

**Administration, Kansas Department of**

**Moderator: Burnam, Kim**

**October 2, 2019**

**10:00 AM CT**

OPERATOR: This is Conference # 6699144

Operator: Ladies and gentlemen, thank you for standing by, and welcome to the Elderly Disabled LTC Transition Conference Call. At this time, all participants lines are in a listen-only mode. After the speaker's presentation, there will be a question and answer session. To ask a question during the session you will need to press star one on the telephone. Please be advised that today's conference is being recorded.

If you require any further assistance, please press star zero. I would now like to hand the conference over to your speaker today, Ms. Latonia Palmer. Ma'am, please go ahead.

Latonia Palmer: Thank you, Mel. Good morning, everyone. My name is Latonia Palmer, and I am the Assistant Director of Eligibility for KDHE. Thank you for joining us for our Fourth Eligibility Transition and Rapid Response Call. As a reminder, effective January 1 of 2020, KDHE will assume full responsibility for processing eligibility for elderly disabled in long-term care medical program.

As of last month, September 2019, and through the remainder of this year, December 2019, the eligibility workload began and will continue to be safe over the KDHE from our eligibility contractor, Maximus. To ensure the transition of eligibility processing to the state is going smoothly and to hear about any issues emerging early on and quickly,

KDHE and Maximus are holding these rapid response teleconference calls.

The calls will occur on Wednesdays at 10 AM until December 18, 2019. We have both state KDHE and Maximus staffs on the line to provide updates, announcements, and take questions related to the transition. As a reminder, all calls are recorded, and a transcript will be made available on our KanCare website, which is [www.kancare.ks.gov](http://www.kancare.ks.gov).

First, I'll provide a status update, and then we'll open up the line for any questions that you may have. As an update on September 3, 2019, the state assumed responsibility for processing eligibility for 40 facilities. During the month of September, KDHE met with Maximus in the morning to coordinate the transition of work and this will continue as what is transition. We will continue to meet with a contractor to ensure a smooth transition of processes.

From the September rapid response calls that were conducted, we received a total of 3 questions all of which were answered and resolved. Regarding participants, we had an average of 11 participants attend the rapid response calls thus far. More current update as of October 1, yesterday, the state assumed responsibility for processing additional eligibility from the contractor. This includes eligibility for residents across approximately 100 nursing facilities, eligibility for residence in psychiatric residential treatment facilities. Consumers who had a review for Medicare savings program also known as MSP or Spend Down.

The state have also assumes responsibility for performing eligibility case and maintenance for HCBS consumer's home and community based services consumers. That is the conclusion of our update from the state. We do want to allow time for any questions that any of you may have. (inaudible) time, let's open up the line for questions.

Operator: Certainly. As a reminder to ask a question, you will need to press star one on the telephone keypad. To withdraw your question, press the pound key. Please stand by while we compile the Q&A roster.

No questions at this time, please continue.

Latonia Palmer: Okay. Thank you, Mel, for that information. Let's allow another minute for questions, please.

Operator: Again, as a reminder, to as a question you will need to press star one on your telephone keypad, that will be star one on your telephone keypad. We have a first question from the line. Please state your first and last name, then you may ask a question. Your line is open.

Elizabeth Croft: Good morning. My name is Elizabeth Croft and I work for Parallon at the HCA facilities and we are Eligibility Advocates for patients who come in and are uninsured or you don't need coverage for replacement or whatnot.

And I just have a question with it just seems that recently we are receiving request from KanCare regarding ABD applications E&D applications, maybe an individual. We are in the hospitals and an individual may have been applied for long-term care coverage because they are discharging to a long-term care facility.

And recently we've been receiving -- we are the facilitator. We've been receiving, is it the MS 21, 26 or 21 requesting additional information and this is new to us. And I just need some clarification as to what those expectations are, where that information should come from, who is authorized to sign that. And that's also not just the 21, 26, but there's another one regarding SOBRA. And I want to say it's a 21, 56. I apologize I wasn't very much prepared for the e-numbers.

And I'm just trying to establish because we are starting to get more of these requests both via mail and when we follow up with the call center for the progress of the application process. And it's just not very clear either from the call center as to where does that information need to come from.

Latonia Palmer: Okay. Thank you, Elizabeth, for your question, and I understand the concern and the inquiry. We do want to look into this a little bit further and in more detail. I will give you my name and my email address. If you're ready, I can provide that to you and you can write it down. Are you ready?

Elizabeth Croft: Of course. I am ready.

Latonia Palmer: Okay. My email address is latonya.palmer@ks.gov. I mean I understand the concern is that we are requesting additional information and you just need clarification on what is needed and why. I do want a little bit more details. And if you have case specifics, can you provide that in your email, a case number or consumer name. And we can research those cases specifically and provide specific guidance for those cases. Is that okay?

Elizabeth Croft: Absolutely.

Latonia Palmer: Okay.

Elizabeth Croft: And one other question/concern that our staff is also quite frequently, and this is not recent, this is a consistent issue from when this initial transition went to a call center is that there are several instances where my staff is requesting to speak with a supervisor, just needing -- just additional, maybe it's an escalation concern, maybe it's a processing time, whatever the case is. And even when I worked these cases I have never nor has any of my staff ever, ever been able to get to a supervisor directly nor as we rarely, I could probably count on one hand the number of times that we've received an actual return call from a supervisor and that's a huge concern.

And I just hopefully, I've expressed this concern higher up before. And it just never has ever been able to be resolved. We're just not getting the support that we need. And there have even been instances where we've requested contact with the supervisor and we've had a call center representative tell us that there's nothing that a supervisor is going to do for us that they haven't already done.

And those are huge concern. I know that that's our right as a client or an applicant and those requests have not been ever satisfied by the call center and I just am curious how. And maybe like, Tonya, I could just -- in the email that I send because I do have a couple of other questions/concerns, maybe it would be more appropriate just to put them in an email because you're recording I didn't know if you needed to have that on this call.

Latonia Palmer: Right. Yeah, if you can go ahead and send me an email with a list of your concerns and you certainly expressed some of those on the call, we'll make sure to look into this and get it resolved. We have talked through

the communication process and what the transition our plan is to enhance the communication between KDHE and our stakeholders.

And we do have some plans in place, specifically for Parallon, which I can definitely converse with you about via email or we can help out on the phone later. But I definitely have your concerns notated and I'll look forward to your email.

Elizabeth Croft: Okay. And so I'll just, if that's appropriate, I'll just hold the rest of the questions and just put it together in an email and then you and I can touch base and move forward accordingly. Is that okay?

Latonia Palmer: Yeah. If that's the case, that's perfect. Go ahead and send me an email, but feel free to ask any other questions or waste any of the time.

Elizabeth Croft: I do have one other question and it's just full order and understanding and clarification. So, when our staff does call into the call center, we call the 800 number and then you are provided with a series of prompt options if you will and it's our experience that those don't seem to match what we press. If it's prompt 3 for E&D, 2 for a facilitator, 1 for the app submitted, it's kind of a just you don't know who's going to pick up the phone. And I'm trying to understand is there a hierarchy if you will with all due respect as 2 calls that are in the queue at the call center.

For instance, if I'm calling specifically about a long-term care application, ABD application, according to the prompts that are provided on the outgoing message 2 for E&D, I want to speak to an agent and this is an app that's been submitted more than 30 days ago.

There are several times where we're not routed to the correct individual I guess or the correct group at the call center rather we get someone on the phone that can only provide basically yes it's pending, nothing saying after whatever. Oh, well this is what you need. I don't have that. I'll have to transfer you. Well, it's not technically a transfer, it's putting you back in the queue. And our concern is the time that's being spent, not getting to where we have followed the prompts that are available to get to their individual.

And many times whoever does answer that call, especially with specifics to the case, we're not able to get any information. So, then we say we

need someone to call us back, the caseworker or supervisor, and it just falls because no one, we don't get this return call. I would like to understand is there a tier process in the call center, is it that all calls go to the queue, and the first available picks up and then routes it to where it goes or -- I mean this is detailed information that we're calling about.

Otherwise, we would have chosen like the IDR prompt or something other than what we are choosing. It's very frustrating, very time consuming, and we're just trying to understand is there something that we're not understanding, that we're not doing appropriately or how understand is there some kind of tier process as far as how the [inaudible].

Latonia Palmer: Okay. Thanks, Elizabeth. Let me have a conversation with our contractor about that concern. Again going forward with the transition, the goal was to have stakeholders speak directly with eligibility workers as needed and it has been communicated to our contractor. Again, we are doing a phase approach with the transition of the work. But eventually our goal is to allow any call that needs to be transferred to an eligibility worker, an E&D or LTC case that the call is transferred and an eligibility worker will assist further.

I will converse with our contractor about the logic behind their phone system and Elizabeth will also follow up with you via email on that.

Elizabeth Croft: Okay. Sounds good. Thank you. And those were the questions that I had this morning. So, I'll just follow up with my email to you with case specific information and then we will touch base. I appreciate you guys having these calls and I appreciate you answering those questions.

Latonia Palmer: No problem. Thanks, Elizabeth.

Elizabeth Croft: Thank you.

Operator: Thank you. We have a second question. Please take your first and last name then ask your question. Your line is now open.

Linda Mowbray: Linda Mowbray, Kansas Healthcare Association. Some of our members have been in the September group that came in and have reported some very positive results with communications and whatnot with their new

unit. Is it too soon to ask for numbers for how many cases are being processed and moving along it seems like we are definitely seeing movement.

Latonia Palmer: Linda, great question. We do have numbers and we would have to pull the data. So, if you don't mind, can we provide you the numbers at the next call or I can send you an email with the numbers.

Linda Mowbray: Next call was fine. Just like I said we're noticing some positive movements and wondered if your overall numbers were reflecting that.

Latonia Palmer: Yeah, we are noticing that our numbers overall are decreasing, it's reflecting that. And we do appreciate the positive feedback. We have a group of eligibility staff and management that definitely have a passion for the program and the consumers. And we want to see it succeed and see eligibility establish timely and accurately. Elizabeth, thank you definitely for that feedback. We will definitely provide details as far as numbers at the next call, but we are noticing that our numbers are going down.

Operator: Thank you. We have the question from the line of Sara Pearson. Your line is open.

Sara Pearson: Yes, this is Sara Pearson. And did I understand correctly that effective October one HCBS individuals have been transferred?

Latonia Palmer: Hey, Sara. Effective October one HCBS case and maintenance individuals, so these are not necessarily required for new HCBS. But those requests that are already active and open and we receive information that would require us to make a change or update that active coverage. Does that answer your question?

Sara Pearson: I don't know. I have an individual who parents received the review for Medicaid eligibility. They filled that out and then there's been some issues with that. And we've been trying to call the clearing house and is that who we should still call or is there a new number for families to call if they're having eligibility issue?

Latonia Palmer: Continue to call the clearing house call center. And you said the cases were reviewed. Depending on the case, they were transferred to the state. If there are questions that need to be answered -- you said you're having issues with the case, I don't want specifics, okay. Okay, yes, you would continue to call the call center. I provided my email address. I don't know if you wrote it down when I provided it to another caller. Okay. Go ahead and continue to call the call center. But if you're running into issues, go ahead and shoot me an email and I'll work with our contractor to see what the issue that is going to resolve.

Sara Pearson: Okay. Thank you.

Latonia Palmer: Thank you.

Operator: Again, as a reminder, to ask a question you will need to press star one on your telephone keypad. To withdraw your question, press the pound key. We have a question for the line of Temple Connery. Your line is open.

Temple Connery: Hi! I just kind of wanted to, I believe, Elizabeth also wanted to express the concerns of the call center. I just wanted to kind of second thought we've always had all those same issues also I believe with our benefit specialist staff calling in.

Latonia Palmer: Okay. And your name, I'm sorry I missed your name.

Temple Connery: Temple Connery.

Latonia Palmer: Okay. Thank you for expressing that. And it sounds like it's a common or a concern that has been expressed on this call. Again, we'll have conversations with our contractor what the transition. Our goal was to enhance our communications so we would expect that those concerns would decrease.

Temple Connery: Thank you.

Latonia Palmer: You're welcome. Thank you.



Operator: Again, in order to ask a question, please press star one on your telephone keypad. We have another question from the line. Please state your first and last name and then ask your question. Your line is now open.

Kelly James: Kelly James. I'm with the Midlands Group. Is there any way that we will know that the case has been transferred is the correspondence going to look different, anything of that nature for us to know that a case may in fact be with KDHE versus KanCare?

Latonia Palmer: Great question. I can give you a recap of the work that has been transitioned. And it's always okay to call the call center that would be your first point of contact for information about a case. And then our call center will transfer to eligibility to answer any questions that cannot be answered depending on whether or not the work has been transitioned to KDHE.

We have transitioned many the applications for residents in long-term care facilities, not all applications. And I know this is probably where you're wanting to know a little bit more detail. We have also transitioned applications for consumers for review and they're receiving Medicare savings covered under Medicare Savings Program or MSP or Spend Down as well as individuals you have an active HCS case, but we need to perform case maintenance on those cases.

Unfortunately, we have to do some research on a case by case basis to see whether or not the case has been transitioned to KDHE. But still free to call the call center if you do have a question about a case and they will direct you to KDHE executive to completely answer your question if needed.

Kelly James: Okay. Thank you.

Latonia Palmer: Thank you.

Operator: Again, in order to ask a question, you will need to press star one on your telephone keypad, that'll be star one on your telephone keypad. To withdraw your question press the pound key.

No further questions at this time. Please continue.

Latonia Palmer: Thank you. Now let's allow one more minute for questions. We've received great questions and comments so far. I just want to allow more time in case others have questions. Let's allow one more minute.

Operator: Sure. Again, as a reminder, to ask a question you will need to press star one on your telephone keypad, that will be star one on your telephone keypad. To withdraw your question press the pound key.

Okay. No further questions.

Latonia Palmer: Okay. Thank you so much, Marilyn. Again, thank you all for attending today and being prepared for questions and feedback and comments. So always welcomed and appreciated. Our goal was to make this process work and make the transition goes smoothly and be attentive to your questions and your concerns.

If there are not any more questions or feedback, we'll go ahead and end today's call. Thank you again for your time and attention and have a great day.

Operator: Ladies and gentlemen, this concludes today's conference call. Thank you for participating. You may now disconnect.