**Administration, Kansas Department of**

**Moderator: Ross, Becky**

**January 17, 2019**

**09:00 AM CT**

OPERATOR: This is Conference # 4377239

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| Operator | Good morning, my name is Christine, 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 speakers' 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 six ounces. Thank you. Ms. Becky Ross, you may begin your conference. |
| Becky Ross | Thank you. Good morning, everyone. Thanks for joining us again for this call. We have a couple of updates from KDHE, WE have all three of the managed care organizations represented, as well as KDAD and our enrollment broker DXC.For our update from KDHE, I just want to remind everyone that we're continuing these calls every Thursday at nine AM. You can find the information on the website. The dial-in number for participants doesn't change from week to week.So, we'll be here to answer any questions you might have regarding implementation. Also, remind everyone that open enrollment is continuing until April third. So, members can make a choice of MCO, if they choose to during that time. With that, I'll turn it over to AT and then to give us their update. |
| Keith Wisdom | Hello, this is Keith Wisdom from Aetna. So, three things I want to mention. Number one; we will be posting to the website today or tomorrow an announcement about the payment cycles because the state and Aetna have been getting number of questions on our claim payment cycles.And we'll be having to payment cycles a week, which generate payments on Tuesdays and Fridays. The checks and remits from the Tuesday cycle are mailed on Wednesday and EFTs are available beginning Wednesday.And then, for the Friday pay cycle, the checks and remits are mailed on Monday and the EFTs available on Monday. So, there were a lot of questions about the timing and that's the payment cycles we have.Also, we sent through some email distribution channels and we will also be posting on our website a memo to home and community-based providers.And there's been a lot of questions on the home and community-based side because of EVV and because prior authorizations curing over from Amerigroup and when they'd be loaded and available to be seen through EVV or AuthentiCare. So, just to highlight the memo, HCBS providers will be loaded by tomorrow in our system. And that includes participating and non-participating providers that we have information in-house on.And then, existing authorizations will be loaded in aligned to those providers by Monday the twenty-first. And then, those authorizations will be available to be seen through AuthentiCare on Tuesday the twenty-second.And hopefully that addresses some questions for you regarding AuthentiCare authorizations and HCBS providers. And then, third our provider town halls are continuing, and those dates have been sent out through various channels and are available on our website.But encourage providers to attend those if they have detailed questions that they'd like addressed. And certainly, we have provider representatives available that you can find your website, as well. So, those are the three announcements. That's all I have from Aetna. |
| Becky Ross | Thank, Keith. Now, I'll turn it over to Sunflower. |
| Doug Klise | Hi, this is Doug Klise with Sunflower. I would like to report today our call volumes are still running, trending higher. A lot of the issues are related to PCP changes. We did put a bulletin out related to your four HCBS providers.We have the authorization loaded that would go up to AuthentiCare, those should be viewable in AuthentiCare tomorrow. And also, let's see here if I had anything else.We had about eighty fall out, but they actually don't go to AuthentiCare, so those will be caught on our backend to our claims processing. So, we feel that we're in pretty good shape.If anyone you know cannot see their auths. come Friday, we have a phone number to that department, you can contact 877-644-4623 extension 44329. That's the update that we have the time. |
| Becky Ross | Thanks, Doug. Okay, now, I'll turn it over to United for their updates. |
| Carrie Kimes | Hi, this is Carrie Kimes with UnitedHealthcare. Similar to Doug's update, we are continuing to experience the higher call volume than normal for our member.Similar reasons; new members calling for PCP changes or just kind of general information on United. And our call centers are managing that well, we're not experiencing high wait times or anything like that.The other item we had today, we reported last week that we had it loaded some of our HCBS transition of care authorizations twice, just to make sure they were there.And so, we are now in the process of getting those duplicate of auths. out of our system and out of EVV. But if you know providers will see the duplicate auths., they can use either of those. But we will get those cleaned up here in the next week or so.But it should not cause issues with our HCBS providers being able to see them in the EVV system and being able to bill to those clients. And other than our transition of care items is going as we would expect. And that was the only two items we had for today. |
| Becky Ross | Thanks, Carrie. Christine, I think we're ready to take questions. |
| Operator | At this time, I would like to remind everyone in order to ask a question, please press star then the number one on your telephone keypad. Again, press star then the number one on your telephone keypad.We'll pause for just a moment to compile the Q&A roster. Your first question comes from the line of Jacky Clifton. Your line is now open. |
| Jacky Clifton | Okay, thank you. And this is for Keith at Aetna regarding the EVV and AuthentiCare authorizations.Once those are loaded and we can submit billing through AuthentiCare to Aetna, what's the next step for providers who have not receive notice that the contract is finalized or the welcome packet that has information on how you will be paying claims to the provider?We've gotten the credentialing approved and that worked out last week, which is nice. But I haven't heard from anybody on contracting, on the status of that, or how that works. So, any information you could provide would be great. |
| Keith Wisdom | Well, the contracting work, if you went through the credentialing process at Aetna you know you'd already went through the contracting process successfully.You know for those authorizations to have a home you know, a provider to attach to, the providers have to be loaded, right, so, that's why the timing of the load of the providers versus the load of the authorization.So, that means when you see the authorizations in AuthentiCare that means you're a loaded provider in our claim system and claims payments can proceed. |
| Jacky Clifton | So, would that mean that you will just be mailing checks and paper EOBs? |
| Keith Wisdom | Yes. If you've not signed up for EFT that's the case. And at this time. we have very few forms in and I know that the form was not available until December for signing up for EFTs, but we welcome people to sign up for that. And we'll be working through that process to load those. |
| Jacky Clifton | Okay. Yeah, I am missing the EFT form. How do you get that, your website, do you call somebody? |
| Keith Wisdom | So, I'm not a hundred percent sure if it's on our website, I would think it is. But what I would say is you can call our regular one eight hundred number and you know choose the provider prompts so that you get to our provider experience line. And our one eight hundred number is 1-855-221-5656. |
| Jacky Clifton | Okay, thank you. |
| Operator | Again, if you would like to ask a question during this time, please press star then the number one on your telephone keypad. There's another question on the line. Please state your first and last name. Your line is now open. |
| Stacy Jones | (inaudible - crosstalk) and we are an FMS provider for HCBS services. And to kind of dovetail on Jacky's question, we have not received our welcome package and I don't think a lot of us have in speaking with other providers.We are signed into the web portal, etc. for Aetna, but when can we expect to get our paperwork back that we are officially credentialed and done? |
| Keith Wisdom | So, can I get your name again I just heard you were enough to happen this provider |
| Stacy Jones | Yes, my name is Stacy Jones, and I'm with Health First, Inc. |
| Keith Wisdom | Thank you, Stacy. The welcome packets for providers have not been mailed. So, that's correct, nobody's received those. Those are going to be mailing in February. They will happen in February, I don't have a firm date on when in February, at this point. If you do have questions, we do have our provider reps and the provider experience line to answer those.And you know being one of the providers that use AuthentiCare, you'll definitely be able to see you know that you've been loaded in our claims system when those become available in AuthentiCare next Tuesday. |
| Stacy Jones | Okay. Thank you so much. |
| Keith Wisdom | Sure. |
| Operator | Again, if you would like to ask a question, please press star then the number one on your telephone keypad. There are no further questions, at this time. Presenters, please continue. |
| Becky Ross | Thank you, Christine. So. let's give it another minute just to see if there's any more questions. |
| Operator | Excuse me, presenters, you have a question online. |
| Becky Ross | Okay. |
| Operator | State your first and last name. Your line is now open. |
| Ruth Cornwall | Hello. |
| Becky Ross | Yes. |
| Ruth Cornwall | Hi, this is Ruth Cornwall with the Kansas Medical Society. I appreciate you guys having these calls. My question is for the state. You know we have the KanCare claims resolution logs, will there be a KanCare transition log made available on the KanCare website? |
| Becky Ross | We're getting to a phone, Ruth. I mean to a microphone, so kind of (inaudible - crosstalk) |
| Shirley Norris | Hi, Ruth, this is Shirley Norris. I'm trying to understand what exactly you're requesting on the transitional, you mean if people call in and have issues? I mean, the resolution log would be your system implementation issues. |
| Ruth Cornwall | But the claims resolution log that's out there now is claim specific. |
| Shirley Norris |  Right. |
| Ruth Cornwall | (inaudible - crosstalk). We've heard lots of questions about the transitions to Aetna, you know we've got portals, we've got clearinghouse issues, we've got prior auth. issues. Are you going to keep a log for this transition? |
| Shirley Norris | We do have a log that's been used for internal purposes and with the MCOs. So, you're thinking you'd like to have that shared with the public? |
| Ruth Cornwall | Yes. |
| Shirley Norris | Is that what you're asking? |
| Ruth Cornwall | Yes, please. |
| Shirley Norris | Well, we can consider that. We'll think about it and see if we can do that for you. But we, certainly, do keep track of every call, make sure that every issue has been addressed, and if it hasn't been addressed, we follow up.We currently have always had the issues from providers and members. We track all of that ourselves, but we've never had that public. But we'll consider the request, Ruth.  |
| Female Speaker 1 | Well, and we're posting the questions that are coming from these calls are the ones that we're tracking all the logs and those calls, and the recordings are all posted on to on the website. |
| Shirley Norris | Right. |
| Ruth Cornwall | Right, they're in the transcript and I get that, but you know there's been issues brought up and maybe we haven't touched base on like today, where are we at on the provider loads and getting people into the secure portal, you know just things like that.Issues may be brought up about the messaging on the Aetna website, things like that, I just think it would be helpful. Not to beat anybody over their head with it, but just help track transition.Because I think when providers know that their issue is being addressed and it's on the radar, that buys some time and allows folks to be a little more patient with some of the issues that are being brought up. |
| Shirley Norris | So, we do follow up with every individual provider that brings up issues. I know Aetna has reached out to a number of providers who have called. So, I mean, the providers that are contacting us do feel, I hope, that we are trying to address the issues. We'll, certainly, consider the request and discuss it. |
| Ruth Cornwall | That'd be great. Thanks. |
| Shirley Norris | This is Shirley Norris, again. I do want to say one thing addressing the contracting issues and the lack of packets and the uncertainty over that. Once the provider is loaded in Aetna's system or any of the MCOs' systems, they can start marrying up the authorizations that are necessary. Now, with Aetna, because they are new KanCare MCO, the state policy requires that they pay any non-net provider as network with one hundred percent of the fee schedule.So, I want to assure people that if you haven't received your packet, as long as Aetna has your information loaded in their system, they can process your claims and pay your claims at the fee schedule. |
| Operator | Presenters, we have another question from Jeannette Livingston. Your line is now open. |
| Jeannette Livingston | Hi, this is Jeannette Livingston with the Sedgwick County CBBO. Hey, we'd heard through the rumor mill that a day or residential provider was told by Aetna that they'll have to bill through AuthentiCare. Is that correct or is that a misunderstanding? |
| Becky Ross | Amy Penrod, are you still on the line? |
| Amy Penrod | Yes, I'm still on the line. That is not correct. Currently, day and residential, we don't use AuthentiCare for that. |
| Jeannette Livingston | Okay. So, maybe a care manager just needed some education on that? |
| Amy Penrod | Yeah. And I'll be happy to clarify that at our meeting here with all the CBBOs. |
| Jeannette Livingston | Perfect, appreciate it. Thank you. |
| Amy Penrod | Sure. |
| Keith Wisdom | So, Jeannette, this is Keith Wisdom from Aetna. So, you received that instruction from a care manager on our team? |
| Jeannette Livingston | We heard from a provider that they were told by an Aetna care manager that they would have to bill through AuthentiCare. |
| Keith Wisdom | Okay. We can call you or if you have more specifics, I'd be glad to talk off line and we looked for every opportunity to educate anyone our team if incorrect information has been given out. |
| Jeannette Livingston | Appreciate that. Thank you. |
| Operator | We have another question online. Please state your first and last name. Your line is now open. |
| Nita Dalton | Yes. This is this is Nita Dalton. We are an FMS provider. And I understand that the claims are going to be, or the authorizations are going to be loaded on the twenty-first and we should see them in AuthentiCare on the twenty-second.My concern is what happens on the twenty-sixth or the twenty-second, sorry, when those auths. aren't there. I'm already behind a day processing payroll. What's the best number to contact to get this handled quickly? |
| Keith Wisdom | Yeah. This is Keith Wisdom from Aetna. If you give us your phone number, we'll have somebody from our provider experience team reach out to you, so you have a source for dialogue on that. |
| Nita Dalton | Okay. My phone number is 785-827-9383 and I'm at extension 130. |
| Keith Wisdom | 785-827-9383 extension 130? |
| Nita Dalton | Yes. |
| Keith Wisdom | Nita Dalton? |
| Nita Dalton | Yes. |
| Keith Wisdom | Okay. Somebody will reach out to you today. |
| Nita Dalton | Okay. Thank you. |
| Operator | There is another question online. Please state your first and last name. Your line is now open. |
| Stacey Berndt | Stacey Berndt. This is Stacey Berndt with Lincoln Center OB GYN. And I have a question regarding the OB notification forms for Aetna. |
| Becky Ross | Go ahead, Stacey. |
| Stacey Berndt | Okay. I had asked this last week, I actually got a hold of my rep and asked the question I haven't heard back yet. I'm just wondering on these OB notification forms you have the promise pregnancy program where you're giving some incentives to the members for completions of their visits.How are you knowing about those visits because we bill globally at the end and we don't tell you every time an OB person comes in. So, how is this going to be tallied or exactly how this is this going to work? |
| Keith Wisdom | Yeah. This is Keith Wisdom from Aetna. That value-added benefit is not typed it claims. So, it actually will involve a form that the member will have to bring you into the physician on a visit to get (inaudible - crosstalk). |
| Stacey Berndt | So, every visit they're going to bring in a form that we have to complete or just sign or what's going to be involved for our staff? |
| Keith Wisdom | It would involve a signature. But we can get back with you on what those forms look like. Who from our team did you talk to last week? |
| Stacey Berndt | Let's see. My rep, let me see if I can find her name, I apologize. My rep is Nicole Kennedy. And I had reached out and she was going to be checking and letting me know. We're already seeing these patients for OB visits. And I don't want to have to backtrack and do things. |
| Keith Wisdom | I understand. We'll get back with you this week. |
| Stacey Berndt | Okay. You need to phone number or anything? |
| Keith Wisdom | Go ahead. I'm sure Nicole has it, but go ahead, just in case. |
| Stacey Berndt | Okay. It's 785-231-0617 and that's a direct style. Again, my name is Stacey Berndt Lincoln Center OB GYN. |
| Keith Wisdom | All right. Thank you, Stacey. |
| Stacey Berndt | Thank you. |
| Operator | Again, if you would like to ask a question, please press star then the number one on your telephone keypad. Again, if you would like to ask a question please press star then the number one telephone keypad. There are no further questions at this time. Presenters, please continue. |
| Female Speaker 1 | Since there are no other questions, we're going to conclude the call. I want to thank everybody for their participation. We'll remind them that the next call will be next Thursday, the twenty-fourth of January, same time.The information about the calls are posted on our website along with the recording. The number is the same for all of the calls, so, we would have all of that information there. Again, thank you for your participation. And have a good week. |
| Operator | This concludes today's conference call. You may now disconnect. |