

**Administration, Kansas Department of**

**Moderator: Burnam, Kim**

**November 6, 2019**

**10:00 AM CT**

OPERATOR: This is Conference # 6795868

Operator: Ladies and gentlemen, thank you for standing by and welcome to the Elderly Disabled LTC Transition Conference Call. At this time, all participants are in a listen only mode. Later we will conduct a question and answer session and instructions will follow at that time.

If anyone should require assistance during the conference, please press the star then zero on your touch-tone telephone. As a reminder, this conference call is being recorded.

I would like to turn the conference over to host, Ms. Kim Burnam. Please go ahead, ma'am.

Kim Burnam: All right. Thank you. Good morning, everyone, and thanks for joining for our ninth transition call. Just to remind everybody, the purpose of this call is to provide an opportunity for KDHE to provide updates, announcements, and take any questions you may have in regards to the transition. All calls are recorded and the transcript is made available on our KanCare website, [www.kancare.ks.gov](http://www.kancare.ks.gov).

So let me go ahead and start and with the current status. Well, we are nearing the end of this transition, it's very exciting. We started on September 3<sup>rd</sup> and it started ramping up in October. We added in more work. And then on November first, which was last Friday, we assumed responsibility for the following.

We added a 100 more facilities and those are referred to as NF unit 4 and NF unit 5. So, now we have around 250 facilities were responsible for processing Medicaid eligibility on. We brought in-house the HCBS home community based service reviews. We are processing applications for spin down program and Medicare savings program.

We are also processing eligibility for the working healthy program. And we also assume the responsibility for all appeals related to long term care which involves nursing facility, HCBS which is home and community based services, and PACE. We're also doing appeals for elderly disabled programs also. So, we're doing all the appeals now and have responsibility for that for the elderly disabled in long term care medical program.

On November 18<sup>th</sup>, we are going to be doing our walk-in webinar for the last two units, facility units, which are NF unit 6 and NF unit 7. So those invites went out today to have that webinar on November 18<sup>th</sup>, along with that is we send out a power point with the contact, the supervisor's name, the senior manager's name, also my name's on it, and our Assistant Director of Eligibility, LaTonya is on there also.

And it gives you information on how to reach out and contact your unit. And if you have any issues with not getting a timely response, then there's an escalation process. Then, on December first, the state will fully assume processing of eligibility for elderly disabled long-term care medical programs. We'll be bringing in that remaining hundred facilities and then we'll also be taking on what we call back reports. It's just these one off reports that we need to work , so we'll be doing that.

Also, we just to give an update on, we have done surveys for unit one, not only for the providers in unit one, but also for the employees, and I've mentioned the results of that in previous rapid response call were compiling the information for units two and three. We're getting that from the providers and then also from the employees and I can provide an update on that next week.

But all in all it appears that these surveys we're getting a positive response regarding the transition and that we are meeting that goal that we put out there we want to enhance customer service. We want to be more timely. And it seems like we're going that direction. Again, though what this is a process some are always open to improvement, so if you have suggestions, please let us know. And just to let you know we did not have questions from last week's.

So, at this time when I want to do is I want to open up the line for questions and see if we have any this week. So, operator, if you could please open up the line and we'll take questions.

Operator: At this time, I would like to inform everyone in order to ask a question press the star, then the number one on your telephone keypad. Again, that is star one to ask a question.

Again, to ask a question, press the star then the number one on your telephone keypad.

No question at this point. Presenters, please continue.

Kim Burnam: Okay. We'll just give it a little bit of time to see if anything comes to mind. Sometimes you don't have a question right away, but if we give it a little bit of time, you may come up with one. And again, for many of you who are our providers, if you don't have a question on this call, but then later on you do, you can certainly reach out to us and ask that question separately from the call, we would certainly be open to that.

Operator: Again, to ask a question, press the star then the number one on your telephone keypad.

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Kim Burnam: And while I'm waiting, just to make everybody aware, we have these calls through December 18<sup>th</sup>. I want to make sure that we get through the total transition and we will have this all transitioned a month ahead of time. We had originally scheduled this for January 1, 2020. However, we will have everything transitioned in-house December first.

So we'll have a little a couple of weeks after that for transition just to cone any processes or review anything. And then if we need to extend it beyond the 18<sup>th</sup>, we certainly can do that. We have call -- we can definitely set a call and put it out on our website through January too if necessary.

So, operator, we had anybody else reach out in regards to any questions or issues?

Operator: No questions at this time. Please, continue.

Kim Burnam: Okay. So, I think what we'll do at the time is I'm not hearing anything and I know many of you that are on the phone you know how to get a hold of us. If you had follow up calls after this, rapid response call, so I think at this time what we'll do is we'll go ahead and end the call. And I look forward to talking to you next week and providing some updates on this survey.

So, thanks everybody for your time, we really appreciate it.

Operator: Ladies and gentlemen, this concludes today's conference call. Thank you for participating. You may now disconnect.