answer New to KanCare
* They will be randomly assigned to an MCO.
* If they are part of a sibling group the eligibility worker will make the request through the eligibility system for all of the children be assigned to the same MCO.

Already known to KanCare:
*They will remain with the MCO and PCP they were assigned to prior to entering foster care.
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- 11 **Question** *Children's Mercy Hospital is not currently a provider with all three MCO's, can we request a change to a MCO, which has a contract with Children's Mercy Hospital?*
Answer All three MCO's are working with all hospitals which currently accepts Kansas Medicaid to be enrolled as a provider with them.

During the open enrollment period of January 1, 2013 until April 4, 2013, all MCO's will pay for claims for any Kansas Medicaid provider as if they were in their network.
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- 12 **Question** *Can siblings in foster care be assigned to the same MCO?*
Answer Yes. For currently enrolled siblings assigned to different MCO's, the request must be made to appropriate agency (DCF or JJA) for the change.
*See question 15 for the procedures for requesting a change to a MCO during open enrollment.
*See question 10 for the process for new siblings entering foster care.
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- 13 **Question** *During any open enrollment period, once the adoption assistance agreement is signed, can the adoptive parent request through DCF to change the MCO assignment?*
Answer Yes. The regional contract specialist will send the request via e-mail to the HPES enrollment center for the change.
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- 14 **Question** *If a foster child has not received their enrollment pack or welcome packet who should the foster parent call?*
Answer They should call the HPES enrollment center at 1-800-305-5147
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15 **Question** *Who can make the request for a change in the MCO assignment?*

Answer Children in the custody of DCF

*Only an employee of DCF PPS can request a change of the assigned MCO whether it is during open enrollment or outside of open enrollment.

*The child welfare contractor case manager will send the written request to the regional contract specialist including the rationale for the request.

*The regional contract specialist will consult with the regional PPS PA and if approval is granted the request will be sent via e-mail to:

lona.hoffsommer@hp.com and Deaun.Michael@hp.com

with Hewlett Packard Enterprise Services (HPES) enrollment center.

*If the request to change the MCO is outside the open enrollment period and HPES does not grant the change, DCF will decide if they wish to pursue the request further with a formal appeal to KDHE.

Children in the custody of JJA

*Only appointed JJA central office staff can request a change the assigned MCO whether it is during open enrollment or outside of open enrollment.

*The CSO will make the written request to the assigned JJA Central Office including the rationale for the request.

*JJA central office staff will make the determination if the request for change is appropriate and will send the request via e-mail to:

lona.hoffsommer@hp.com and Deaun.Michael@hp.com

with Hewlett Packard Enterprise Services (HPES) enrollment center.

*If the request to change the MCO is outside the open enrollment period and HPES does not grant the change, JJA will decide if they wish to pursue the request further with a formal appeal to KDHE.

16 **Question** *Who can make the request for a change in the PCP?*

Answer As of 12-20-12, only the person listed as the responsible person in MMIS can request a change to a new PCP. DCF and JJA recognize this is an issue especially for children residing in a facility as only the facility's name is shown as the responsible person. Discussions are occurring to come up with a solution as soon as possible.

*For additional information about KanCare please visit their website at:
<http://www.kancare.ks.gov>*