



## **Policy Directive: 2024-04-01**

### **Title: New Review Signature Page**

**Date: April 11, 2024**

**From: Erin Kelley, Senior Manager**

**Program(s) impacted: All Medical Programs**

The purpose of this document is to provide information and scenarios concerning the new review signature page. This signature page was developed as a simplified version of the standard signature page found at the end of the KC-1200 and KC-1600 review forms and will be included as page 3 of the review packet, *in addition* to the standard signature page at the end. This direction is effective with May 2024 reviews sent out in April 2024.

#### **A. Background**

Per existing policy, a returned pre-populated review form must contain a signature to be considered valid. The signature page is found at the end of the review form following the consumer rights and responsibilities. When an unsigned review is received, it must be returned to the member for a signature. The review form is not considered valid for processing purposes until the signature is received, see [PM2020-09-01](#).

#### **B. New Simplified Signature Page**

In order to mitigate the number of unsigned reviews and ease the burden on processing staff and consumers, an additional, simplified signature page has been added to page 3 of the KC-1200 and KC-1600 review packets. This signature page is a simplified version of the standard signature page and allows the consumer to attest to whether they have any changes to the information populated on the review form. If they select option 1, attesting that there are no changes to the information we have on file, the rest of the review packet is not required to be sent back. If they select option 2, indicating that changes or corrections are needed, the full review packet is required for processing. See sections C and D below for policy guidance when the full review packet is needed but not returned with the signature page.

For registration and effective-dating purposes, the receipt of the simplified signature page shall be the same as the receipt of the standard signed review form. It should be registered as a review and processed accordingly. If the rest of the form is needed to complete processing, it should be treated in the manner of a request for additional information. If the complete form or information is requested but not received, coverage will be discontinued (allowing timely and adequate notice) for failure to provide as opposed to failure to return the review form.

**NOTE:** Regardless of whether option 1 or 2 is selected, only one signature page (either the simplified signature page or the standard signature page) is required for the review to be considered signed.

#### **C. Staff Instructions and Resources**

As stated above, the date a signed signature page is received by the agency shall be accepted as the review received date. In situations where the full review packet is required (either because option 2 was selected or both options were left blank) but not returned, staff are required to request the review packet from the consumer. Tiered verification policies apply, and staff should first attempt to obtain the missing information by phone.

When the missing information cannot be obtained by phone, a verification request must be sent to the consumer (and authorized administrative roles) requesting the review form be completed and returned. To ensure the individual is able to return a completed review form, staff must also regenerate and resend a copy of the pre-populated review form from KEES. A new verification fragment has been added to the SCP on KanShare for this purpose.

**NOTE:** Resending the review form is solely to obtain missing information, and the standard pending timeframe for verification requests applies. This is regardless of the due date on the cover of the review form.

Standard Copy & Paste (SCP) - For situations where the simplified signature page has been returned without the rest of the review form, and it is either unclear if there are changes (left blank) or option 2 has been selected, it will be necessary to send a verification request to the consumer requesting the full review form be returned by the standard due date. The review receipt date will remain the day we received the signature page, and the remainder of the review form will be considered information required to complete an eligibility determination at review. A verification fragment has been added to the SCP on KanShare for this purpose.

Processing Guides - The [KC-1201](#) (Family Medical) and [KC-1601](#) (Elderly & Disabled) Review Processing Instructions have also been updated to include references to the instructions above as well as appropriate signature locations. These can be located in the Appendix on the Eligibility Policy page of the KanCare Website under Reviews Processing.

#### **D. Processing Scenarios**

The following is a non-inclusive list of some potential scenarios staff might encounter with guidance on how they should be handled by registration and/or eligibility staff. (Note: In all these scenarios, one or both signature pages have been signed.) When the simplified signature page is received without a signature, the unsigned application/review policies and processes as noted in PM2020-09-01 continue to apply.

See the following scenarios for additional instructions for when the simplified signature page is signed and received:

1. Option 1 is selected, and the review packet is received – By selecting Option 1, the consumer is attesting that there are no changes. The review form should be examined to determine if there are any changes attested throughout the form and processed according to standard procedures.

**NOTE:** There may be situations where Option 1 is selected, but some changes are reported on the review form while leaving other questions blank. In this situation, staff are to address the attested changes and assume no changes for the answers left blank. The same guidance applies if the consumer selects Option 1 and signs the standard signature page instead of the simplified signature page (as only one signature is required).

2. Option 1 is selected, and the review packet is not received – This constitutes a signed review form. The pre-populated review form sent to the consumer may be viewed from the Distributed Documents page in KEES for reference, and the information on the form should

reflect the current information on file in existing KEES records. The review will be processed based on the attestation of no changes to the information on the review form. All standard processing procedures for processing reviews continue to apply.

3. Option 2 is selected, and the review packet is received – As a signature has already been obtained on the simplified signature page, a signature on the standard signature page is not required. All standard processing procedures for processing reviews apply.

**NOTE:** this same guidance applies if the consumer selects Option 2 and signs the standard signature page instead of the simplified signature page (as only one signature is required).

4. Option 2 is selected, and the review packet is not received – This constitutes a signed review form. However, as the rest of the review packet is required to complete the review determination, staff must first attempt to obtain answers to the review questions by contacting the consumer.
  - a. If the information can be confirmed and attestation received for all questions on the review form, through a phone call, processing may be continued/completed accordingly.
  - b. If this contact is unsuccessful, staff must then send a verification notice, along with a regenerated review form, and pend the case for 12-days (or standard pending timeframe) to return.

5. Option 1 and Option 2 are left blank (or are both selected), and the review packet is received – The review may be screened and processed as usual with attention to reported changes.

**NOTE:** This same guidance applies if the consumer selects Option 2 and signs the standard signature page instead of the simplified signature page (as only one signature is required).

6. Option 1 and Option 2 are left blank (or are both selected), and the review packet is not received – Contact should first be attempted (as best practice) to confirm with the consumer whether or not there are changes to the review form.
  - a. If information can be confirmed and attestation received for all questions on the review form through a phone call, processing may be continued/completed accordingly.
  - b. If this contact is unsuccessful, staff must then send a verification notice, along with a regenerated review form and pend the case for 12-days (or standard pending timeframe) to return.

For additional scenarios that arise pertaining to the new, simplified signature page, please send inquiries to the Policy Mailbox indicated below.

For questions or concerns related to this document, please contact the KDHE Medical Policy Staff at [KDHE.MedicaidEligibilityPolicy@ks.gov](mailto:KDHE.MedicaidEligibilityPolicy@ks.gov).

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Questions regarding any KEES issues are directed to the KEES Help Desk at [KEES.HelpDesk@ks.gov](mailto:KEES.HelpDesk@ks.gov).