

## PPS/CH Communication on Medical Applications

### **Scenario #1**

PPS has received a Foster Care Medical application where a child is already open on a medical case at the Clearinghouse.

The MMIS monthly file has been fixed and will choose which program has been identified as best plan and only send that programs information to the MMIS.

Communication: The “Dual Program Coverage Task” batch was designed to send a task when a child on an existing medical case now has Foster Care Medical or HCBS eligibility established and needs to be removed from that existing case. This batch will run daily so PPS no longer feels the need to create a contact log entry since the batch is designed to create a task to remove the child from coverage of the family medical program.

**Batch Name: Dual Program Coverage Task**

**Task Name: Remove Child Referral**

**Queue: Eligibility**

In the situation that the batch is not working correctly and task are not being generated, PPS will use the contact log to communicate to the Clearinghouse when they have opened a Foster Care medical program and the child is also open on a Family Medical program.

PPS will create the contact log entry in the context of the family medical case

**Case Number:** Populated by the family medical case

**Person:** Select the child taken into custody

**Contact Type:** Email

**Contact By:** Agency

**Location:** KanCare Clearinghouse

**Fist Name & Last Name:** The name of PPS staff member creating the contact

**Phone Number:** The Phone number of PPS staff member creating the contact

**Name of Agency/Org/Provider/Inquirer:** The office location of the PPS staff member creating the contact

**Agency:** KDHE

**Category:** Change Requests

**Contact Reason:** DCF Started Covg-end CH Covg

**Additional Notes:** (Name of child) was taken into state custody on (date). FC Medical has been opened effective (date).

## **Scenario #2**

*The CH receives an application and upon processing the application finds that a child on the application is already open on a Foster Care, PCS or Adoption Assistance Medical program.*

The CH will go to the OPA page to determine if an end date has been entered. Per PPS policy when a child is returned home the worker will end date the OPA page with the date the child was returned to the home and close the program block. If the program cannot be closed, PPS will still end date the OPA record as soon as the child is returned home. If the OPA page does not have an end date the CH will deny the application for family medical coverage until an end date is entered on the OPA page and the program is closed.

If the consumer contacts the CH regarding the denial and states the child is no longer in Foster Care, the CH will re-check the OPA page for an end date. If still not present, the CH will contact PPS regarding the status of the child's Foster Care case. This task will be created in the context of the PPS medical case.

**Due Date:** 5 days from the day the task is created

**Received Date:** The date the task is created

**Region:** Region of the Worker ID assigned to the PPS medical case

**Location:** Location of the Worker ID assigned to the PPS medical case

**Worker Assigned:** The Worker ID assigned to the PPS medical case

**Queue:** PPS

**Task:** Program Specific Question

**Task Details:** Please include the CH Family medical Case number, The Case heads name and the child(ren) name that the CH is inquiring on.

In response to the CH inquiry, PPS will use the contact log to create a return task for CH. PPS will be in the context of the family medical case.

**Case Number:** Populated by the family medical case

**Person:** Select the Child the inquiry is about

**Contact Type:** email

**Contact By:** Agency

**Location:** KanCare Clearinghouse

**First Name & Last Name:** The name of PPS staff member creating the contact

**Phone Number:** The phone number of PPS staff member creating the contact

**Name of Agency/Org/Provider/Inquirer:** The office location of the PPS staff member creating the contact

**Agency:** KDHE

**Category:** Application/Review Follow-Up

**Contact Reason:** Requested Verification/Information

**Additional Notes:** <Childs Name> and whether they have been placed back in the home.

### **Scenario #3**

*A Family Medical Application is received at the CH. During registration it is found that a child on the Family Medical application is open on an Adoption Assistance Medical program and the child's name is different on the Family Medical Application.*

Once it has been identified that a child open on an Adoption Assistance program is on a Family Medical Application where the name is different the CH will send a task to the PPS worker to notify them. The CH will **NOT** change the name and will leave it as it appears in KEES.

CH will create the manual task in the context of the Adoption Assistance case.

**Due Date:** 5 days from the day the task is created

**Received Date:** The date the task is created

**Region:** Region of the Worker ID assigned to the PPS medical case

**Location:** Location of the Worker ID assigned to the PPS medical case

**Worker Assigned:** The Worker ID assigned to the PPS medical case

**Queue:** PPS

**Task:** Demographic Change

**Task Details:** Case Heads Name and Client ID & Family Medical Case Number. The child's name how it appears on the Family Medical Application and Client ID.