

Administration, Kansas Department of

Moderator: Mendy Jump for Ross, Becky

April 4, 2019

09:00 AM CT

OPERATOR: This is Conference # 4565148

Operator Good morning, my name is Beth, and I will be your conference operator today. At this time, I would like to welcome everyone to the KanCare 2.0 implementation. 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 during 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.

Mendy Jump, you may begin your conference.

Mendy Jump Good morning everybody. This is Mendy. Becky is out today, so I will be leading the call, thank you for joining. We have just a few quick updates. All of the recordings and transcripts for the calls are located on the KanCare website at kancare.kansas.gov. The open enrollment ended yesterday, so any other members that wish to change need to have a good cause reason for doing so. We will go ahead and start with the MCO updates. Today, we will start with Sunflower.

Doug Hi, this is Doug [unintelligible] with Sunflower, and today we have no new updates related to any KanCare 2.0 issue thank you.

Mendy Jump Next, we will go with Aetna.

Keith Wiscon Hello, this is Keith Wiscon with Aetna. The CR log is updated. We continue to make solid progress. Just a reminder, if you have an issue that has not been addressed, please reach out to our provider experience team. Continue to use the 1 (855) 221-5656 number. And also, you can find resources at aetnabetterhealth.com/Kansas, aetnabetterhealth.com/Kansas.

Whereas, if you have escalated issues that have not been addressed with 1-855 number, you can reach out to your provider experience rep we have it listed on the website, so that's our update thanks.

Mendy Jump Thanks Keith. Next, we will go with United.

Cary [Keins] Hi, good morning this is Cary [Keins] with United health care. No new issues or updates related to implementation. I do always like to take the opportunity just to remind providers that we do have our all MCO workshops coming up at the end of this month. And for those of you that are not familiar with that, this is a combined effort between the three MCOs where we offer overall Medicaid training, billing, eligibility things like that.

And then you'll have an opportunity to talk to each of the MCO's individually. The invitation is posted as a K map bulletin, and then there's also a section on K map. It is called a workshops schedule where you can register for those. We're going to be in Hayes on Tuesday April twenty-third, Wichita on Wednesday April twenty-four, and then there's a session in [unintelligible] on May first. So, if you haven't had a chance to take a look at that invitation and register, we encourage you to take a few minutes to see if that's something you're interested. And that's all I have Mendy.

Mendy Jump Thanks Cary, and then lastly, we'll go to Candace from First Data.

Candace Cobb Good morning everyone, this is Candace Cobb with First Data authenticare. As always, please let us know if you have any issues at all or any questions. No question is too simple to ask. Our help desk number is 1 (800) 4441- 4667 or you may email them at authenticare.support@firstdata.com. What will happen is if you have a question that needs to be escalated, a ticket will be created, and you will be given that ticket number so that you can track that.

That also logs any issue that we need to know about, so please keep the help desk in mind with your questions. If you have a question about training or authenticare overview or anything in that regard, you're welcome to email me at Candace candace.cobb@firstdata.com. I will be happy to take your email and try to answer your question as best I can or schedule some overview training for you, so.

I also want you to email me at that email address. If you are not getting [flash] communications from me every so often, we do have training upcoming throughout the spring and summer. So, I would want you to be sure to get that flash communication about that training so thank you.

Mendy Jump Thank you, Candice. Okay Beth, I think we are ready to open up the line for questions.

Operator If you would like to ask a question, that's star one on your telephone keypad. We'll pause for a moment to compile the Q&A roster. Again, that's star one if you would like to ask a question. We do have a question please state your first and last name. Your line is open.

Tish Hollingsworth Good morning, this is Tish Hollingsworth with the Kansas Hospital Association. And this question is for Keith at Aetna. Good morning Keith, how are you?

Keith Wiscon Morning Tish.

Tish Hollingsworth I just wanted to kind of follow up and ask I know you guys did an extension of that transition of care policy. Can you provide a little update on how that's going and the progress?

Keith Wiscon So, yeah, we extended the out-of-network providers being treated as in-network -- in-network payment rates from the March thirty-first original date to through the end of April. We have not -- we have received some positive feedback for doing that, but we have not heard any concerns or any issues. Didn't expect any since it was a continuation of how we've operating. So, as far as I know, that extension is [obsolete].

Tish Hollingsworth Okay, thank you.

Operator Your next question comes from the line of Gail Herndon. Your line is open.

Gail Herndon Hi Keith. This is Gail. I'm checking on the client obligation issue. My understanding is that you corrected this, and it's up and running as of April first. The question is we're getting ready to bill our batch claims from March. Will the client obligations be taken out of March's claims or are we going to have to add all of those as well to the ones we're still compiling?

Keith Wiscon So, Kim Glen is -- and her team is very involved in that, and so, I'll let Kim Glen answer that.

Kim Glen Yeah, Gail new day claims, we will be deducting the client obligation. We are still working on running our report for the past claims so that we can either based upon the providers input whether we'll do an offset on the remittance advice or go ahead and send the recoupment letter.

 So, we are still in the process of pulling our claims report. We do have that updated on the claims resolution log. So, the current day claims when you get ready to submit them it should be deducted.

Gail Herndon Okay, so on March should have the client obligation taken out then.

Kim Glen Correct.

Gail Herndon Okay great, okay and just speaking for myself, the preference would be as quickly as you can possibly recoup these dollars [that offer] me and tracking all of this.

Kim Glen Yes, and we should have a new status on pulling the claims report. There were a couple of questions in email today that we needed to answer. So, after we do that today, we'll know a status and we'll keep that updated on the CR log.

Gail Herndon Okay great, thank you.

Kim Glen Okay thank you Gail.

Operator Again, if you would like to ask a question, star one on your telephone keypad. There are no further questions at the present time.

Mendy Jump Okay, I think we'll just pause for a moment to see if any other questions come in.

Operator Again, that's star one if you would like to ask a question.

Mendy Jump Okay well if there's no other questions, I think we can go ahead and end the call today. Thank you everybody for calling in and participating.

Operator This concludes today's conference call. You may now disconnect, thank you.