

Robert G. Bethell Joint Committee on Home and Community Based Services and KanCare Oversight—Specific Issues Resolution 2019

Specific Issues	Conferee(s)	Date Presented	State Agency	MCO	Status	Resolution
Due to credentialing issues with Aetna, Plainview reports more than \$800,000 in unpaid claims.	Cindy Luxem, KHCA/KCAL	8/26/2019	KDHE KDADS	Aetna		<i>Part of CAP; Agency looks to Aetna to provide update</i>
Mission Health claims for June and July 2019 were denied by Aetna.	Cindy Luxem, KHCA/KCAL	8/26/2019	KDHE KDADS	Aetna		<i>Part of CAP; Agency looks to Aetna to provide update</i>
Americare claims for June and July 2019 were denied by Aetna.	Cindy Luxem, KHCA/KCAL	8/26/2019	KDHE KDADS	Aetna		<i>Part of CAP; Agency looks to Aetna to provide update</i>
Community HealthCare System (CHCS) reports the following issues with Aetna: - Failure to identify fully half of their providers as accepting new patients and, after noting the error in Aetna's database in February, the error still was not corrected six months later; - Incorrect recoupment claims by Aetna for more than the amount paid by the provider (a refund of \$5,300.37 was requested for a claim in which Aetna paid CHCS \$594.61); - CHCS noted they were not being paid the Rural Health Clinic Rate, but the issue was not corrected until July, and CHCS is still waiting for reprocessing, which is not scheduled to occur until late August; - Incorrect payments for services provided by CHCS nursing homes led to patient obligations being erroneously doubled; and CHCS nursing facility rates and updates are not loaded correctly, with one facility shown as "non-participating." CHCS recommended immediate termination of the contract with Aetna.	Todd M. Willert, CHCS, attachment to KHA testimony.	8/26/2019	KDHE	Aetna		<i>Part of CAP; Agency looks to Aetna to provide update</i>
Continued issues with eligibility processing. One KACE member facility has 10 percent of its population in Medicaid pending status; every month that applications are pending means the facility is operating without \$24,140.75 of its budget. Need accountability and transparency during the eligibility processing transition.	Haely Ordoyne, Kansas Adult Care Executives (KACE)	8/26/2019	KDHE			<i>KDHE, with the Legislature's support, assumed responsibility for training and quality of eligibility staff effective January 2019. Training curriculum updated, duration of sessions extended, more hands on experience, and trainees are certified they can process cases prior to being released to production. In addition, with legislative support, KDHE is assuming responsibility for processing the more complex eligibility programs: Elderly, Disabled, and Long Term Care. This will be completed in December 2019</i>
Shortage of home health nurses to care for her daughter has resulted in a lack of consistent night nursing for nearly six months, requiring the parents to be the night nurses multiple days per week to cover the shifts while maintaining work and child care responsibilities. The salaries for home health nurses in Kansas need to be increased to retain this staff.	Corrie Calvert, Private Citizen	8/26/2019	KDHE KDADS			<i>Fiscal note would accompany any legislation that would be considered.</i>
None of the Cornerstone Clinic mental health providers, nor three other mental health private practice providers who share offices with Cornerstone Clinic, had received an executed Aetna contract as of 8/26/2019. The providers have experienced several issues with Aetna: considerable delays in credentialing, no reimbursement for services rendered, and incorrect responses to inquiries made to the managed care organization (MCO). They requested Aetna be reprimanded, and the providers receive immediate payment for services rendered.	Jenna Krehbiel, Cornerstone Clinic, LLC.	8/26/2019	KDHE KDADS	Aetna		<i>Part of CAP; Agency looks to Aetna to provide update</i>