



Supports and Training for Employing People Successfully (STEPS)

» **Member Handbook** «

kancare.ks.gov/steps

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Working Healthy Program
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STEPS forms and more information are
available online at: kancare.ks.gov/steps

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» What Is STEPS?

- STEPS is a program in Kansas that helps people with disabilities find and keep a job and learn to do things by yourself, like cooking and cleaning. It gives you health care and related services from KanCare.

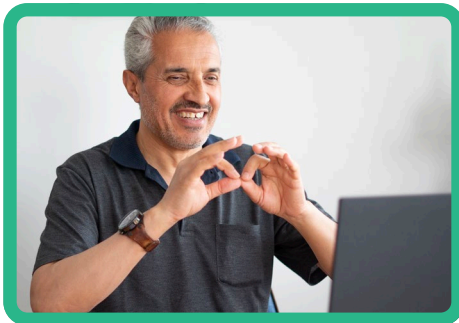


» Can I get STEPS?

- You need to be between 16 and 64 years old.
- You get money from the government because you have a disability. This money is called SSI (Supplemental Security Income) or SSDI (Social Security Disability Insurance).
- Your money and things you own has to be below certain amounts set by the rules. For some members, your income can be up to three times the current Federal Poverty Level (FPL), and you can have assets worth up to \$15,000. Assets include things like money in bank accounts.



- You should be able to work at least 40 hours each month and earn at least \$7.25 per hour.
- You must have a behavioral or mental health condition, physical disability (PD), intellectual/developmental disability (IDD), or brain injury (BI).
- You need help to find and keep a job and live on your own.



» What kind of help can I get from STEPS?

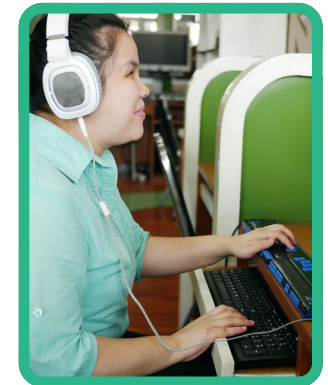
- Pre-vocational skills training: Teaches you skills for getting a job, like how to do well in job interviews.
- Independent Living skills training: Helps you learn to do things by yourself, like cooking and cleaning.
- Transportation: Gives you rides to work or other places you need to go.
- Employment supports: Helps you find a job and keep it.



- You should be able to work at least 40 hours each month and Personal Assistance Services (PAS): Helps you find someone to assist you with everyday tasks, like helping you bathe, get dressed, or cook.

- » Medication Management: Helps you refill medication, set up medications, and take medications at the right time.
- » Meal Delivery: Someone will bring meals to you at home.
- » Personal Emergency Response: Gives you emergency help when you live alone.

- Assistive Services: Helps you in your everyday life. They can help you get medical equipment, a ramp, or other things to help you live on your own.

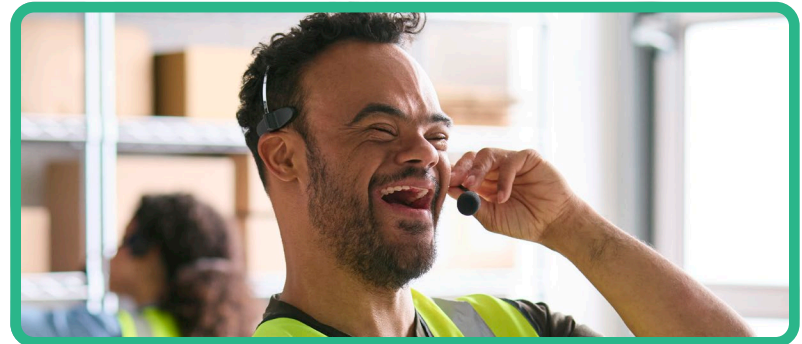


» What if I am on the waiting list for an HCBS waiver?

If you are waiting for a spot on a Home and Community Based Services (HCBS) waiver and decide to join STEPS, you will stay on the waiting list. You can pick STEPS now and still get the other help from a waiver later if you choose.

» What if I lose my job?

If you lose your job, you need to tell your Community Service Coordinator (CSC), Working Healthy Benefits Specialist and the STEPS Program Manager within 10 days. Your Working Healthy Benefits Specialist will talk to you about your options, like a temporary unemployment plan. You can stay in STEPS for up to two months without a job.



» How do I join STEPS?

1. Talk to your Managed Care Organization (MCO) Care Coordinator.
2. The STEPS Program Manager will check if you can join.
3. A Managed Care Organization (MCO) Care Coordinator will visit you to talk about the services/help you need.
4. Your Community Services Coordinator (CSC, or Case Manager) will help you make a plan for the service

» What are Premiums?

People who make more money may be charged a monthly amount to pay for their health insurance coverage under STEPS. The amount of your premium is based on how much money you make.

For more information about Working Healthy premiums go to:

https://content.dcf.ks.gov/ees/keesm/Forms/ES-3165_WorkingHealthyPremiums_05_12.pdf

If you have questions about premiums, talk to a Working Healthy Benefits Specialist.



» What are my Rights?

- You have a right to information that helps you make choices about STEPS.
- You have a right to person-centered planning. This includes an Individualized Service Plan and/or an Emergency Back-Up Plan.
- You have a right to oversee your services.
- You have a right to choose who you want to be part of planning your STEPS services.
- You have a right to know and understand what services you get.

- You have a right to file a complaint or appeal if you have problems with STEPS For help with appeals and state fair hearings:

- » [Kancare.ks.gov/members/help-resources](https://kancare.ks.gov/members/help-resources)
- » [Kancare.ks.gov/members/help-resources/kancare-ombudsman](https://kancare.ks.gov/members/help-resources/kancare-ombudsman)
- » [Kancare.ks.gov/appeals-fair-hearings](https://kancare.ks.gov/appeals-fair-hearings).
- » [Kancare.ks.gov/members/help-resources/appeals-fair-hearings/state-fair-hearings](https://kancare.ks.gov/members/help-resources/appeals-fair-hearings/state-fair-hearings)

- You will not lose STEPS services without someone talking with you first.



» What are my responsibilities?

- You need to follow the STEPS program rules in this Member Handbook. These rules will be talked about more when you do your individualized service plan and annual participant agreement.
- You are in charge of getting the information you need to make choices about STEPS services.
- You need to give Kansas Department of Health and Environment (KDHE) staff the paperwork needed for your annual eligibility and six-month reviews. If you do not do this paperwork, your STEPS services will end.
- You must be available for the Managed Care Organization (MCO) Care Coordinator/Case Manager to do the STEPS assessments, or your STEPS services will end.

- You must have an Emergency Backup Plan that makes sure you have a plan if the person who helps you does not come and that you have a plan for what you will do if an emergency happens.
- If you choose to direct your own care, you are in charge of the responsibilities and risks of directing your care. You will also have to do paperwork and turn in timesheets to your FMS provider to make sure your personal assistants (PAs) and providers are paid.
- You need to tell your Community Service Coordinator when you are not working at least 40 hours a month. You must talk to your Working Healthy Benefits Specialist to set up a Temporary Unemployment Plan if you want to stay in STEPS.



- You need to tell your Managed Care Organization (MCO) Care Coordinator/Case Manager or Community services will end.
- You must have an Emergency Backup Plan that makes sure you have a plan if the person who helps you does not come and that you have a plan for what you will do if an emergency happens.

» Who can help me and answer questions about STEPS?

- **STEPS Program Manager:** Erin Sanders-Hahs is in charge of the STEPS program. You can email Erin at erin.sandershahs@ks.gov or call 785-291-3169.
- **Managed Care Organizations (MCOs):** These organizations provide health services under Kansas Medicaid, also known as KanCare. They help you manage your care to make sure you receive the right services.



- **Working Healthy Benefits Specialists:** These specialists help you understand how working might change your government benefits like SSI or SSDI. They answer questions about your earnings and benefits and can help you sign up for STEPS. You can find out who your local Benefits Specialist is by checking the Benefits Specialist Regional Map

([Kancare.ks.gov/benefits-specialists](https://kancare.ks.gov/benefits-specialists)).

- Or scan the QR code below to get information about Benefits Specialists.



- **MCO Care Coordinators:** They visit you to find out what kind of help you need, and make sure you know about the services you can get. They also check if your home is safe and help you get safety items like smoke detectors. They will keep checking in with you to see how things are going
- **Community Services Coordinators (CSCs):** They help you manage your STEPS services. They help you find STEPS Service Providers for personal assistance, transportation, meal support, job training, and ways to make your home or care more accessible. They update your service plan as needed. They also help you with getting reimbursed for expenses.



- **Fiscal Management Services Providers (FMS):** These providers manage the payments for the services you use. They have a website where you can see your service details, take care of paying for your services, fill out paperwork, and do background checks for personal assistants. Make sure your personal assistants (PAs) and providers are paid.
- **Kancare Ombudsman:** This is a dedicated helper for those getting long-term care through KanCare. The Ombudsman helps you with understanding your plan and benefits, figuring out your bills, and solving any problems you might have with STEPS or KanCare. If you need help understanding your rights, the Ombudsman can help you and connect you with important people if you need more help.

You can contact the KanCare Ombudsman at **1-855-643-8180**.

