

**Administration, Kansas Department of**

**Moderator: Jump, Mendy for Ross, Becky**

**March 28, 2019**

**09:00 AM CT**

**OPERATOR:** This is Conference # 3393381

**Operator:** Good morning, my name is Sheryl and I will be your conference operator today. At this time, I would like to welcome everyone to the KanCare 2.0 Implementation Conference Call. All lines have been placed on mute to prevent any background noise. After the speaker's' remarks, there will be a question-and-answer session. If you would like to ask a question during this time, simply press star then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key.

Ms. Jump, you may begin your conference.

**Mendy Jump:** Thank you Sheryl. Good morning everybody. I just wanted to start with just a few quick updates and reminders, our calls will continue on through the month of April. The recordings and transcripts can be found on the KanCare website on the very front page as well as the open enrollment continues through April 3rd, which is next Wednesday, so that came up very quickly or at least seems like so. We will go ahead with update from our MCOs and First Data. We will go with United first, Sunflower, Aetna and then First Data, So Jeff, United, you can go ahead.

**Jeff Stafford:** Great, thank you Mendy. I am the Chief Operating Officer for United Healthcare. We don't have any current systemic issues as they, the 2.0 Implementation has been relatively smooth. There's always of a minor issue or a one off thing, but nothing large and systemic. If folks don't know who their provider advocate is and would like me to connect that

up. You can email me at jeff\_stafford@uhc.com because we want everyone to know who their support team is and have good contact info and a report with those people on that team.

And I would repeat the reminder for open enrollment continuing through the third and I agree with Mendy. It seem like that would be a long way away and it really did come up fast. And we would be around for questions after each group gives an update. Thank you.

**Mendy Jump:** Thank you Jeff. We will go ahead with Sunflower, Doug.

**Doug Klise:** Hi, this is Doug Klise with Sunflower. Today, I just want to kind of go back and just retouch on that couple HCBS issues have been brought up to give updates. We are aware that there are some duplicate authorizations and AuthentiCare from the members for Sunflower. So, we are currently working with First Data on how best to resolve those. So, we appreciate the feedback we receive from the providers relating to identifying the duplicates and when identified, you still have identified that you have some, please reach out to Alana or Emily. They are the two provide reps and they can take your issue and get escalated up to the medical management team to take care of.

We also want to remind HCBS providers that we extending existing services through April 30th for new members that came to us in January and February. So, starting May 1st, the services in the Sunflower as approved for each member's PCSP will begin and so please remember that each MCO calculates monthly units differently and although the weekly approved amount may not change. The monthly amount may be different based on how we do that.

And lastly, we are currently developing a report to compare IDD day in residential authorizations to the KDADs basis report. This will help us identify any authorizations that may include the wrong cure level, so we can make those corrections and we will continue to use the basis report from KDAD as our source for the accurate to your level, so that's our update for day related to that. Thank you.

**Mendy Jump:** Thank you Doug and then we'll go with Aetna. is it Kim today?

**Kim Glenn:** Yes, thank you Mendy. Good morning, this is Kim Glenn with Aetna and just a couple of quick updates as our systemic issues are on our claims resolution log and we are moving along with getting a lot of our system update. So we can, if you have that particular issue, we are providing those updates every week for you to review on the claims resolution log, but some other things we did on for HCBS providers. We have been requiring you to fax in your ISPs and other issues.

We do not have a mailbox setup, so we're working on getting a bulletin to KDHE to approve, so that we can get that mailbox out on our website and folks can start to email ISPs and any questions related to HCBS issues. In addition, for that, we know that there's been a lot of questions related to our EFTs and ERAs getting signed up knowing how to do that, knowing how to pull those down from our web portal.

So, we are also putting the finishing touches on a bulletin. So that we can put that out there for our providers, so that they do understand how to get both of those electronic things going and in addition to that we will be sending out a quick webinar invite, so the provider can sign in, so that they know how to pull that stuff down from our portal. And that is our update for today.

**Mendy Jump:** Thank you Kim and last, but not least Candace from First Data.

**Candace Cobb:** Good morning everyone. This is Candace Cobb with First Data. I had told Mendy that I didn't have an update, but I actually do have a short one here. This evening is our typically scheduled install for the quarter and we do have a very small change going into Kansas. It's on the main menu toolbar, when provider split scheduling, there is actually a view calendar drop down instead of just the calendar automatically opening as it has, so that is a very small change that is going in, but we do ask that you get your reports run in your business that your web related work done by 6 PM tonight and it should all be available again at 2 AM tomorrow morning.

The webinar reports we think might be intermittently unavailable, but there's no extended database having developed, so workers should be able to check-in and check-out. If you did not receive a flash communication yesterday afternoon, then please email me at [candace.cobb@firstdata.com](mailto:candace.cobb@firstdata.com). Make sure you get on that flash communication list if you're not already there. I do want to let you know too that the best way to report how

to issue a question or report an issue is to call our helpdesk. Let me give you that number. It's 1-800-441-4667. 1-800-441-4667 or email [authenticare.support@firstdata.com](mailto:authenticare.support@firstdata.com).

It is really important that you contact to help desk, so that if that issue or question needs to be escalated in anyway. The tech there will create a ticket and give you that ticket number and that gives all of us a reference and we can track your question better that way. Thank you.

**Mendy Jump:** Thank you Candace. And that is the end of our updates, so I think we can open the line for questions now.

**Operator:** At this time, if you would like to ask a question, you may do so by pressing star one. Again, that the star one to ask a question. We will pause for a moment.

And again that is star one if you would like to ask a question. And there are no questions from the phone line.

**Mendy Jump:** Okay, we will give it a minute or so.

**Operator:** And we do have a question from the line of Denise.

**Denise McPheron:** Hello this is Denise with Ottawa Family Physicians and I have Lisa with me. We have a question for Sunflower.

**Mendy Jump:** Go ahead.

**Denise McPheron:** We saw a patient for depression and was denied seeing no authorization on file that matches services. We never had to have authorization before.

**Male Speaker:** Can you repeat the question again Denise, it didn't quite all come through on our end.

**Denise McPheron:** We got for claims denied stating no authorization on file that matches services. We saw the patience for either ADD or depression and we never had to have a referral or authorization before.

**Male Speaker:** Okay, let me have one of our staff reach out to you Denise. What's your phone number and we will get you call today.

**Denise**

**McPheron:** 785-242-1620. Extension is 322

**Male Speaker:** 322, okay. We will get you call right after the meeting.

**Denise**

**McPheron:** Okay, thank you.

**Operator:** And again if you would like to ask a question, please press star one. And there are no questions at this time.

**Mendy Jump:** We'll give a just a moment to see if anybody else comes on.

**Operator:** You have a follow up from Denise.

**Denise**

**McPheron:** Hi, this is Denise again. Just another question. We have some credits for Amerigroup, where we to send those refund. Back to Amerigroup or to the State.

**Mendy Jump:** Denise, this is Mendy with the state. I will find out for you and get back with you. I have your number written down, so I will find out. I will be in touch today.

**Denise**

**McPheron:** Thank you. You can.

**Operator:** And again that is star one if you would like to ask a question.

**Mendy Jump:** Ms. Sheryl, this is Mendy again from the state, so I think if there's no further questions. I do thank everybody for calling in today and we will go ahead and end the call for today. Again, we will have another call next Thursday. Thank you everyone.

**Operator:** Thank you all. This does conclude today's conference call. You may all disconnect.