

Administration, Kansas Department of

Moderator: Ross, Becky

April 11, 2019

09:00 AM CT

OPERATOR: This is Conference # 4352349

Operator: Good morning! My name is Raiza, and I will be your conference operator today. At this time, I would like to welcome everyone to 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, 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 would now like to turn the call over to Ms. Becky Ross. The floor is yours.

Becky Ross: Thank you. Good morning everyone and thanks for joining us on this call. I'd just like to remind you, we have two more calls scheduled at the end of April, on the 18th and the 25th. The recordings and transcripts from all the calls are on the KanCare website, where you can also find links to each of the MCO's website.

Our open enrollment period has ended. So now folks will just have their regular enrollment period a year from now. So first I'll turn it over to Candace Cobb from First Data for a few reminders. Candace?

Candace Cobbs: Good morning everyone. This is Candace Cobb with First Data. I do want to remind you all that if you are a provider on this call and you provide HCBS services and those services are in AuthentiCare, please do let me know if you are not receiving any of our flash communication. They are not published weekly, but they do hold important information for you, so I don't want you to miss that. Please email me at candace.cobb@firstdata.com so that is candace.cobb@firstdata.com (all one word) if you are not getting flash communications and wish to be on that flash communication list.

I also want to say that if you are having any questions or issues or any notices about changes in the system that you're not familiar with, please do call our helpdesk or email our helpdesk and the phone number for that is 1800-441-4667 or email those folks at authenticare.support@firstdata.com. Firstdata again is all one word. That way, a ticket can be created if it's not a simple question. The tech will create a ticket for you, give you the ticket number, you can track that question and so can we. So thank you very much for your time.

Becky Ross: Thanks Candace. Now we'll turn it over to Jeff Stafford at United for their update.

Jeff Stafford: Hi, Good morning everyone. The United update in terms of implementation is that there are no major systemic issues and everything that is a one or two item issue are being handled pretty well and expeditiously, so we're feeling pretty good about that. I would like to remind folks, if you're with the CMHC, there is a CMHC Billers Meeting later today.

Also provider training sessions that are all-MCOs are next week and, you know, please attend one of those if you think it would be helpful. We'd love to see you there and all work collaboratively towards solutions or you know making sure that things are getting to where they need to be. And I'll end it there and then we'll answer questions as they come up.

Becky Ross: Thanks Jeff. Next, I'll turn it over to Doug Clyde for an update from Sunflower.

Doug Clyde: Hi, this is Doug Clyde from Sunflower. Today we have no new issues related to KanCare 2.0. I always want to remind providers that the state does keep a global issue log out there for just continuing problems that the MCOs do report to the state, so you're always able to track those. I try to remind people at MCOs, we do provide information out there.

So that's always a good place to take a look if you're encountering problems. Just look up. Feel free to reach out to your appropriate MCO rep for some part if you have questions, thank you.

Becky Ross: Thanks Doug. Now Scott Brunner will provide the update for Aetna.

Scott Brunner: Good morning. This is Scott Brunner with Aetna Better Health of Kansas, and I've got three updates for today. First of all, we had the state-approved our provider manual and our manual for access to Care, our transportation vendor. Those will be posted as soon as we can get 'em up. I think it'll be early next week to have those posted and available. The state also approved a provider-facing frequently asked questions document from SkyGen our Dental and Vision Center and it has answers to several of the common questions we've been getting about verifying your credentialing with SkyGen and how to get connected through Aetna in that process. So I'd look for that as well the first part of next week.

I want to provide a second update for federally qualified health centers and rural health clinics. We've been tracking issues around encounter rates for a while through this call, that's documented on the CR Log, and I just wanna point people back to that log as a place for updates as we get the system resolution built and then re-processing claims as well. So there's an update there that would be good to go look at. And then finally, on our Transition of Care Policy as we've told you in prior weeks, we've extended the transition of care for treating non-network providers as though receiving 100 percent of the Medicaid fee schedule and applying all of the network prior authorization requirements through the end of April.

That bulletin is on the KMAP website. We've reported in earlier weeks that it's also on our website. For some reason, it's falling off of the "what's new" provider link, and so we're working on getting that reposted and it doesn't change the timeline, but we did want to correct that it's on our website as well as on the KMAP website. So I think those are the three updates that we wanted to provide today and again, just as a reminder to look to the claims resolution log for updates in addition to other issues that we're tracking. Thanks.

Becky Ross: Thanks Scott. Now Operator, I think we're ready to turn it over for questions.

Operator: All right. At this time, I would like to remind everyone, to ask a question, press star, then the number one in your telephone keypad. Again, that is star and the number one on your telephone keypad. We'll pause for just a moment to compile the Q&A roster. Thank you. Your first question comes from the line of Lorie Walter. Your line is now open.

Lorie Walter: Thank you. This question is for Aetna's credentialing. I am from OCCK and we're an HCBS provider. I have submitted all credentialing documentation last October. I sent the signed contract in on January 2nd. We still haven't gotten our welcoming packet yet. When can I expect this?

Lisa: Hi Lorie. This is Lisa Castillo [?], and I will look into that. What is your phone number? And I can give you a call after the meeting.

Lorie Walter: 785-827-9383.

Lisa: Okay, 785-827-9383 ?

Lorie Walter: That's correct.

Lisa: Okay.

Operator: Your next question comes from the line of Barb Zimmerman. Your line is now open.

Female Speaker Barb, do you have a question?

Operator: Barb Zimmerman, your line is now open.

Female Speaker You may need to unmute your line. We can't hear you. Operator, do we have another question.

Operator: Your next question comes from the line of Cathy Anderson. Your line is now open.

Cathy Anderson: Hi, this question is for the Aetna representative. I am interested, you said the state had approved the SkyGen manual. I was just interested in how we can get that. I'm kind of like the other caller. We have been trying to get set up with our providers. We're an Ophthalmology practice and we've been trying to get set up since like in October as well.

Still don't have everything in place, but I'm really interested in the SkyGen manual and getting that set up. We got approved, I think we're approved in the system, but haven't seen any concrete evidence of that for

being in the Aetna MCO, but particularly for the SkyGen portion of it since we are an Ophthalmology practice.

Scott Brunner: Cathy, this is Scott Brunner. So if I misspoke, I apologize. It's a frequently asked question. It's documented. It's not the full provider manual but in that document, there's some instructions on the 800 number you can call or the website you can go to check on your status with SkyGen.

If you could give me your phone number, I'm happy to give you a call, and I can get back to you or put you in contact with somebody at SkyGen to verify that for you.

Cathy Anderson: Okay. My number is 316-712-4970. I'm at Central Plains Eye MDs, in Wichita, Kansas.

Scott Brunner: Thanks Cathy. We'll be in touch today.

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

Gail Herndon: Good morning. This is for United this morning. I have an issue that I've been trying to work with the provider rep, but I'm not getting anywhere. We had a payment for an FMS admin claim and then it was recouped and because of the person having a client obligation.

There's a list published by this back in 2014 that FMS admin is not supposed to be deducted for the client obligation, but I can't seem to get anywhere with my provider rep. So I need assistance on this from United, if I could. [?]

Jeff Stafford: Okay, this is Jeff from United. I am our Chief Operating Officer, and I will be happy to, you know, escalate this to me and dig in and take a look at it and get you an answer. Can I give you my email and make sure and I'll send you my cell phone and we'll go from there?

Gail Herndon: Okay. Go ahead.

Jeff Stafford: Sure, in fact, I'm just giving both to you now. So my email is jeff_stafford@uhc.com And my cell phone is area code 913-633-6305.

Gail Herndon: Okay.

Jeff Stafford: And if you wouldn't mind, can I just make sure I get your contact info down and that way, I can make sure and get on it.

Gail Herndon: Sure. Yeah. My phone number is 785-819-3456.

Jeff Stafford: 785-819-3456. And what's the name of the... it's for which Anthem provider?

Gail Herndon: It's for OCCK.

Jeff Stafford: OCCK. Okay. And I'm also going to give you Natalie Hayes contact info. Just because she's another good resource here that we can use and, you know, two is better than one. Natalie is natalie_hayes@uhc.com. And her phone number is 314-592-7534, and Natalie is what we call performance excellence. She has to solve the, you know, problems that are, you know, above normal and, you know, untangles knots, and so let's use both of us and get you untangled.

Gail Herndon: Okay. Super. Thank you.

Jeff Stafford: You bet.

Operator: Your next question comes from the line of Cathy Anderson. Your line is now open.

Cathy Anderson: Hi, this call is for Jeff of United HealthCare. Did you say something about? I was trying to take some notes about training sessions. Was this for provider staff or I didn't really understand that. Is that going to be available next week?

Jeff Stafford: Yes. So the training that I was talking about was our all-MCO training that I know that each of the MCOs have been working together to, you know, put on and let me get the 411 on the times and locations and we'll get that up.

Becky Ross: Cathy, this Becky Ross and providers can go on to the KMAP website and register for the training. The MCOs do this periodically. They're all together and do an all-MCO training that lasts half a day, and they're available to answer questions. It's a really good resource that you can go on to the KMAP website and register for the training.

Doug Clyde: Yeah Cathy, Doug Clyde from Sunflower. The Wichita Meeting is on the 24th. There is one on the, let's see, 22nd, Tuesday in Hayes, 24th in Wichita, and then the next week, there'll be one in Olathe after that week.

Cathy Anderson: Okay, okay, all right.

Doug Clyde: Yeah go out to the KMAP site and register.

Cathy Anderson: Okay great. Yeah. That's a big help, thank you.

Operator: Your next question comes from the line of Barb Zimmerman. Your line is now open.

Barb Zimmerman: Good morning. I have a question for Aetna. It came to our attention that for the ISPs, Aetna is using a Dynamo system and we have not been receiving any ISPs from the new email box associated with that system. And in addition to that, there was concern that the algorithm for the 4.6 week conversion into monthly units is incorrect, and it's causing incorrect units to be put on ISPs and also potentially in AuthentiCare.

I can't personally verify that because we have not received any ISPs through that system, but a senior coordinator felt that there was issues with that. And so my other question then is, are other providers receiving their ISPs through that system or is it a global problem?

We had been in contact with Stephanie Gramlick yesterday, and she was going to try to look into it, but we have hundreds of members with Aetna, and we've received maybe three or four ISPs that came directly from a care coordinator, not through your Dynamo System.

Stephanie Gramlick: Hi Barb. It is Stephanie Gramlick, I'm on the call today and yes, you and I talked yesterday and I did look into that, and we have staff looking into it right now. And I had sent you a follow up email yesterday at 4 letting you

know that my staff was pulling out numbers and checking Dynamo versus the ISP, and then we're also looking at that email box as well. So we do understand that you have, you know, a few hundred members with us and we are working to resolve that issue, so I'll be in touch with you later today after I find out from my staff what the issue is. So I'll be in touch later today.

Barb
Zimmerman: Okay, thank you.

Scott Brunner: And Barb, this is Scott Brunner. I just checked your other question, which we may have to do some more investigation on. It's on that conversion from weekly hours to monthly and how that shows up. So your question is about the conversion factor and then since you can't see it on the ISPs or you worry about it being correct in AuthentiCare, it's about that fact within that 45.

Barb
Zimmerman: What we need under that ISP is, we need a total monthly unit that the consumer is approved for and that has to match what is in the AuthentiCare system.

Scott Brunner: Okay, I just wanna make sure I got the question correct. Thanks Barb.

Operator: Again, if you would like to ask a question, press star and the number one on your telephone keypad. Your next question comes from the line of Belinda Mahoney. Your line is now open.

Belinda
Mahoney: Hi, this is for Aetna and it's similar to a previous caller, regarding SkyGen. If you could please contact me also about the SkyGen contracts and who we can get in touch with so we can be sure to have this completed by the end of the month, and my number is 620-669-2644.

Scott Brunner: I missed your first name when you came on the call.

Belinda
Mahoney: Okay, you missed what?

Female Speaker: Belinda.

Scott Brunner: Belinda, okay, I'm sorry. I wasn't paying closer attention than I was, I apologize.

Belinda Mahoney: Okay.

Scott Brunner: We'll reach out today.

Belinda Mahoney: Okay, thank you.

Operator: Your next question comes from the line of Candi Temple. Your line is now open.

Candi Temple: Hi, this is Candi Temple with Stormont Vail in Topeka. I have a couple of questions for Aetna. We have regular calls with an Aetna Rep every couple of weeks about our issues, and we'd really like to know when we can expect an executed contract?

Lisa: Hi, this is Lisa. We can get that out to you, we do have an executed contract for you, so I don't know why you have not received it. What is your phone number?

Candi Temple: 785-354-6259. We keep being told that this is going to be checked on, but then we never hear. So and we just ask every time we have a phone call and we just aren't getting an answer on that. So thank you.

Lisa: Yep. I will get back with you after this call.

Candi Temple: Okay and then the other question, we have a big concern about not receiving our remittance advices electronically, and we want to make sure that happens before our big reprocess of claims happens.

Lisa: Okay, I will follow up on that too.

Candi Temple: Okay, great, thank you.

Lisa: You are welcome.

Operator: Again, if you would like to ask a question, press star, then the number one on your telephone keypad. There are no further questions at this time. Please continue.

Becky Ross: All right. Thank you, Operator. Thank you all for joining us on the call, and remember that we have two more of these scheduled on the next two Thursdays in April. Thanks for joining us and have a great day.

Operator: This concludes today's conference call. Thank you everyone for participating. You may now disconnect.