

Administration, Kansas Department of

Moderator: Burnam, Kim

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10:00 AM CT

OPERATOR: This is Conference # 7447389

Operator Ladies and gentlemen, thank you for standing by, and welcome to the Elderly Disabled LTC Transition Conference Call. At this time, all participants are in a listen only mode. After the speaker's presentation there will be a question and answer session.

To ask a question during this session you will need to press star one on your telephone. Please be advised 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 Kim Burnam. Thank you. Please go ahead.

Kim Burnam Well, good morning, everybody, this is Kim Burnam, Director of Eligibility for KDHE, and thanks for joining us for our sixth eligibility transition rapid response call. The purpose of this teleconference is to provide an opportunity for KDHE to provide updates, announcements, and take questions from stakeholders related to the transition of elderly, disabled, and long-term care medical processing from our contractor, Maximus, to the state. All calls will be recorded and a transcript will be made available on our KanCare* website at www.kancare.ks.gov.

The next thing I'm going to do is provide a status update and then after that we'll open the lines up for questions. So, we started this journey on September third where the state assumed responsibility for processing eligibility for around forty facilities and that is referred to as NF unit one.

On October first the state assumed responsibility for the following eligibility processes. We added one hundred more facilities, so we're up to a hundred and fifty facilities. We are also processing eligibility cases that are psychiatric residential treatment facility cases or what we refer to as PRTS. We also are processing for those consumer to have reviews that are part of the elderly and disabled medical program and those would be referred to as our spin down cases or those with Medicare savings programs.

And then the last thing that we transitioned on October first was the responsibility for processing in any case maintenance, any reported changes related to anyone who is receiving services through home and community based services. So, those are the four things that we transitioned on October first.

On October ninth we had our last rapid response call and I just wanted to give an update that we had seventeen participants on that call. This week we help teleconferences with nursing facilities who would be transitioning to state processing affected November first. And then also on December first the state will fully assume processing of eligibility for elderly, disabled, and long-term care medical programs. So, that's just a brief update on the current status.

One of the things I do want to mention is we had two questions from last session, one of the questions we were able to handle on the call and it was around HCBS and how that transition is looking. And the other was essentially connecting a nursing facility corporation to our eligibility staff. So, at this time we're going to go ahead and open up the lines to see if there's any questions or inquiries or concerns anyone has.

Operator Thank you. As a reminder, to ask a question you will need to press star one on your telephone. To withdraw your question you may press the pound key. Please stand by while we compile the Q&A roster. Your first question comes from Joy Thomas, your line is open.

Joy Thomas Thank you. I just have a question regarding the transfer of calls to eligibility now for the units that have the facilities and so forth transferred over. We've had a few calls where eligibility has called and left us a voice message, asked us to call back at the clearing house and asked to be transferred to eligibility. But what we're running into is that the

E&D workers are telling us that they are not trained to transfer those calls yet, so we're not able to get through. Can you tell me when training of that staff is going to be complete, so we can get calls through?

Kim Burnam Right. And, Joy, I appreciate the fact that you are consistent on calling in to our rapid response sessions, so I appreciate you doing that. I see your name every week and I appreciate that. The other thing I was going to ask, Joy, is I think we need to get a little bit more information and because we currently have nursing facility unit one, unit two, and unit three, and we have worked with the call center to make sure that if anybody calls for cases related to those units that those get transferred. So, is the problem you're having if you reach out to the call center, they're not transferring it over to those units or is it not a case related to nursing facilities?

Joy Thomas They are nursing facility cases.

Kim Burnam Okay.

Joy Thomas We're calling back on one specifically where an eligibility case worker has left a message for us to call back and ask to be transferred to them.

Kim Burnam And I'm going to ask Latonya Palmer, my Assistant Director, on this one if she has any additional information. But my understanding is each unit has a unit phone number that each facility was given that they can call into that unit phone number and that'll go directly to the unit that's handling that facility's cases. So, when we made the phone calls to each individual facility, we kind of explained that.

And then, when we held the teleconferences we provided in the teleconference what we sent out to all the facilities how to contact us. So, I think what we'll need to do is make sure that you have that phone number. And then also, Tanya, when eligibility worker who is in unit one, two, or three if they reach out to a nursing facility are they supposed to give that unit's phone number instead of the facility going through the call center.

Tonya Palmer Yes, Kim, and your detail is correct. For nursing facility units one through three, when an eligibility worker makes an outbound call to a facility they are to provide the number directly to the unit. This option is available for facilities only at this time. We are meeting with staff today to level set and

make sure that everyone has that same understanding. So, just to clarify and provide information on this call, when an eligibility worker makes an outbound call and it's related to a nursing facility liaison unit the call back to the facility should include the direct number to that unit.

Joy Thomas I think that's where the hang up is, we are not a nursing facility but we handle applications for over a hundred people that are in nursing facilities. So I think, like Kim said, my understanding was that was going to be available to those who are not facilities but it sounds like that's not the case.

Kim Burnam Yeah. And, Joy, who do you work for?

Joy Thomas Clinkscales Elder Law Practice, so we've got people at multiple facilities.

Kim Burnam Right.

Tonya Palmer Yeah, can I get your phone number please?

Joy Thomas Sure, it's 785-625-8040.

Tonya Palmer Okay. Yeah I can clarify with you or have my senior manager Brianna clarify this scenario with you a little bit more. For facilitators, we are asking that they call into the call center and the call center would direct them to the appropriate nursing facility unit. I can definitely talk to you in a little bit more detail offline, if you'd like to know the rationale behind that or if you have any other questions but that would be correct.

Joy Thomas Okay. Yeah, that would be great whenever you have time.

Tonya Palmer Absolutely.

Joy Thomas Thank you.

Tonya Palmer You're welcome.

Operator Again, if you would like a question, please press star then the number one on your telephone keypad. And we have no further questions at this time. Mrs. Burnam, you may continue.

Kim Burnam Joy, I appreciate your questions and, definitely, my staff will follow up with you to make sure that you understand the process and that we work through that. What we'll do is we're going to hang on for a little bit of time, just to see if anybody has some additional questions. So, we'll just hold tight and see if anybody has a question in the next thirty seconds.

Operator We have a question from Temple Connery, your line is open.

Temple Connery Hello, we're from Valeo and we're a community mental health center. I just wanted to comment about the question (inaudible) had. We get the same calls from people in eligibility wanting us to return calls and so we call the call center and they don't transfer us to eligibility typically either, it's the call center staff that we end up speaking with.

Kim Burnam No, Valeo, yes, thank you for asking that question. Yeah, right now we're in the midst of the transition and so what we're doing right now is we're slowly moving things over to the state. And what I want to explain is with the state taking over we do you want to enhance our customer service. And so, right now any cases that Valeo would have, which would be like HCBS you could have some of your individuals that you serve that are on a spin down. So, right now we're still transitioning that to the state.

Eventually what we'll have is the call center will eventually be able to refer those over to a unit on the state side but right now that hasn't been transitioned yet. So, how it's currently set up is, you're right, you call the call center and you speak with a customer service representative that answers your questions and then if there's an escalation there's an avenue for them to escalate that, so a worker would call you back, an eligibility worker with a contractor.

And I know Tonya it could probably speak a little bit more intelligently about this than me. She's really the one doing all the hard work and kind of explain at what point we should be at that point where you would be able to speak to an eligibility worker. And, Tonya, is there anything that you would like to add?

Tonya Palmer Our goal was to have those transferred by January one. We are doing a phased approach because we want to be strategic in the transferring of calls and not to cause an influx of calls at one time for eligibility staff.

And we think this will be beneficial in the long run for stakeholders, as well as our staff to make sure that they're prepared for those calls. So, you are correct, Kim, we are doing a phased approach to enhance our customer service. And our plan is to have that fully transitioned by January one.

Kim Burnam And, Valeo, can I get your name and phone number so I can reach out to you after the call?

Temple Connery Sure. My name is Temple Connery, T. E. M. P. L. E. and my number is 785-233-1730 extension 3154.

Kim Burnam 3154. Okay, thanks, Temple. I'll reach out to you after the call.

Temple Connery Thank you.

Kim Burnam Yeah, thank you for bringing that up.

Operator Again, if you would like to ask a question you may press star one on your telephone keypad. And we have no further questions at this time, you may continue.

Kim Burnam Again, we'll just hold on for a little bit and see if we have anybody else that has any questions or concerns. Okay. Can we just check one more time to see if anybody has questions?

Operator Yes, of course. Again, if you would like to ask a question you may press star one on your telephone keypad. Again, that's star one on your telephone. And there are no further questions at this time. Mrs. Burnam, you may continue.

Kim Burnam Okay, I think we've given some time to open it up and see if there's any additional questions. Again, I want to thank everybody for taking time out of your day to listen in and to participate and to ask really awesome questions. We do want to hear from everybody and we want to make sure that were constantly improving on our processes.

We are currently in a transition and so we need to hear how things are going. And if there's anything we can do to improve on that, we want to

hear that. So thanks again for attending. At this point I think we're ready to end the call and we'll be in touch next week.

Operator

Thank you so much for participating on today's conference call. This concludes today's, you may now disconnect. Presenters, please stand by.