

COLA: Working Healthy with a New Premium

Overview

Working Healthy Premiums cannot increase outside of a review period and some cases may have incorrectly changed. In addition, the FPL caused a reduced premium for some cases. Staff must review all cases with a Working Healthy change, to verify that the change is accurate. These instructions highlight specific data pages to research; however, staff may need to review all data collection pages to ensure they are accurate, if EDBC results are not expected.

Process

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 report.
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 premium.
4. Evaluate the following data collection pages to ensure accuracy.
 - a. Ensure all Post-Conversion Cleanup has been completed on the case. Refer to the KEES User Manual for instructions.
 - b. Relationships – verify all needed relationships exist, are correct, and are in a Verified status.
 - c. Income Page - Determine if the SSA income amount is correct. If it is not correct, edit the high dated SSA income record created by the batch. Also, review the case for duplicated records created in error. End date duplicate records.
 - d. Expense Page –review this page to ensure all expenses are captured correctly. If any expenses are listed on the Medical Expense page, staff should refer to the Medical Expenses Job Aid.
5. Run EDBC in the come-up month.
 - a. Review EDBC and ensure the consumer is being approved for the same eligibility as noted in Step 3a and that the premium displaying is not a red flag. If everything is accurate and there are no red flags, accept EDBC and continue to Step 6.

Note: The Working Healthy premium should not increase until the 6 month or annual case review. If EDBC is displaying a premium increase, please refer to page 3 for override instructions.

- b. If EDBC does not show correct eligibility, review all data collection pages for accuracy; this is not limited to the pages listed in step 4. If correct eligibility is still not achieved, review the KEES User Manual for approved overrides and workarounds. Lastly, if expected EDBC results are not showing, report the case to the KEES HelpDesk for further assistance.
 - c. If there is a change in eligibility, follow the State Interaction chart to determine if it is necessary to route to KDHE.
6. Send NOA
 - a. Verify that the NOA is accurate
 - i. If there is no change in coverage or premium, a NOA is not needed.
 - ii. If there is a change; append the notice to include wording for the change as found on the Standard Copy and Paste Spreadsheet.

7. Journal action: *Case appears on the Working Healthy with a New Premium report. (Journal actions taken)*

End Process

WKH Premium increase Override instructions

1. From the Case Summary page change the Display date to '12/01/2018' and click the View button.
2. In the program block, click on the carat next to the consumer's name to determine the previous premium amount.
3. Do all case work necessary to run EDBC.
4. Run EDBC for January 2019.
5. From the Medical EDBC Summary Page, click the Override Medical Summary button.
6. From the Medical EDBC Override List page, click the Override button next to the WKH budget.
7. From the Medical EDBC Override Detail page, change the premium amount to match the previous month's premium.
8. Enter the 1st day of the benefit month being processed as the 'Start Date'
9. Enter the last day of the benefit month being processed as the 'End Date'
10. Click Save and Return to navigate back to the Medical EDBC Override List page.
11. From the Medical EDBC Override List page, select the Administrative Decision value from the EDBC Override Reason dropdown.
12. Click Save and Return to navigate to the Medical EDBC Summary page.
13. Review the Medical EDBC Summary page, if all the details are correct, Accept and Save the EDBC. If the details beyond the premium are not correct, follow normal business processes for trouble shooting the case. If needed send the case to the KEES helpdesk.
14. End process.