

ADMINISTRATION, KANSAS DEPARTMENT OF

**Moderator: Kim Burnam
November 13, 2019
10:00 a.m. CT**

OPERATOR: This is Conference #: 6461676

Operator: Ladies and gentlemen thank you for standing by and welcome to the Elderly Disabled LTC Transition call. At this time all participants are in a listen only mode. After the speakers' presentation there will be question and answer session to ask a question during the session. You will need to press "star," "1" on your telephone. If you require any further assistance, please press "star," "0."

I would now like to hand the conference over to your speaker today Kim Burnam. Please go ahead.

Kim Burnam: Thank you, (Bella). Good morning everybody. Thanks for our joining our 10th eligibility transition rapid response call. We want to provide this opportunity for everyone to hear any updates we may have any announcements and take any questions related to the transition or not related to the transition or not related to the transition that you may have. We make sure that these calls are recorded and that we have a transcript out on our Kancare website, which is www.kancare.ks.gov.

So let me go ahead and get into our current status. And what I can say is we are on the home stretch. We have about 90 percent of the eligibility workload for the medical program, the elderly disabled and long term care medical program in house transitioned to the state.

And on December 1st we are going to take another 100 facilities, which we are referring to as nursing facility unit six and seven. And we'll also be taking over what's called batch reports. And these are just reports that we get as some work that we need to do and changes and updates. So that is coming right around the corner. And so we are almost there.

Again we are on the homestretch. And what I have to say is as a transition this has been, as far as I see it, a very positive plan. We've done surveys with the providers in some of the units. We've also done surveys with the staff that are serving the individuals that are asking for assistance and also working with the providers. And we receive very positive responses from those providers and from our employees. And we're just really thrilled by that. There's been a lot of work by our staff to make this happen.

Lot of long nights and weekends and I am very appreciative of all that they have done to make this happen. That's not to say there isn't area that we need to work on and there is not pockets or areas of – that we need to continue striving to be the best at. But all in all I have to say that this has been very positive. One thing I do want to mention is since we are rounding, since we are bringing on our last group of facilities we'll be working with, we do have a welcome webinar for them and that will be held in November 18th.

And if you are one of those facilities and you've received that and for some reason that time doesn't work for me, just please reach out to those that sent that to you and they will accommodate that, we've done that in the past. So and I'm going to basically end it with that and I am going to open up the call to see if we have any questions or concerns or issues that we can address for you. So (Bella) if you could start taking – open the line up for questions, that would be great. Thank you.

Operator:

At this time I would like to remind everyone, in order to ask a question please press "star," "1" on your telephone keypad. Again, that is "star," "1" on your telephone keypad. Again if anyone would like to ask a question, please press "star," "1" on your telephone keypad. And I see no questions at this time. Please continue.

Kim Burnam: While we are waiting for questions, one thing I do want to mention is I – this – we've been working very closely with our nursing facility association, to ensure that all facilities are aware of the transition.

And if we haven't getting responses we've been reaching out to the associations and we appreciate their help in making sure people are fully aware of what's happening. So a shout out to them for working with us to ensure that this transition has – that this transition has went smoothly and we're communicating to make sure everybody is in the know about what's happening.

Also we'll be sending out another round of surveys to the nursing facility unit four and five. That will happen in December. And then the last two units that will come on December 1st will send out a survey in January. We give them about 30 to 45 days working with the (stage) and then ask their opinion on how things are going. Is everything going well, are there any things we can work on? And then we ask the same of our staff; do you feel comfortable in answering questions, are you confident in your knowledge?

And if we've received any that weren't – we go back and talk to them and see what can we do to help, if there is some more training, can we have a mentor, things like that, so that it is – we really want our staff to be knowledgeable and feel confident in what they are doing. And make sure that they can provide the very best customer service possible.

So (Bella) I am going to check in. Is there are any other questions or anybody on the line asking questions?

Operator: Still no questions at this time, ma'am.

Kim Burnam: OK. Well, (Bella) I think what we'll do is, since we've been doing this – this is our 10th one. In the beginning we had some questions in our first couple of ones, but it seems like we had a good flow and things are going well.

I think at this time we'll go ahead and end the call and (as) – for those that are online, some of you, you know how to get a hold of us if you have any

questions after this. So I just want to thank you for your time and look forward to talking to you next week.

Thank you.

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

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