

Administration, Kansas Department of

Moderator: Ross, Becky

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09:00 AM CT

OPERATOR: This is Conference # 6437468

Operator: Good morning, my name is Tammy and I will be your conference operator today. At this time, I would like to welcome everyone to the KanCare 2.0 Implementation Conference Call. All lines have been placed on mute to prevent any background noise. After the speaker's remarks, there will be a question-and-answer session. If you would like to ask a question at this time, simply press star then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key. Thank you. I will now turn the call over to Ms. Becky Ross. Please go ahead.

Becky Ross: Thank you Tammy. Good morning everyone and thank you for joining us on this call. Just a reminder that the calls we will continue through March, every Thursday at 9 o'clock. You can find the recordings and transcripts on the front page of the KanCare website, which you can reach by going kancare.ks.gov. Also I would like to remind you everybody to open enrollment continues through April 3rd and that MCO has a customer service number that is listed on the KanCare website along next to each of the MCOs website.

Today, we're going to start with our updates from the MCOs with United.

Carrie Kimes: Hi, good morning. This is Carrie Kimes with United Healthcare, nothing at all exciting to report our operations and everything are going smoothly. We have no new issue. I have been identified since we met and spoke last week. Just a reminder for providers, we have received and loaded our

transition of care files. We still are occasionally getting what we will call at 1B, 2B(?) item where a member was in Amerigroup and transitions United where we are not locating that transition office if you run into that situation, please call into our provider services call center or one of your other United contacts and we can work out those specific, one off but other than that things are going well and that will be our update for today.

Becky Ross: Thanks Carrie. Next, we will turn into Sunflowers for update.

Doug Oster: Hi, this is Doug Oster from Sunflowers. We don't have any like Carrie indicated pretty much the same thing. So far we don't have any new issues to bring to the table today related to KanCare 2.0. This has like to remind folks off last week call, we have provided the telephone number and the email clocks for issues related to any type of HCBS authorization issues you're having. So feel free to use that to take care of those issues, but nothing new to report today. Thank you.

Becky Ross: Thanks Doug and finally I will turn to Aetna.

Keith Wisdom: Hello, this is Keith Wisdom from Aetna. We continue to be on track with our network work with our high priority on it continued to be transition for providers and numbers we do want to announce that we're extending two aspects of the transitional care practices until April 30th, 2019. So providers who are eligible to participate in Kansas Medicaid and not yet contracted with Aetna Better Health at Kansas will be paid as a network at a 100% of the Medicaid fee for service rates through April 30th.

Also providers who are not yet contracted or credentials with Aetna Better Health at Kansas. We will continue through April to just follow the in network prior authorization and notification policies. So the same policies participating providers follow and the requirement to prior authorization out of network services will not go into effect until May 1st, 2019. So, hopefully that helps with any concerns that the providers might have, but you know it if you have concerns about what you see in the process, we have our provider experience line in and provider rescue want to help you through the issues. It's just -- it does not change our priority on solving things now and continuing this transition so. Thank you.

Becky Ross: Thanks Keith and we are ready for an update from First Data, Candace.

Candace Cobb: Good morning everyone. This is Candace Cobb with First data. As all three MCOs have mentioned most of the authorization issues are taking care of if you have an issue that is one of those rare instances at this point, please don't hesitate to contact our helpdesk and be sure you explain to them. It is a transition from Amerigroup or another one MCO to another. They will escalate that issue if you ask them to do that and they can answer your question if they can't find the authorization they'll look for it, but they will escalate that create a ticket, which will give you a reference number. That escalation will come to our check team to your 2 and to your 3 and they'll look and they'll contact me. So be sure you call them 1-800-441-4667 or email them at authenticare.support@firstdata.com. That's authenticare.support@firstdata.com.

Now, I do have a request from all of you if you are providers on the call today who provide HCBS services whose claims are mandated by KDAD to flow through AuthentiCare and you are not currently receiving a slash communication directly from me or from our client services team. Please email me at candace.cobb@firstdata.com. I want to assure that you get those slash communications because we will have training notices coming up and then our technical support team send slash communications from our First Data client services. So I want to make sure you're getting all the information needed. Thank you very much Becky.

Becky Ross: Thanks Candace.

Candace Cobb: You are welcome.

Becky Ross: Tammy, I think we are ready to take some questions now.

Operator: Thank you. As a reminder if you would like to ask an audio question, please press the star followed by the number one on your telephone keypad. Again that is star one. And your first question, caller please introduce yourself and ask your question.

Margaret Setter: My name is Margaret Setter(?) and I am a Lease(?) Scheduling Specialist at the Family Conservancy in Kansas City, Kansas. And I am fortunately have been having a lot of frustration and I am unsuccessful customer service from Aetna Better Health of Kansas since January 9th. I have been trying to

secure a Swahili interpreter for a refugee child and her family who are needing outpatient behavioral health counseling.

I have spoken with seven different representatives from Aetna Better Health, Kansas since January, the 9th trying to secure an interpreter for two appointments. The appointments were initially going to be on January, 29th. At that time, I had not heard back from them and we had to cancel the appointment the day -- that day because we didn't have an interpreter and Aetna Better Health had not call back to confirm that they could find someone and then the other issue again and then there was another appointment scheduled for yesterday and again we did not receive any confirmation.

I've spoken to people in Member Services. I've spoken to Chris who is the supervisor in Member Services. I've spoken to a care management associate and case management and what was another frustration was that on Tuesday of this week, I spoke with Teresa Debau(?) and she tried to reach all these other people who I talked to before and none of them were available. She tried to reach the interpreter agency Akorbi in Texas, but had to leave a message and she asked me to call her back if I heard her from them and when I called her back that phone number was a travel agency number and I double checked with her the number and it was the same number.

And I just feel that I'm so frustrated with this, but can you imagine how this family feels. They've only lived in the United States since September. And they had to leave their country because of the civil war where we placed in a refugee camp and now they come to the United States and they're given this kind of service that just doesn't add much faith in our country let alone. So those are frustration that they're experiencing trying to get services.

Keith Wisdom: Margaret, this is Keith Wisdom. Can we get your phone number so that we can add my leadership team with me will reach out to directly with you today and work through this issue for you?

Margaret Setter: Okay, my phone number is 913-742-4357. The one other thing, I want to point out was that I had spoken to Akorbi and they were trying to find an interpreter and we're having a hard time. There was a few problems with communication with the family because their phone number had changed because the supervisor said well they need a case manager, but they already had a case manager through cash securities and I explained to them

that how are we -- how were we going to get an in person interpreters when we were dealing with an interpreting service in Texas.

And I had recommended that they should call Jewish Vocational Service is here in Kansas City, because we've had success in using their services and finding us Swahili interpreter before and because we met so much frustration with this, my supervisor gave me the approval to contact to Jewish Vocational Services on Tuesday after I didn't get that you know satisfactory response from Aetna and I was able to find because Swahili interpreter on such short notice and they came yesterday and unfortunately we're going to absorb that cost unless you want to refund us.

Keith Wisdom: I apologize for the service you received and understand the frustration of the situation and like I said we'll be in direct contact with you today and find a resolution to this.

Margaret Setter: Well I hope so because it's been very disappointing. And I guess I'm just wondering why are you not using a local service when this agency in Texas has failed on us twice.

Keith Wisdom: We will hold our vendors accountable and evaluate those based on your feedback. So thank you.

Margaret Setter: Okay.

Operator: Your next question, caller please introduce yourself and ask your question.

Ruth Cornwall: Hi, this is Ruth Cornwall with Kansas Medical Society. Good morning, my question is for Aetna, a couple of questions. Keith, can you give me an update please on the provider directory. I'm putting in my hometown zip code and putting in a hospital name and it's not coming up. Can you tell me where you're at on getting credentials providers loaded in the provider directory?

Keith Wisdom: So, my latest update and it was a while ago is that you were fully functional on our search function. So, we'll speak the offline and see exactly what your experience and we will do some testing ourselves to see what may have changed, but it was fully functional and had those discussions with the state and checked it ourselves. So, we will follow up with you and do some of our

own testing. Regarding credentialing, now we are working through on our state commitments and credentialing timeframes the majority providers that our waiting to be credentialed, are waiting because there's missing information that is needed in order to come -- to enter them into the CBO credentialing process.

So we continue to reach out to providers to secure the missing information, so they can go through what most people perceive as the credentialing process of using the verification organization.

Ruth Cornwall: Are those, these things are getting loaded. Are they getting mapped correctly because I'm pretty concerned about Real Health Clinic and hospitals you know providers go to multiple locations? Has there been any mapping pickups yet?

Keith Wisdom: So, regarding Real Health Clinics, there's been a couple of questions on these calls before and our investigation shows that they are loading correctly. The instances we've investigated as you know Real Health Clinics have part of their services paid in encounter rate and part of their services paid at a fee for service, so they have to be loaded under two NPIs and you know few instances we found errors where if they were paid on the under the incorrect NPI for the service submitted and so we are reeducating our claims team to avoid those challenges in the future.

Regarding our loading, we continue to scrub the load and look for take feedback from providers and review it proactively ourselves to make sure it's loaded as accurately as we can. So that's we believe kind a good job, but if there's always opportunities for improvement with that we continue to look for.

Ruth Cornwall: Okay, thank you. My last question I apologize. I appreciate Aetna is expanding that continuity of care in April 30th and as paying all providers in network that I understand that correctly.

Keith Wisdom: All providers who are eligible to participate in Kansas Medicaid and so are not yet contracted, will be paid at 100% of Medicaid fee for service today.

Ruth Cornwall: And could you speak –

Keith Wisdom: We will be submitting today a formal announcement for KDHE approval and KDHE has agreed to distribute that formally and we will be posting it to our website after it goes through the process.

Ruth Cornwall: That's great, thank you.

Operator: Your next question, caller please introduce yourself and ask your question.

Becky Ross: Hello, can you introduce yourself please.

Gail Herndon: Yes, this is Gail Herndon and I do HCBS billing for three different agencies and my question or statement is for Sunflower. I am having -- this has been going on since we changed the care levels and it seems like I am always having to do corrections on care changes, not getting done appropriately with Sunflower and this is throughout the three agencies that I worked with so I just like to them to revisit their system and take a look at this and see if we can get this a little bit explain here in the future. Thank you.

Doug Oster: Stephanie, this Doug Oster, are you on the line.

Stephanie Rasmusen: I am. Can you hear me?

Keith Wisdom: Yes, we can.

Stephanie Rasmusen: Okay, thank you and Gail, this is Stephanie and I would be happy to give you a call. I'd like to get a couple of examples from you if I could and so we can better problem solved. Can I get your number?

Gail Herndon: 785-819-3456.

Stephanie Rasmusen: Okay, great. I will give you a call. Thank you very much.

Gail Herndon: Thank you.

Operator: Again to ask an audio questions, please press star one on your telephone keypad. And your next question, caller please introduce yourself and ask

you question.

Denise My name is Denise McFerrin and this is for Aetna. We
McFerrin: are Real Health Clinic and we have just recently been getting our encounter rate and we're also getting our encounter rate on everything from hospital charges to lab, X-ray, what we need to do to fix that.

Keith Wisdom: Denise, if you give us your phone number, we will reach out directly to you specific claims examples of where that's happened will be the best source for us to investigate resolve.

Denise Okay, perfect. My phone number is 785-242-5061. I'm sorry, I'm
McFerrin: sorry. It's 242-1620 and my extension is 337. The other question I have. Go ahead --

Keith Wisdom: Is that 242-1620, extension is 337.

Denise Yes, that is correct. The other question I have again for Aetna. When we
McFerrin: were billing for a CBC, TSH and there's one other code in there with that you guys are bundling it to the general health panel. The other MCOs have us break that out and then you guys are bundling it. We're not getting paid, prior to getting paid our Real Health rates. We weren't getting paid for the individual test and we weren't -- we're not getting paid for the general health panel either. So how are we to bill that and we just have been bill that like we do the other MCOs and this is for Aetna as well.

Keith Wisdom: Again when we talk to you, we will take a specific example on that in and you know be able to provide you guidance to the solution.

Denise Okay, great. All right. Thank you.
McFerrin:

Operator: Your next question, caller please introduce yourself and ask your question. Caller, your line is open.

Natalie Nelson: Yes, my name is Natalie Nelson. I'm calling from Independent Living Resource Center. My question is for KDAD. In regards to ECS, sleep cycles I know the minimum amount that per night is six hours. But what is

it for overnight respite. What is the minimum hours per night? We had a consumer that. Is the only authorized for about 32 hours a month and so we try to bill at six hours per night and it didn't show a unit, so we put in eight hours and then it showed unit. So could we look through all the manuals and couldn't find where it showed what the minimum for overnight respite is.

Amy Penrod: Hi Natalie, this is Amy Penrod. Let me look that. I apologize and my staff are experts in this. I in particular am not, but I will get that for you. Can I get your phone number?

Natalie Nelson: Yes, it's 316-942-6300, extension 212.

Amy Penrod: Okay, I will have somebody give you a call here very shortly.

Natalie Nelson: I appreciate it. Thank you.

Operator: And there are no further audio questions.

Becky Ross: Operator, let's just give a few more seconds to see if anybody have any further questions.

Operator: Certainly to ask an audio question, please press star one on your telephone keypad. You do have another question, caller please introduce yourself and ask your question.

Lorie Walter: Hi, this is Laurie Walter from OCCK and I was wondering on these answers for like the minimum hours of overnight respite. Can you publish those with the minutes because we all need to know that? Thank you.

Becky Ross: Laurie, I don't know that it'll be part of the transcript because that's done by the folks managing this call, but I'm sure that Amy and her staff will have a way to share that information with everybody.

Amy Penrod: Are you on our ListServe Laurie?

Lorie Walter: Yes.

Amy Penrod: Okay. I tell you what we can do as we will get the answer. I will give Natalie a call and then we will send out the answer as a kind of an FYI on our ListServe.

Lorie Walter: Okay, great, thank you.

Amy Penrod: Thank you.

Operator: And there are no further audio questions.

Becky Ross: Okay, thanks Tammy. Thank you all for joining us this morning and please remember that we will back here again next Thursday at 9 o'clock. Good day.

Operator: Ladies and gentlemen that does conclude today's conference call. You may now disconnect.