COLA: Suspect Cases

Overview

Some cases have been identified as having changes in their Share of Cost amount and Aid Code status due to the case being updated for COLA. All cases will need to be reviewed to ensure the correct assistance is being given.

Process

These instructions will highlight the most important screens for the worker to review. However, the worker will need to review and evaluate all applicable Data Collection Pages for accuracy.

1. Navigate to the case in KEES.
2. Review the Journal and Tasks:
    a. If there are any tasks on the case not currently being processed, these will need to be worked as well.
    b. If the case is currently being worked, no further action is needed. Skip to the next case on the report.
    c. In reviewing the journals, if an error was made with the last eligibility action, the error will need to be corrected.
3. Review the Case Summary page for current coverage by clicking the black caret next to the beneficiary's name in the program block.
    a. **Make note of the type of coverage the consumer is currently receiving and the amount of the patient liability, premium, or spenddown.**
    b. **Check the RMT.**   If the consumer previously only received MSP and the RMT is Medical, a new RMT is likely necessary.   Ensure the correct RMT is used.
4. If it appears Post-Conversion clean up has not been completed, please refer to the KEES User Manual for instructions.
5. Evaluate the data collection pages for accuracy. Pay close attention to the below pages.
    a. Medical Condition Page – This page should be reviewed as it may have been updated by COLA if the individual was identified as an SSI recipient. Or previous action to update the Medical Condition may have occurred and never processed. Check other cases (both medical and non-medical) to ensure the correct Medical Condition is reflected.
    b. LTC Data – verify that information in imaging and journals supports the information placed on the LTC Data Detail page
    c. Income Page
        i. Verify income records are accurate. Duplicate records should be end dated.
        ii. Verify that begin dates are the first of the month and old income detail records include end dates for the last day of the applicable month.
    d. Expense Page – Staff must review this page to ensure all expenses are captured correctly, including verifying that duplicate records due to not exist. If any expenses are listed on the Expense page, staff should refer to the medical expense Job Aids (8.7 Applying Medical Expenses to Reduce a Spenddown and Job Aid 8.2 Applying Medical Expenses to Reduce Share of LTC Cost).
    e. Medicare Expense Page – COLA is updating the Medicare expense records for cases that have one of the two standard Part B premiums. These records are set with a payer of 'State'. This means the Medicare premium will not be allowed as an expense in the medical budget. If the worker is expecting the Medicare premium to be allowed, the payer must be adjusted.

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6. After the data collection pages have been reviewed and necessary updates made, run EDBC in the come-up month. Evaluate the EDBC results.
    a. If the EDBC results are as expected and there is a change to the coverage listed in step 3, proceed to step 7.
    b. If the EDBC results are as expected and there is no change to the coverage as notated in Step 3, review the COLA Batch NOA. If the NOA is correct, no further action is needed. If the NOA is not correct, the NOA will need to be deleted and a manual notice will need to be sent. **–End Process-**
    c. If the EDBC results are not as expected return to step 5, and review the data collection pages for accuracy.
7. If EDBC is as expected, refer to the state interaction chart to determine if the case should be routed to KDHE for final authorization. If the case does not need to be routed to KDHE, continue to step 8.
8. Save and accept EDBC.
9. Review the NOA for accuracy. If it is correct, send the NOA. If the NOA will need to be appended, review step 10 before appending the NOA (a NOA can only be appended once).
10. Review Distributed Documents to determine if a COLA Batch NOA was produced. If one was produced, review the NOA for accuracy. If it is not correct and has not been sent, delete the notice. If the COLA Batch NOA was sent, append the NOA produced in step 9 to account for any change, using the COLA Mass Change copy and paste template found on the KEES Repository.
11. Journal actions:
Case appears on the COLA Suspect report. (Journal actions taken)