

ADMINISTRATION, KANSAS DEPARTMENT OF

**Moderator: Kim Burnam
December 04, 2019
10:00 a.m. CT**

OPERATOR: This is Conference # 3368386

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 speakers' presentation, there will be a question-and-answer session.

To ask a question during the session, you will need to press "star" "1" on your telephone. Please be advised that today's conference is being recorded. If you require any further assistance, please press "star" "0".

I would now like to hand the conference over to your speaker today, Ms. Kim Burnam. Please go ahead, Ma'am.

Kim Burnam: All right. Thanks, (Jason). Good morning, everybody. And I just hope you had a great Thanksgiving holiday. Thank you for joining us for our 12th Transition Rapid Response Call. We will have two more – two more after this. They will be on December 11th and December 18th.

Just to let you know, the purpose, if you're new to this conference call, is to provide a chance for (Katie) (inaudible) to give updates, if there's any announcements. And then especially, the purpose is to take questions from stakeholders related to the transition. All the calls are recorded, and we have transcripts of the calls.

Those are out on our kancare website, at www.kancare.ks.gov. So let's go ahead and talk a little bit about where we're at as of today. We started this journey on September 3rd to transition the elderly disabled with long-term care eligibility processing, from our contractor to the state, to KDHE staff processing.

We started that September 3rd. Today is December 4th, and we have pretty much the majority of it in-house. We do appreciate Maximus assisting with – there's a few reports and that they're helping work on, and then also they're working applications that are coming from the federally-facilitated marketplace. So we pretty much have everything and the responsibility of the state.

This week, actually, it was December 2nd, that's when we officially took over the remaining nursing facilities. We had around a hundred transition this week, and they are referred to as Unit 6, NF Unit 6 and NF Unit 7. So that was – that was kind of the last remaining facilities to join us. So that just happened this week.

So we want to continue to have these calls in case, over the next three weeks, if there's any concerns for those units, that we make sure that we hear about them as soon as possible. If you haven't already emailed us or called us, we can hear it here. And so that's the kind of where we're at.

We did have a few questions from the last call? I wasn't a part of that call. So I'm going to reach out to one of my other speakers. I wanted to see if what (Tanya Palmer) – if those questions were all answered on the call, or if we had to do some follow ups.

(Tanya Palmer): Hi, Kim. This is (Tanya). I'm looking into the questions to see if they're all resolved. Is it OK if I provide a response within a few minutes?

Kim Burnam.: Sure. No, that's fine. I just was – I was – I wasn't at the last one, and I just – I just need to – usually we're able to respond directly on the call, or what we do is we just follow up with the individual afterwards, if there's a specific case question so – and I know staff have done that. I just wanted to verify.

So, yes. No problem – no problem on that. So now, what I want to do next is, since we just transitioned another hundred facilities, and it looks like we have a – some participants on the phone, (Jason), I'd like to just open it up for questions to see if there's any questions that we can get answered. And if not, we can certainly take those back and reach out to those individuals.

Operator: As a reminder, to ask the question, you will need to press "star" "1" on your telephone. To withdraw your question, press the "pound" key. Again, that is "star" "1" to ask a question.

There are no questions on queue, ma'am. Please continue, Ms. Burnham.

Kim Burnam: OK. All right. Thanks, (Jason). I think what we'll do is we normally just kind of hang on for another minute or so, just to see if anybody thinks of something. Sometimes it takes a little bit of time, and sometimes it's after you hang up that you think of a question.

Just to – just to tell everybody, we do continue to receive good responses back from our stakeholders, regarding the transition, and we appreciate that. We also definitely – we want to hear the positives, and there have been a lot of positives, but we definitely want to also hear if there's any improvements that we need to look at.

We're very open to that. This is just the transition. And like with every – any other operation, you're always trying to make improvements. So – but from what I've – from the emails I continue to get, and the calls, we continue to see some positive with the transition and ensuring that our consumers and those applying and our Kansas citizens and stakeholders are not impacted by the change in staff processing these cases.

So, (Jason), I just wanted to check in. Did you have anybody that has a question for us?

Operator: Well, there are no questions on queue, ma'am.

Kim Burnam: OK. I think ...

(Tanya Palmer): Kim?

Kim Burnam: Yes, I was going to check in with (Tanya). (Tanya), do you have an update?

(Tanya Palmer): Yes.

Kim Burnam: Awesome.

(Tanya Palmer): Yes, yes. Thank you for your patience. I just wanted to make sure that I provided accurate information. So I checked in with some – my staff, and we did receive several questions last week. All were answered during the call, so we didn't have any questions that we needed to take back and respond on.

Kim Burnam: OK, OK. I just wanted to make sure because if we had some – we could definitely make sure that we noted that, but thank you for that. So – and, (Jason), I'm just going to check in with you one more time.

Have we had any questions from anyone?

Operator: We don't have any questions, ma'am, right now.

Kim Burnam: OK, OK. Well, this is the first week that we've taken over the remaining nursing facilities. So we will definitely follow up next week, and we'll see if we have more data for how things are going and if there's any concerns or improvements we need to make.

So I think at this point, (Jason), what we'll do is we'll let everybody get some time back. And thank you, everybody, for taking time out today to join the call.

(Jason)?

Operator: Yes?

Kim Burnam: Yes, I think we're going to go ahead and end the call. So thank you for your assistance.

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

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