



KC-7020 Review Scenarios – Eligibility Policy Guidance

The following scenarios are applicable to ALL MEDICAL PROGRAMS. These scenarios are used to assist Eligibility Staff when they encounter various review related scenarios. Note: When an application is received after a Review Closure, it is used to process the review if it is received within three months of the closure. For more information, see these additional resources:

- KDHE [Policy Memo 2017-02-01: Reviews Processing](#)

- Job Aid: Individuals Discontinued at Passive Review

Scenario	Description	What to Do:
1 Review not Received	<p>Prepopulated review was sent by KEES but not received. We are past the Review Due Month.</p> <p>There is <u>not</u> a request to add a person.</p>	<ul style="list-style-type: none"> • Discontinue coverage for everyone who had a review due. • Send appropriate notice.

Scenario	Description	What to Do:
<p>2 Review not Received</p> <p>VERBAL request to add a person</p>	<p>Prepopulated review was sent by KEES but not received. We are past the Review Due Month. There is a Verbal request to add a person.</p> <p>Note: If the request is of the review period, it is processed as a normal add a Person.</p>	<ul style="list-style-type: none"> • Add a Person request is not processed because the review has not been received. • Manually generate a Pre-Pop review form. <ul style="list-style-type: none"> ○ KC1200 for Family Medical ○ KC1600 for Elderly & Disabled Medical • Send notice – V008 using template ‘Verbal Add a Person – Review Due’; give consumer 15 days to return review. • Put task on hold. • If the review form is received, process review. • If the review form is not received, discontinue active members for failing to return a review. Deny new request for failing to provide information.
<p>3. Review not Received – Case remains open</p> <p>APPLICATION received to add a person</p> <p>Application includes all HH members</p>	<p>Prepopulated review was sent by KEES but not received. The case remains open. There is a request to add a person.</p> <p>The application includes all HH members (even if some are marked NO to coverage).</p>	<p>Note: The first month of the new review period must be available to process in KEES.</p> <ul style="list-style-type: none"> • If the application was received within two months prior to the review due month or any month after the review was due, it can be used to process the review. <ul style="list-style-type: none"> ○ Screen and process the application as a review for active members. ○ If additional information is needed to process the review, it shall be requested, but another application form or review is not required. ○ Update the Review and IR record to show the Pre-Pop review was received. Processing with the RE Run Reason will automatically update the review status to EDBC complete.

Scenario	Description	What to Do:
<p>4. Review not Received – Case remains open</p> <p>APPLICATION received to add a person</p> <p>Application does NOT include all HH members</p>	<p>Prepopulated review was sent by KEES but not received. The case remains open. We are past the Review Due Month. There is a request to add a person.</p> <p>The application only includes the person beg added.</p>	<ul style="list-style-type: none"> • This application form CANNOT be used as a review. • Process the request for the new person. • Discontinue other household members for failing to return their review. <p>Note: When the application does not include all household members, it is acceptable to contact the applicant by phone to see if other individuals remain in the home and wish for coverage to continue. If yes, then it can be processed as a review. See Scenario 3.</p>
<p>5. Review not Received – Case remains open</p> <p>APPLICATION received</p>	<p>Prepopulated review was sent by KEES but not received. The case remains open. No new requests for coverage, but an application form is received rather than the review form.</p>	<p>Note: The first month of the new review period must be available to process in KEES.</p> <ul style="list-style-type: none"> • If the application was received within two months prior to the review due month or any month after the review was due, it can be used to process the review. <ul style="list-style-type: none"> ○ Screen and process the application as a review for active members. ○ If additional information is needed to process the review, it shall be requested, but another application form or review is not required. • Update the Review and IR record to show the Pre-Pop review was received. Processing with the RE Run Reason will automatically update the review status to EDBC complete.
<p>6. Case skipped by</p>	<p>Review Due Month is in</p>	<p>Note: The first month of the new review period must be available to process in</p>

<p>Review Batch – Case remains open.</p> <p>APPLICATION received to add a person,</p> <p>Application includes all HH members.</p>	<p>the past and there is no record for that month on the Review and IR/12 Month Reporting List. The case remains open.</p> <p>An application was submitted to add a person.</p> <p>The application includes all HH members.</p>	<p>KEES.</p> <ul style="list-style-type: none"> • If the application was received within two months prior to the review due month or any month after the review was due, it can be used to process the review. <ul style="list-style-type: none"> ○ Screen and process the application as a review for active members. ○ If additional information is needed to process the review, it shall be requested, but another application form or review is not required.
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Scenario	Description	What to Do:
<p>7. Case skipped by Review Batch – Case remains open</p> <p>Verbal request to add a person</p>	<p>Review Due Month is in the past or the Review Batch has already been run for that month. There is no record for that month on the Review and IR/12 Month Reporting List.</p> <p>There is a verbal request to add a person.</p>	<ul style="list-style-type: none"> • Request for Add a Person was received BEFORE the end of the Review period: <ul style="list-style-type: none"> • Process Add a Person as a Case Maintenance Request. • Manually generate a Pre-Pop review form. <ul style="list-style-type: none"> ○ KC1200 for Family Medical ○ KC1600 for Elderly & Disabled Medical • Send notice – V008 using template ‘Verbal Add a Person – Review Due’; give consumer 15 days to return review. • Put task on hold. • If the review form is received, process review. • If the review form is not received, discontinue members whose review was not returned. Reset the Review Due Date to match the appropriate date for the

new person who was added.

- **Request for Add a Person was received AFTER the end of the Review period:**
 - Add a Person request is not processed because the review has not been received.
 - Manually generate a Pre-Pop review form.
 - KC1200 for Family Medical
 - KC1600 for Elderly & Disabled Medical
 - Send notice – V008 using template 'Verbal Add a Person – Review Due'; give consumer 15 days to return review.
 - Put task on hold.
 - If the review form is received, process review.
 - If the review form is not received, discontinue active members for failing to return a review. Deny new request for failing to provide information.

Scenario	Description	What to Do:
<p>8. Case skipped by Review</p>	<p>Review Due Month is in the past and there is no record for that month on the Review and IR/12 Month Reporting List. The case remains open.</p> <p>Scenarios 6 and 7 are not applicable.</p>	<ul style="list-style-type: none"> • Manually generate a Pre-Pop review form. <ul style="list-style-type: none"> ○ KC1200 for Family Medical ○ KC1600 for Elderly & Disabled Medical • Send notice – V008 using template ‘Case Skipped by Review – No other Action’; give consumer 15 days to return review. • Generate a ‘Review- Manual’ in the appropriate Queue, with a task due date of 17 calendar days from the task creation date, to monitor receipt of the review. • If the completed Pre-pop Review Form is received, then Staff will process the review. If a completed Pre-pop Review Form is not received, then Staff will discontinue the program allowing for timely notice.
<p>9. Passive Review – Completed Halfway</p> <p>Request to add a person.</p>	<p>KEES didn’t complete the passive review (ex: sent a passive review form but not the Approval NOA). There is a request to add a person.</p>	<ul style="list-style-type: none"> • Send a KEES incident. • Email your supervisor the scenario for policy review/guidance. • Journal that the case has been sent to the KEES helpdesk and policy for review/guidance. • <u>Place case on hold.</u>

	Scenario	Description	What to Do:
	10. Passive Review – Completed Halfway No request to add a person.	KEES didn't complete the passive review (ex: sent a passive review form but not the Approval NOA). There is <u>not</u> a request to add a person.	<ul style="list-style-type: none"> • Send a KEES incident. • Email your supervisor the scenario for policy review/guidance on whether the request to add a person can be used to process the review. Include details about when the review was due, when the new request was received, and by what method (application, phone request, etc.) • Journal that the case has been sent to the KEES helpdesk and policy for review/guidance. <u>Place case on hold.</u>
	11. IROD Received but case is past review due month	IROD received but not processed timely. Member is determined eligible but the new Review Due date is now in the past or the Review Batch Run has already ran for the month in which in the review would have been due.	<ul style="list-style-type: none"> • After determining eligibility, but prior to accepting EDBC results: • Email your supervisor the scenario for policy review/guidance. • Journal that the case has been sent to policy for review/guidance. • <u>Place case on hold.</u>
	12. Passive Review – Discontinued some members	KEES system completed a passive review and discontinued coverage for members.	<ul style="list-style-type: none"> • Follow the complete instructions in Job Aid – Discontinued at Passive Review. • Note: Beginning with Review Month 10/2016, all Passive Reviews which discontinue a member will be processed manually using a report so staff should notice this problem decreasing.

The following scenarios are applicable to ELDERLY & DISABLED MEDICAL PROGRAMS ONLY if one of the scenarios above does not apply.

Scenario	Description	What to Do:
<p>1. Review not Received</p> <p>Living Arrangement Change Reported</p> <p>Program is MSP</p>	<p>Pre-Populated review was sent by KEES but not received. We are past the Review Due Month.</p> <p>A living arrangement change was reported for an active MSP recipient</p>	<ul style="list-style-type: none"> • Because resource limits are higher for MSP, we cannot make the change without more information. • Resend Pre-Populated review and a V008 requesting resource information at the time of the living arrangement change. • Explain in the V008 that the living arrangement change will not be approved if information is not provided and that the case will close if the review form is not returned.
<p>2. Review not Received</p> <p>Living Arrangement Change Reported</p> <p>Program is Medically Needy Spenddown</p>	<p>Pre-Populated review was sent by KEES but not received. We are past the Review Due Month.</p> <p>A living arrangement change was reported for an active Medically Needy Spenddown recipient.</p>	<ul style="list-style-type: none"> • Contact the client or RP to get answers to the LTC/TOP questions. Let client know case will be closing for no review after Living Arrangement change is processed. Resend Pre-Pop. Review if client requests it. • Process the living arrangement change for the correct month through the come-up month. • Rerun EDBC in order starting with the first month of the spenddown to shorten the base period. • Then close case for no review giving timely and adequate notice.

Scenario	Description	What to Do:
<p>3. Review not Received</p> <p>Temporary Living Arrangement Change reported</p> <p>Program is LTC/HCBS</p>	<p>Pre-Populated review was sent by KEES but not received. We are past the Review Due Month.</p> <p>A 2126 was received, client went to NF for a temporary stay.</p>	<ul style="list-style-type: none"> • Process temporary stay. • Then close case for no review giving timely and adequate notice. • Send 3161 to MCO. • Send Form to facility.
<p>4. Review not Received</p> <p>Permanent Living Arrangement Change Reported Program is LTC/HCBS.</p>	<p>Pre-Populated review was sent by KEES but not received. We are past the Review Due Month.</p> <p>A 2126 was received, client went to NF for a permanent stay.</p>	<ul style="list-style-type: none"> • Process living arrangement change. • Then close case for no review giving timely and adequate notice. • Send 3161 to MCO. • Send Form to facility.
<p>5. Review not Received</p> <p>Expense Change Reported Program is LTC/NF.</p>	<p>Pre-Populated review was sent by KEES but not received. We are past the Review Due Month.</p> <p>Expense reported.</p>	<ul style="list-style-type: none"> • Close case for no review giving time and adequate notice. • Send Form to facility. • Expenses will be applied after review form is returned.