



Policy Memo	
KDHE-DHCF POLICY NO: 2019-07-01	From: Erin Kelley, Senior Manager
Date: July 22, 2019	Medical KEESM/KFMAM Reference(s):
RE: Policy Implementation Instructions and Information for July 2019 KEES Changes	Program(s): All Medical Programs

This memo implements changes to the Medical Assistance programs implemented with the KEES release on July 21, 2019. Unless otherwise indicated, the following implementation instructions are applicable to all eligibility actions, including system actions, taken on or after this KEES release. Additional information related to the implementation of these changes is available through training material released to eligibility staff, KEES Release Notes, and the KEES User Manual.

Applicable to all Medical Programs:

- Access My Benefits – Display of PII Data
- Automated Social Security Income Verification Updates
- Masking of SSN and DOB on the Self-Service Portal (SSP) and PE Tool
- Locating SSP Confirmation Number in KEES

Applicable to Elderly and Disabled Medical Programs only:

- Working Healthy Changes

I. CHANGES IMPACTING ALL MEDICAL PROGRAMS

The following changes are applicable to all medical programs.

A. ACCESS MY BENEFITS – DISPLAY OF PII DATA

A change is being implemented to ensure that Personal Identifying Information (PII) is not shared through the Medical Self Service Portal (SSP) for individuals who are no longer associated to a medical case, that has been linked to a Medical SSP account. This includes the prevention of sharing info for a child who is placed into Foster Care (FCM) or Adoption Support (ASM).

1. BACKGROUND

Currently when a placement is made DCF will manually create a task from the Contact Log. This task is necessary to alert Medical personnel that action to close the case must be taken, and the household status updated.

2. NEW CHANGES

A system enhancement will be completed in KEES for when a child is placed in Foster Care to automate the updated status of the Medical case and a system generated task will automatically create.

Once FCM or ASM benefits are authorized the systems will automatically update the child's household status on the Medical case. The status will change to "Temporarily Out of the Home" for FCM and "Permanently Out of the Home" for ASM. The previous household status will be ended one day prior to the FC/AS placement and the new status will have the begin date of the day of the FC/AS placement.

DCF will halt the process of creating a closure task from the Contact Log when their benefits are authorized. An automated task of "Child on PPS Program Block" will be created to close the Medical case. The task details will have the case number and name of the consumer that needs to be closed. These tasks will only generate for those children included on an open case or who are listed as active in a Non-FRI status. Tasks will need to be worked before the timely notice deadline to ensure dual coverage is not given.

B. AUTOMATED SOCIAL SECURITY VERIFICATION UPDATES

In PM2018-07-01 an automated batch process was put in place for medical income records that would compare the amount of Social Security income budgeted in KEES with the amount of Social Security present in the data sources. At the time this batch was initiated, the amount in KEES needed to be a dollar to dollar match for the record to verify. With the issuance of this update, the amount looked at by the batch will increase to a five (\$5.00) dollar allowable difference. This update will not change the staff action needed as previously listed in the 2018 policy memo but should decrease the amount of Pre-Populated Reviews sent out.

C. MASKING OF SSN AND DOB ON THE SELF-SERVICE PORTAL AND PE TOOL

In an effort to increase security measures for our consumers, KEES will be implanting a masking process for the Social Security Number (SSN) and Date of Birth (DOB) on the Self-Service Portal (SSP) and Presumptive Eligibility (PE) Tool. As of this implementation a pop-up box will appear when an SSN or DOB is entered by a

consumer in either the SSP or PE Tool to confirm the information entered. Once it has been confirmed, the SSN will be masked and only the last four digits of the DOB will be viewable. This masking will not affect Eligibility staff as the full SSN and DOB will be listed on the E-Application in KEES.

Additionally, prior to this release consumers could receive a copy of what was submitted in the message center of their SSP accounts. This option will no longer be available. However, consumers will still be able to either “Save to File” or “Print” a copy of their information. This is to ensure that personal information is not at risk if the consumers SSP account is compromised.

D. LOCATING SSP CONFIRMATION NUMBERS IN KEES

Applications submitted through the SSP (online application) are no longer available to consumers through the Message Center. Instead, a message is received which contains a Confirmation Number. Previously, it was believed that the SSP Confirmation Number could not be used to locate information in KEES. However, it has been verified that this number may be utilized to locate and determine the current status of the submitted application. Applicants or other authorized individuals may call into the Call Center with this number which is entered into the upper left-hand box in KEES with the radial button of “Requestor ID” selected. If the application has been registered, a Case Number will populate in the Request ID Details screen when searched.

II.CHANGES IMPACTING ELDERLY AND DISABLED MEDICAL PROGRAMS

The following changes are applicable to Elderly and Disabled medical programs.

A. WORKING HEALTHY CHANGES

As outlined in Medical KEESM 2664.5(1), Working Healthy Premiums are not to increase until the next scheduled six-month Desk Review or full Annual Review. Therefore, KEES has been updated with a new Run Reason, WKH Desk Review, which is to be used when processing the six-month desk review for Working Healthy cases. The RE Run Reason is still used when completing the Annual Review. The WKH Desk Review reason shall only be used when processing the 6-month Desk Review.

Note: Changes resulting in a lower premium between review periods (six-month Desk Review and Annual Review) may still be processed following normal business processes and running EDBC with no Run Reason.

Example 1. A WKH consumer calls into the Call Center on 8/5/2019 to inform the Clearinghouse of a pay raise, following the 10-day reporting requirements. This call initiates the Income Change task. The worker enters the case on 8/12/2019 to process the task and finds that the six-month Desk Review was completed 07/22/2019. As the Annual Review is not due until 01/2019, the task is completed following normal business processes and EDBC run with no Run Reason. The consumer's premium will not increase until the Annual Review is completed with the RE Run Reason.

Example 2. On 8/12/2019, the worker enters a WKH case to process the six-month Desk Review. Review of the case and journal shows that an Income Change task was processed on 6/14/2019. The premium did not increase at that time, as the task was processed between review periods. The six-month Desk Review is completed and EDBC ran using the WKH Desk Review Run Reason, which results in continued coverage with an increased premium effective 09/2019. The resulting premium remains in place until 02/2020 when the Annual Review is due.

III. QUESTIONS

For questions or concerns related to this document, please contact one of the KDHE Medical Policy Staff listed below.

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Questions regarding any KEES issues are directed to the KEES Help Desk at KEES.HelpDesk@ks.gov