

KANCARE Workgroup

Member Involvement/Protections

July 13, 2012, 10:00 am LSOB 9e

Attending at LSOB:

Cynthia Breitenbach, (Mirror, Inc.)
Rick Cagan, NAMI, KS
Russell Nittler, Chair, KDHE
Andy Brown, (Ks Action for Children)
Joe Ewert, co-chair, KDADS
Tanya Dorf Brunner, Oral Health KS
Sue Schuster, KDADS
Jane Rhys (for Martha Hodgesmith, KU)
Maury Thompson, Johnson CO Dev. Sppts
Barb Conant (for Mitzzi McFatrigh, KABC)
(observer) Dr. Ira Stamm, Ph.D, private practice)
Bill Gale (KDHE – Inspector Gen.)
Josh Dieker (Kansas Healthcare Consumer Coalition)

By Phone:

Barney Mayse, The Whole Person
Kim Doty, Legacy at Park View
Della Ribordy, Skilled Healthcare
David Johnson, Bert Nash
Dana Poole, Amerigroup (MCO)
Robert Behler, Sunflower State (MCO)

I. Roll Call: Meeting called to order by Russell with introductions by those attending and on phone.

Greatest Concerns were offered as below:

- Members will need sufficient education/information to know how to make their choice between 3 MCO's –
- Will “multiple strategies” be employed to encourage/support educated/informed choice
- Sufficient and timely education for providers and care-givers to make preparations to deal with new program
- Transparency of process, timelines and sufficient opportunity for feed-back r/t care and needs for providers
- continuity of psychoactive medications
- continued access to medical primary care specialist of choice
- members aware of 45 day opportunity to compare choices/MCO programs best suited to need
- time frames –moving along too rapidly for providers or members to understand, make educated choices/decisions
- would hope we did not lose HealthWave “branding” –so members can understand the info they receive
- consumer education-how/when/who/where/what
- data accessible to public in a manner to allow for timely input and to have impact on program decisions
- Sufficient provider network – how will we get enough (dentists) [all] specialty providers
- will there be appropriate consideration for seniors with regard to timelines, choices, learning style
- within the dental provisions, will dentures be covered?
- will accommodation be made for families of consumers to whom direct information does not go but will be expected to help the member make choices?
- concerns r/t DD/IDD population re: education, ability to understand and choose, access to information
- will EBP's (evidence based practices) be services covered under the MCO contracts (or will providers be forced to use other options chosen by MCO but not considered “best practice” for service to member?)
- will NF's and providers have to have “prior authorizations” and have to “fight” Medicaid as they do Medicare
- will the program be ready to handle and honor the complexities of coordination between physical health and mental health
- what does the state of KS want the MCO's to do with inquiries they are receiving from (future) members?
- what is the communication process and channels to engage for MCO's before the program start?
- how do the MCO's communicate among each other to be sure the message being given is consistent?
- how will the program address gaps in need, both to identify and to address once identified?
- what will the educational component to this look like on the front end? Who is doing it?
- specialty populations – how will education/communication be adapted, i.e. blind, handicapped, etc.)
- will committee review educational materials for appropriate understanding levels (5th grade)
- CMS waiver timeline? Will it be approved? Will public meeting input be included in final draft?
- Communication/coordination with MCO's for members, streamline info to members
- what is advisory council role?
- request for a listing of internal committees**

II. Meeting Times and Places :

- group chose to meet August 8th, 2pm-4pm LSOB; Russ will look at rooms for next meeting.
- Russell indicated the group should plan on monthly meetings 2nd Wednesday through January, possibly February;** Joe will check availability of meeting rooms at KDADS as well.

III. Upcoming Educational Tours:

- Two groups of tours are planned; 1st, July 30,31, Aug. 1, 2.

East-Sec. Sullivan

Topeka
Leavenworth
Johnson County
Ft. Scott

West – Dr. Moser

Wichita
Garden City
Salina
Hays

- Planning for target of 150 people each location; Provider meeting at 1:00pm; Member meeting 6:00pm each location.
- Purpose is to get information out that members will need to make appropriate decisions re: which MCO's program will fit needs the best; plan for 15 minute break after initial presentation for attendees to write questions and either have those answered as a whole group, or if sufficient interest groups, to divide up within those topics
- Group had some concerns re: separate meetings and time frames of groups, suggested longer meeting or whomever could attend to come when available.
- Will an informational session be A-TV'd through colleges/extension, AMHC's etc. Can it be recorded for future availability for replay on cable channels, website, etc.
- A brochure and powerpoint will be products members and providers can take away from the meeting to assist them in understanding the program and decision making. MCOs contact info will be included.
- Discussion ensued r/t how best to get education out: website, newspaper, cable channels, agencies, media outlets, professional licensing boards (to providers) etc.
- Request if extra brochures would be available for agencies to deliver to members as they see them through the month?**
- Request for a copy of the brochure for members of the group**
- discussed role of ADRC in continued education and access of KanCare
- discussed KanCare website development, posting of brochure, meeting, FAQ's,
- discussed role of SHICK in assisting members to choose MCO company, noted volunteers, network in place
- A second round of meeting will be planned for October.

IV. Workgroup Topics:

- scripts for staff** – Russell will get more info
- letters to beneficiaries** – draft together? Russell will get more info
- member advisory council** – this group's role would be to set parameters for
 - thinks there will be one for each MCO
- grievance procedures discussed: each MCO will have one in place but the state administrative hearings process would be available to any member
- belief is the MCO's will offer same basic package, differences are "value ad-ons" listings were out for what those looked like and some in group had seen those and passed handout around
- discussed how new eligibles during the roll-out period will be handled and how to access services and have 45 day review period
- goal is to pre-enroll as many members as possible

Meeting adjourned 11:35am

Respectfully submitted: ss/kdads

