

ADMINISTRATION, KANSAS DEPARTMENT OF

**Moderator: Kim Burnam
November 20, 2019
10:00 a.m. CT**

OPERATOR: This is Conference # 2669808

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 speaker presentation, there will be a question-and-answer session. To ask a question during the session, you will need to press "star," "1" on your telephones. 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 so much. Good morning, everybody, and you're joining us for our 11th Eligibility Transition Rapid Response call. Just to remind everybody, if there's anybody new, the purpose of this teleconference is to provide an opportunity for KDHE to provide updates, announcements and take any questions from stakeholders related to the transition.

Just remember the calls are recorded, and we will have a transcript available on our KanCare website. That is www.kancare.ks.gov.

So like I said last week, we are definitely in the homestretch of bringing the remaining workload and transitioning that over from our contractor to state

employees. So we started this journey on September 3rd. And every month, we've added just a little bit more of the workload.

December 1st, we will have officially turned pretty much everything over. We'll be over to the state in our responsibility, and we will have fully assumed responsibility for processing elderly, disabled and long-term care medical programs.

December 1st, we'll be bringing on an additional hundred facilities. And that – we're referring to that as unit six and seven. I just wanted to say on November 18th, that we conducted our welcome webinar with those remaining facilities.

If any facility was unable to attend those welcome webinars, we have created makeup sessions, and those have been scheduled for unit six. November 25th is the makeup session from 1:00 to 2:00 p.m. And unit seven will also be on November 25th, and that makeup session's from 2:00 to 3:00 p.m.

Also we'll be sending out another round of surveys to providers in units four and five in December, and then unit six and seven in January. We'll also continue to survey our eligibility staff to see how they feel the transition's going and if there's anything we can do to support them or provide them additional training or tools to ensure they're confident in the service they're providing.

That is – that's a very brief update, and I just want to go ahead and jump in to see if there is any questions or concerns or issues we need to discuss. So can we open up the call for Q&A?

Operator: At this time, I would like to remind everyone in order to ask a question, please press "star" then the number "1" on your telephone keypad. Again, that is "star," "1" on your telephone keypad. We'll pause for just a moment to compile the Q&A roster.

Again, to ask a question, you may do so by pressing "star," "1" on your telephone keypad. And I see no questions queuing at this time.

Kim Burnam: OK. I think what we'll do is we'll give it probably another 30 seconds and then we'll end this call. So let's give a little bit more time. Somebody might have something that pops up, and they're ready to ask.

Operator: Again, for anyone who will like to ask a question, please press "star," "1" on your telephone keypad.

Kim Burnam: And just a reminder, we'll continue – even though we're going to have all the elderly, disabled, long-term care eligibility workload transition December 1st to the state, we're going to go ahead and continue these rapid response calls through most of December just to make sure that we have captured everything. And then also the last rapid response call is December 18th.

And then if for some reason we need to, we can always reinstate these. If we feel in January that we're starting to hear of some concerns, we can definitely reinstate this. But just wanted you to know this is – this is something that we can always continue after December 18th if needed.

(Bella), is there any – have we had any questions while I've talked?

Operator: We still don't have any questions at this time.

Kim Burnam: OK. Well, I think what we'll do is we'll go ahead and – we can end the call. I just want to thank everybody for making this transition the best it possibly could be. There's been a lot of late nights and weekend work and – to ensure that those we serve, the consumers, the Kansas residents – or the Kansas citizens and also providers are not adversely impacted by this transition.

So I just want to thank anybody that's been a part of this and also those that have attended these calls and been on the phone. We – it's been – it's been a pretty great transition, and we want to continue that and continue that momentum of improving processes. So thank you so much.

And, (Bella), I think – I think we're done with the teleconference. Thank you.

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

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