

Specialized HealthCare and Network Issues Workgroup Team Meeting			
Objective	<ul style="list-style-type: none"> To receive updates on KanCare implementation To discuss KanCare education efforts 		
Date	Monday, November 5, 2012		
Time	1:30 – 3:30 PM		
Location	Landon State Office Building, Room 106 Dial-In: 866-620-7326 Conference code (for participants): 6915845857		
Attendees	In person: Holly Benson, Amy Campbell, Kevin Crowley, Dr. Bill Downham, Dave Halferty, Lora Key, Gary Robbins, Sheldon Weisgrau, By phone: Greg Hennen, Walt Hill, Mary Ann Maroon, Elizabeth Schmidt, Laura Hopkins, 3 or 4 others that joined after call started but weren't identified		
Item Number	Agenda Items	Action/Assignment	Owner/Presenter
1	Review agenda	No additions or changes were made	Dave
2	Update on external education efforts in addition to pre-enrollment tour	Reviewed ongoing education opportunities including weekly stakeholder calls each Wed at 10:30 AM, Member/Advocate In-Practice Training set for 11/30 @ 11:30, and each plan's independent training listed on the KanCare website, KanCare.ks.gov. There was a request for any materials for providers to announce the transition. There is a KanCare Quick Facts brochure available on the KanCare website at the following link: http://www.kancare.ks.gov/download/KanCare_Quick_Facts.pdf	Dave
3	MCO efforts to help educate community-based organizations who will help consumers choose a plan	<p>United: Dr. Downham reported that United will post a specific schedule of education events soon and that Lunch & Learn sessions are in progress now and accessible online.</p> <p>Sunflower: Holly Benson stated that Sunflower is working with the State, and also reaching out to ADRCs, but essentially they are following the State's lead.</p> <p>Amerigroup: Laura Hopkins stated that Amerigroup is preparing providers with contact information and examples of documents.</p> <p>Amy Campbell raised the concern that providers might guide people to one plan over the others. We discussed the continuity of care requirements that ensure the plans will treat all existing providers as in-network for at least 90 days. Laura added that providers need to take steps to ensure non-bias and that there are some restrictions within Title 42 of the Code of Federal Regulations that prevent such action.</p> <p>There were requests for a value-added service table, FAQs for community-based organizations, and a list of</p>	MCO representatives

		<p>organizations' educational efforts. The value-added services table is available on the KanCare website at the following link: http://www.kancare.ks.gov/health_plan_info.htm</p> <p>The website also has FAQ listings for consumers, providers, and general KanCare FAQs at the following links: http://www.kancare.ks.gov/consumer_fags.htm http://www.kancare.ks.gov/provider_fags.htm http://www.kancare.ks.gov/general_fags.htm</p> <p>The State will look into the possibility of adding organizations' education programs to the KanCare Events calendar on the website.</p>	
4	Aged & Disabled Resource Center (ADRC) update	<p>Craig provided an update on ADRC discussing how it was initiated with a website and then expanded into pilots, but as of November 1, 2012 is now contracted through the Southwest Kansas Area Agency on Aging with subcontract between SWKAAA and the other AAAs. He mentioned training that the AAAs are undergoing including education from the MCOs on their value-added services. He noted the ADRC will provide transition support for individuals attempting to move from a nursing facility to the community. He also explained that the ADRCs will provide options counseling beyond KanCare. He noted that the AAAs will no longer perform case management services once they fully transition to the ADRC function. He said that a marketing plan is in the works.</p>	Craig Kaberline
5	How MCOs are assuring providers meet ADA compliance requirements	<p>Amerigroup: Laura stated that Amerigroup has included information in their provider manuals and trainings, and will monitor member complaints.</p> <p>Sunflower: Holly reported that Sunflower will have a provider relations team visit providers to assess accessibility.</p> <p>United: Dr. Downham said that United will rely on field staff visits.</p>	MCO representatives
6	Update on 1115 waiver	<p>Dave shared that the State meeting with CMS on October 18th was very positive and after initial discussions CMS suggested that we focus on issues critical to our proposed January 1, 2013 implementation. They recommended that we not tie our proposed pilots to the January 1 date and that we could come back with an amendment to the 1115 waiver after January 1 to bring the pilots in. We are continuing our weekly calls with CMS on the 1115 application.</p>	Dave
7	Next steps	<p>Suggested topics for next meeting or future meetings:</p> <ul style="list-style-type: none"> • Transportation network, what is sufficient and how can it be enhanced. • Status update on provider manuals. • Role of ombudsman, success of KHS ombudsman 	All

		<p>gave consumers a place to voice concerns.</p> <ul style="list-style-type: none">• What are grievance policy requirements?• Update on November consumer meetings and outreach.	
Next Meeting	December 3, 2012 1:30 – 3:30 Landon State Office Building, Room 106		