

ADMINISTRATION, KANSAS DEPARTMENT OF

**Moderator: Kim Burnam
October 30, 2019
11:00 a.m. ET**

Operator: This is Conference #5539867.

Operator: Ladies and gentlemen, thank you for standing by and welcome to the Elderly Disabled LTC Transitions Call.

At this time all participants are in listen-only mode. After the speakers' presentation, there will be a question-and-answer session. To ask a question during the session, you will need to press star one on your telephone keypad. If you require any further assistance, please press star zero.

I would now like to hand the conference over to your first speaker for today. Ms. Kim Burnam. Thank you. Please go ahead.

Kim Burnam: Thank you so much. Well, good morning, everyone, and thank you for joining our Eighth Eligibility Transition Rapid Response Call. That means we've been doing this for about two months.

The purpose of the teleconference is to provide you an opportunity to hear about any updates, announcements, and for us to take questions from you. Our calls are recorded, and a transcript made available on our KanCare website. And that's www.kancare.ks.gov.

All right. I'm going to go into the status. And like I said on the previous call, we started this journey on September 3rd; and we started with taking over about 40 to 50 facilities, the responsibility for processing eligibility for those facilities.

October 1st was a bigger chunk of the workload. We took over 100 more facilities. We took over the processing of those who are in a PRTF, psychiatric residential treatment facility.

We also took over the reviews so when someone is on assistance, they need to be reviewed to see if they're still eligible for assistance after 12 months, and we started doing the reviews for Medicare Savings Programs or those on a spend-down. And then we also took over home and community-based service cases where there needs to be updates or changes made. Tomorrow is a big day – not tomorrow, but actually, Friday is going to be a big day.

That's November 1st. And that's when we're going to take over another chunk of the workload. We'll be taking on another 100 more institutions. So that'll get us up to around 250.

We're going to add in reviews for home and community-based services. So we're currently responsible for case maintenance, but we'll be adding in the renewals or reviews. And we'll also be taking on any applications for those who are in need of a spend-down Medicare Savings Program or the Working Healthy Program. And then we'll also be responsible for any appeal that come in at that time.

So Friday is going to be a big day for us. And then at that point, we'll have a good portion of the work in-house. December 1st, we'll be taking on the rest of that. And December 1st, we'll see where we're going to take our last group of institutions, nursing facilities. So in December, we'll take on another hundred, and then that will get us to having everybody in-house; and then just a couple of little workload items here and there. But pretty much Friday we're going to get about 80 percent, 85 percent of the work in-house with the state processing, so.

Also, I just wanted to let you know that the last call, we had a suggestion from (Linda). And I had talked at the last call about how we had to send out a survey to nursing facility unit one that we wanted to hear from the providers – the institutions to see how they felt things were going with the transition. And we are still collecting the data for that and make sure we share that.

But preliminary, it's been very positive. You know, they appreciate the enhanced customer service, the timeliness of processing. So that went really well.

But one of the suggestions was have you also surveyed your eligibility staff? And I thought, that's a great suggestion. So the state staff right after the meeting came up with a survey for staff and that was sent out on October 28th. And we are currently collecting that information because not only do we want to hear from the providers or those we're working with, but it's good to hear from our own staff, like how do you think this transition is going? Is there anything you need from us to be able to serve others better? So, again, I appreciate when pointing that out last time. So we'll be collecting that information also from our staff.

We're also in the process of sending out surveys to providers that are in unit two and three, to see how things are also going. But we're – so far, we're hearing positive, and that's good. And – but we also want to hear if there's anything that we need to change or our processes. You know, we're open to that, too.

I wanted to go ahead at this time, and open up the call for any questions or comments.

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

Once again, that's star one to ask questions. We have a question from the line of (Carrie Rachel). Your line is now open.

(Carrie Rachel): Yes, I'm trying to find out what my eligibility is. I sent in the paperwork and had heard nothing. My provider now tells me my insurance is ineligible.

Kim Burnam: OK. (Carrie), can I get your phone number, so after this meeting I can give you a call.

(Carry Rachel): Yes. That would ...

Kim Burnam: OK.

(Carry Rachel): That would be 702-234-1779.

Kim Burnam: OK. Yes, I'll connect with you after we're done with this call to get some more detailed information, but I just don't want to share that on the phone with everybody. But I really appreciate you joining the call and letting us know if there's something that is not going right. So I'll call you right after the call is over. OK?

(Carry Rachel): Thank you.

Operator: Once again, that's star one to ask question.

There are no further questions at this time. Please continue.

Kim Burnam: OK. I'm – well just ask for if there's any more questions and then we'll end the call.

Operator: Still no question at this time.

Kim Burnam: OK. I think what we'll do is we'll go ahead and end the call. Again, I – and these are quick. We just given you just heads-up on what's happening. We definitely want everybody to have this opportunity to let us know if there's anything going on or good or bad.

And then, of course, a lot of you that call in how to get ahold of us and other ways, so we do – we do handle it through those routes. But, again, thank you for taking time out of your day to call in and speak with us.

So – and then also, I will be following up on the one question we had after this call. So thank you very much.

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

ADMINISTRATION, KANSAS DEPARTMENT OF

Moderator: Kim Burnam

10-30-19/11:00 a.m. ET

Confirmation # 5539867

Page 5

END