

ADMINISTRATION, KANSAS DEPARTMENT OF

**Moderator: Kim Burnam
December 18, 2019
11:00 a.m. ET**

OPERATOR: This is Conference #: 7372469

Operator: Thank you, ladies and gentlemen. Ms. (Tanya Palmers), you may begin your conference.

(Rachelle Altman): Hi, I think – this is (Rachelle Altman) and I'll be leading today. I am the Elderly and Disabled Senior Manager here with KDHE at the clearinghouse. And, want to wish everybody good morning. Thank you for joining us on our 14th and Final Eligibility Transition Rapid Response Call.

The purpose of this teleconference is to provide an opportunity for KDHE to provide updates, announcements and questions from stakeholders related to the transition. All calls will be recorded in a transcript made available on our KanCare website, which is www.kancare.ks.gov.

So to start off, KDHE will provide a status update and then we'll open up the line for any questions.

So our current status is we have pretty much officially transitioned everything other than a few reports in phone calls. On September 3rd, the state assumed responsibility for processing eligibility for 40 facilities. On October 1st, the state assumed responsibility for processing eligibility for 100 more facilities which are units two and unit – unit two and unit three, PRTF, which is Psychiatric Residential Treatment Facilities, consumers who have a review for a Medicare Savings Program or a spend down, HCBS or Home and Community Based Services. We are taking over that case maintenance.

Then on November 1st, the state assumed responsibility for processing eligibility for 100 more facilities, units four and five of the HCBS reviews, applications for spend downs and Medicare Savings Programs, all processing for working healthy, and appeals related to long-term care which includes nursing facility, HCBS, and PACE, elderly and disabled programs, which includes spend down, working healthy – actually working healthy goes with the long-term care, and then Medicare Savings Programs for elderly and disabled.

On December 1st, the state fully assumed processing of eligibility for elderly, disabled and long-term care medical programs. Maximus is helping with some work through the end of December. The remaining 100 facilities, units six and seven and some of the batch reports.

We will be sending out another round of surveys to providers in units four and five this month, and then unit six and seven in January. And we will also survey staff who work in these units.

So we didn't have any questions from last week's call. (Rachel), can we go ahead and open the line up for any questions?

Operator: As a reminder, to ask a question, you will need to press star one on your telephone. To withdraw your question, just press the pound key. Again, as a reminder, to ask a question, you will need to press star one on your telephone. And to withdraw your question, just press the pound key. Please standby while we compile the Q&A roster.

Your first question comes from an anonymous line. Please state your first and last name.

(Kelly James): Hi, my name is (Kelly James). I'm with the (Midland's) group. And I just wanted to confirm phone numbers for case status inquiries on any of the elderly, disabled, long-term care applications. Do we still use the KanCare toll free 1-800 number? Thank you.

(Rachelle Altman): Hi, (Kelly), this is (Rachelle).

(Kelly James): Hi.

(Rachelle Altman): Haven't talked to you for a while.

(Kelly James): I know. Good news.

(Rachelle Altman): I know. Yes. OK. For the most part, phone calls are still going to be routed through the call center, which is the 1-800 ...

(Kelly James): OK.

(Rachelle Altman): ... number. There will be certain facilitators that will have a direct facilitator line and I can get you then information. I believe I still have your e-mail address.

(Kelly James): OK.

(Rachelle Altman): So, do you still have my e-mail address?

(Kelly James): I believe I do.

(Rachelle Altman): If you will send me an e-mail, I will send you that contact information for that facilitator and line directly.

(Kelly James): Oh, I appreciate that. Thank you very much. Have a good one.

(Rachelle Altman): Absolutely. Thank you. You too.

Operator: Your next question comes from the line of Ms. Joy Thomas. Your line is open.

Joy Thomas: Hi. This is Joy Thomas. I have a couple questions. One of them is on grievances and appeals prior to the transition. We had a couple of direct phone numbers to people that worked in that department. And I didn't – I was wondering if there is still direct lines open to speak to workers in that department?

(Rachelle Altman): Hi, Joy.

Joy Thomas: Hi.

(Rachelle Altman): We are in the process of finalizing our grievance process. We're having some meetings. So as far as contact information, if you can give me your contact information I can make sure you get that. And we also have a new appeals unit ...

Joy Thomas: OK.

(Rachelle Altman): ... that (Crystal Lattice) is the supervisor for. So I don't know if she was one of your contacts for appeals.

Joy Thomas: She was one of them, yes.

(Rachelle Altman): OK, yes. She ...

Joy Thomas: And I haven't heard back from her.

(Rachelle Altman): She has a new number and a new e-mail.

Joy Thomas: OK.

(Rachelle Altman): So if you can give me your information, I can make sure she gets that and gets back in touch with you.

Joy Thomas: OK. Do you want my e-mail address or phone number?

(Rachelle Altman): Sure. Sure, that's fine.

Joy Thomas: OK. The e-mail is Joy, J-O-Y, @clinkscaleslaw.com, that's C-L-I-N-K-S-C-A-L-E-S-L-A-W.com.

(Rachelle Altman): OK.

Joy Thomas: And my other question then to is, when we are calling in through the call center and elderly and disabled transfers us to eligibility specialist in a unit. Most of the time, we're not getting transferred just somebody in the unit that is actually handling our case. And so, when we're getting answers to questions

and all, I'm just wondering, you know, if what they're telling is kind of the final answer or they just relaying that to the actual eligibility worker that's handling the case. It's kind of hard to tell some time just what's – how that's being handled.

(Rachelle Altman): So, starting January 1st or January 2nd which is the day after the holiday, KDHE will be taking some of those calls that are being transferred from the call center. So they will go directly to a phone line that is manned by eligibility workers from KDHE.

Joy Thomas: OK.

(Rachelle Altman): Then, so they should be able to help with answering some of the questions. They may not be the person that is processing the case themselves. But they should be able to help with the questions. And then they may be able to relay that information.

Now, starting a couple months later, we may – we're looking at trying to have some of those phone calls transferred to the worker that is actually processing the case. But we're trying to implement that KDHE taking the phone calls in different steps.

Joy Thomas: OK.

(Rachelle Altman): So at some point, we – our goal is to have the actual worker who is processing the case beyond the line to answer those questions for you.

Joy Thomas: OK. All right, but ...

(Rachelle Altman): But they – the people that are being – that are answering the calls are elderly and disabled workers who should be able to answer what you need.

Joy Thomas: OK. So if they tell us to disregard something on a verification requests or something like that, we can trust that that's not an issue that that's – that they're going to relay that to the actual worker that's handling the case?

(Rachelle Altman): Yes. When phone calls are taken, there should be an, we call it a journal entry on the case. So that information should be relayed to whoever is

processing the case as long as it's put in to the journal. That should occur now from the person who is taking the phone calls.

Joy Thomas: OK.

(Rachelle Altman): So if you continue to have problems, please let us know.

Joy Thomas: OK. All right, I appreciate it. Thank you.

(Rachelle Altman): Absolutely. Thank you.

Operator: Again, if you would like to ask a question, press star, then the number on your telephone keypad.

There are no further questions at this time. You may continue.

(Rachelle Altman): OK. I think if there's no other questions, once again, I want to thank everyone for calling in and allowing us to provide information on our new processes and KDHE taking over everything. Appreciate everybody's time. And I hope everyone has happy holidays.

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

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