

KanCare Member Involvement and Protections Workgroup

09-12-2012 2:00pm

Minutes

Attending:

Russell Nittler, KDHE
Josh D...? KHSC
Chris Beurman-United
Dick ...? KU (for Martha Hodgesmith)
Hal Schultz-SACK
Kim Doty – Legacy at Park View
Rick Cagan – NAMI-KS
Dr. Ira Stamm –Provider
Mitzi McFatrach – KABC
Nick Woods – DRC
Dana Poole-Amerigroup
Bob Behler-SunFlower
Sue Schuster-KDADS

Phone:

Annette Graham – CPAAA
Barney Mayse-The Whole Person
Jeremy Strom-Me.com

Russell opened the meeting by reporting on the State Fair Booth, showed the rulers that were handed out and reported that the Logo for KanCare is in place and the website is up and running. He also added there had been a handout of “value added options” developed and was being handed out as well as information about upcoming events. KDADS will have a link at their home page to the KanCare website.

The minutes from the last meeting were approved as presented. It was noted that Mitzi had forwarded some information to Russell for the committee and that had been forwarded to the group; Russell thanked Mitzi for the additional information.

A second tour of KanCare public meetings is scheduled in September (24th-27th) with a 3rd tour in October. It is hoped that by October the provider networks will be substantially in place with the MCO's. The meetings are somewhat similar to the format of the 1st with one for Providers and one for consumers; slide show is updated.

Russell discussed the packet that is being developed for KanCare consumers. He has provided a schedule for packet distribution to the committee. Discussion was had regarding the contents of the packet as well as the Welcome Letter itself. Russell will send a copy out to the committee. Discussion continued regarding when people would need to enroll, when they could change plans, what would constitute “good cause” and when their review date for eligibility would be.

Requests were made from the group for “crystal clear” language and information in the consumer information regarding whom to contact for information, what was covered in each plan, how to check for enrolled providers, and for an easy plan comparison that could be reviewed.

Russell reviewed when KanCare recipients would receive information:

- 1-At implementation – a “welcome” letter
- 2-If a person had just signed up – May 2012
- 3-If already Medicaid consumer –at annual enrollment

Barney Mayse noted that he will go into the website and check for providers and “test” how easy it is to locate who is a provider.

Annette Graham expressed concern that it did not appear that the packet clearly indicated this was the new information to continue Medicaid services for consumers.

Discussion regarding how we wanted to define terms was held; pleas were made to be uniform with language and to develop a “grid” for common items across plans.

Russell had some concern that while later editions could contain updates he was unsure if current packets in the printing process could be stopped.

Russell recapped what he heard the group requesting:

- Definitions
- uniform language
- when there are changes, very clear with differences
- crystal clear language

Questions re: if the waiver had been approved were asked and Russell indicated that Secretary Moser was hopeful for final information by mid to late October.

Russell reported that site reviews with MCO’s would begin in October to verify networks are adequate; weekly sessions are held with CMS to review any “red flags” but at this time there does not appear any reason to say “stop” implementation timeline.

Nick Woods, DRC gave a PowerPoint presentation on Conflict Resolution and Mediation Services in Medicaid Managed Care and utilized the Wisconsin model.

Russell thanked the group for their input and attendance. Next meeting is scheduled for Wednesday October 10, 2:00pm.