

# KanCare Consumer and Specialized Issues Workgroup

## Meeting Minutes/Notes

June 30, 2016 10:00am to 12 Noon

Sunflower Health Plan - 8325 Lenexa Dr. Suite 200, Lenexa, KS 66214

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### **Committee Members in attendance:**

Barb Conant, Elizabeth Moran, Njeri Shomari (phone), Edward Nicholas, and Russell Nittler

### **Committee Members absent:**

Brandt Haehn, Brenda Adams, Christina Bachman, Deanna Gaumer, Hal Schultz, Jay Terry, Joan Kelly, Edward Miller, and Karen Gonzalez

### **MCOs and Presenters:**

Angela Reinking - MCO/United Healthcare, James Bart - KDADS (phone), Keith Derks - MCO/Amerigroup, Miranda Steele - MCO/Sunflower, Sharon Traylor - MCO/Sunflower, and Susan Fout - KDADS (phone)

### **Additional Attendees:**

Kelly Smith and Stephanie Sanford

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### **Introductions:**

(On Phone: Njeri Shomari, James Bart with KDADS, and Susan Fout with KDADS),

- Russell Nittler, I work for KDHE.
- Angie Reinking with United Healthcare.
- Keith Derks with Amerigroup.
- Kelly Smith for SACK, filling in for Hal.
- Stephanie Sanford, support staff for SACK.
- Ed Nicholas, parent advocate.
- Barb Conant, Kansas Advocates for Better Care.
- Elizabeth Moran, sibling and DD counsel.
- Miranda Steele, with Sunflower Health Plan.
- Sharon Traylor, with Sunflower Health Plan.

### **Review of 03-31-2016 Minutes/Notes:**

- Corrected spelling error on Edward Nicholas' name
- Changed the {inaudible} to DD Counsel in Elizabeth Moran's introduction

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## **KanCare Renewal:**

*Russell Nittler, KDHE*

The funding through CMS which allowed the State of Kansas to create KanCare and allow a lot more members into Managed Care is good for five years. This means that the State has to renew that funding by January of 2018. KDADS AND KDHE finished a State wide tour to get information out there and receive feedback on KanCare. We will be putting up the bid for MCOs. Current MCOs could submit their bid if they choose too. It is possible to have new MCOs if new and different MCOs applied.

Russell responded yes to the question about public comment being offered. He would show those details during the website agenda item.

The question on the new Assessment Tool related to Waiver renewal was shared that it is a separate item from KanCare renewal.

An attendee mention while attending one of the Tour meetings, many were asking for places across Kansas where they could walk in and actually talk to a person about their issues instead of only phone calls or email.

## **Feedback on Suggestions:**

*Russell Nittler, KDHE*

We are updating the application with some of the suggestions from the last meeting concerning the Elderly and Disabled application. Those updates will be occurring sometime between now (date of this meeting) and then end of the year. To help make sure people who are in assisted living don't choose nursing facility as that will cause the application to go the wrong path for determination.

- An individual that has checked the wrong box can call the Clearinghouse and tell them they need to be the corrected box. This information cannot be given by anyone but the individual.

We took the suggestion for expanding dental coverage for adults to the KanCare Steering Committee asking for a proposal. The request was not approved or moved forward due to the large fiscal impact in adding those benefits. There have been many groups suggesting expanded dental coverage for adults; however, the cost to do so is too high.

## **KanCare Ombudsperson Report:**

*Kerrie Bacon, KDADS*

Kerrie Bacon was to call in but she had technical difficulties. Russell went over the report (KanCare Ombudsman Qtr1\_2016 Report) that Kerrie had sent.

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In the first quarter of 2016 Kerrie received twice as many phone calls. Russell said it was due to the transfer of Elderly and Disabled eligibility from the DCF office to the KanCare Clearinghouse and that the Clearinghouse phones got overwhelmed.

- A request was made from an attendee for another category to eliminate 'Other' so that the workgroup would know what the 'Other' items are.
  - Suggested categories to assist in breaking down the 'Other':
    - Title 21 and Title 19
    - Family Medical and Adult Medical

Volunteer offices are currently located in Wichita. Kerrie is working on setting up some volunteer offices in Kansas City. James Bart said there are several individuals in Wichita and there is an office in Johnson County as well. For information on the KanCare Ombudsman Volunteer Program, visit her website:

[http://www.kancare.ks.gov/ombudsman\\_volunteer.htm](http://www.kancare.ks.gov/ombudsman_volunteer.htm).

- Russell said the workgroup would ask Kerri next time on how individuals know about the Volunteer offices.
- Concerns over losing the infrastructure of walk-in capabilities were expressed. The cost to establish or re-establish is a factor.

## **Background checks for FMS providers:**

*James Bart and Susan Fout, KDADS*

There is a Background Check Policy is out for comment now. Facilities with an I.D. and Password, they can submit their information through Health Occupations Credentialing. It's on the website:

<http://kdads.ks.gov/commissions/scc/health-occupations-credentialing>

or on the provider page:

<http://kdads.ks.gov/provider-home/draft-policies-for-review-comment> and look at the draft policy. Comments are due by the 16<sup>th</sup> of July. Assistance can be obtained through Steve Erwin's department; phone number 785-296-6647. The Health Occupations Credentialing team has been working through the backlog and finished them on June 29<sup>th</sup>.

The Background Check is federally mandated and has been added to all the waivers. The biggest change for providers; FMS providers in particular, is that if there was a finding, the provider could still hire them, now, if it is one of the prohibited offenses, they are not allowed to hire that individual. Everybody must have a background check submitted, so this change affects everybody including self-direct care individuals.

- Elizabeth requested of KDADS to have a link to it or something more intuitive to the policies that are new or up for comment.
- Another suggested to crosslink it with the KanCare website.

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Susan noted she would check into those possibilities.

## **Medicaid Backlog:**

*Russell Nittler, KDHE*

Russell provided a visual for the eligibility backlog that started in July 2015 because of a new computer system. There was a two week span of time where eligibility could not do anything with any applications which we never recovered from the backlog. In the new KEES system, each person is listed individually may cause an application to take 45 minutes compared to old eligibility system of 15 minutes.

The learning curve slows the process down. DCF had had a backlog of Elderly and Disabled applications and did not transfer those to KDHE which added to the backlog we already had. The Affordable Healthcare Act website can create KanCare applications as well. We are paying DCF staff to assist with the E & D application backlog. We hired temporary staff to help, and keeping them on till the backlog is taken care of. We expect to have this every year due to The Market Place website.

The reports of us under reporting are true due to the issues with KEES and the inability to get good reports. Correcting this issue in KEES is on the top of the 'to do' list. Backlog is any over 45 days. An individual can request their application to be an 'Urgent Need'. Most of the backlog is E & D. Nursing Facility applications have the biggest backlog.

Spreadsheets for providers have been sent out and they can send it back once a week to KDHE for us to check.

Pending reviews and possible client obligations issues were discussed. Timely notice must be given. Actions taken will be the next month.

Should the client obligation change, if in favor of the client, will be adjusted, if the client obligation is raised, the new rate won't take effect until the following month after the review was worked.

- Current goal for the backlog is to be back to being under 45 days by the middle of September of 2016.

## **Tour of KanCare Website:**

*Russell Nittler, KDHE*

- We will try and get to the tour of the KanCare website at another time.

## **Other Items:**

- Organization of the KanCare website to be simpler
- Materials relating to public meetings be available before hand
- Have separate public meetings for Provider groups and Consumer groups

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## **Future Meeting:**

{Next meeting at the time these minutes were typed was determined to be: September 29<sup>th</sup>, 2016. 10am to 12 Noon. Location: United Way Building, 2518 Ridge Court, Lawrence, KS – Doud Room}