

Administration, Kansas Department of

Moderator: Burnam, Kim

September 11, 2019

10:00 AM CT

OPERATOR: This is Conference # 2118476

Operator Ladies and gentlemen, thank you for standing by, and welcome to the Elderly Disabled LTC Transition Conference 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 this session, you will need to press star one on your telephone. Please be advised that today's conference is being recorded. If you require any further assistance, please press star zero.

I would now like to hand the conference over to your speaker, Kim Burnam. Please go ahead Ma'am.

Kim Burnam Thank you Sydney. Good morning everybody. I just want to thank you all for participating in our first Eligibility Transition Rapid Response Call. What I want to say is effective January first, twenty, twenty, KDG will assume full responsibility for processing eligibility for the elderly, disabled, and long term care medical program.

Beginning September two thousand nineteen through December two thousand nineteen, the eligibility workload will be phased over to KDG, from our contractor, our eligibility contractor, Maximus, to ensure the transition of the process, of processing to the state, and make sure it's going smoothly, and to hear about any issues emerging early on. KDG and Maximus are holding that these calls.

The calls will occur on Wednesdays at 10 am until December eighteenth, two thousand nineteen. KDG and Maximus staff will be on the line to provide updates, announcements, and take questions from stakeholders, related to the transition. All calls will be recorded, and a transcript made available on our KanCare Website: www.kancare.ks.gov.

One thing I do want to mention is there may be situations brought up that involves cases or individuals, and I ask that no names, or social security number, or date of births be given. What we will do is we will take the person that is reporting the issue, take their name, and number, and then after the call, we will follow up with you to receive that individual's information. So just- I want to be very clear about that. These calls are recorded, and transcripts, and they're put on our public website. I do not want to have any protected information out there on individual, so thank you in advance for that.

First KDG will provide a status update, and then, we will open the lineup for questions.

So, I'm going to go right into that the current status and where we're at. So, on September third two thousand nineteen, we transition to Medicaid eligibility processing from Maximus to the state for fifty nursing facilities. During this month, we plan on smoothing out any rough edges. Any known issues, from September third to today, we will- we have been having calls, on a daily basis, to discuss any of those issues, over the last week. And so, the following will be a report of those issues.

We have received minimal phone calls to the state, and that's unit one, and minimal calls to the Clearing House Call Center. Of the few calls we have received, we have sampled a few of those and listened to the recording of those calls, and we're working to ensure that we have smooth transition from the call center to our state staff. And, also, that call centers and state staff understand each other's roles. So, we have done sampling from recordings of those calls, and we are working with Maximus to make sure that we are efficient, and that we are transferring correctly and appropriately.

The second thing I do want to mention is we received information, today, from Maximus that two facilities contacted Maximus, yesterday, stating that they had not been able to reach state staff. I wanted to advise that

state staff are currently reaching out to those two facilities, and I will, personally, be contacting the administrator of these two facilities, to ensure that they truly understand what the process is, now, that the state has taken over, insuring that they have the correct phone number, and email addresses. I will also be alerting the nursing facility association of these and who these two facilities are, and asking for their assistance to reach out to them, also. So, that we can make sure these two facilities understand the process.

The third thing I want to mention is we do receive email communication. We received, I know the last report I had is we received two emails from facilities, one was related to billing and the other was regarding an allowance of a Dewey Owen Nursing Facility bill. And, when we checked, it had already been allowed.

So, that is my brief and current status. We've been at this a week. I'm very encouraged, and at this point, Sydney, I would be open to questions. So, if we can open that up to the participants, let's do that. [Pause].

Sydney, I'm not hearing you.

Operator Thank you. As a reminder to ask a question, you'll need to press star one on your telephone. To withdraw your question, please press the pound key. Please stand by while we compile the Q&A roster. Again, that is star one on your telephone to ask a question. And, I'm not showing any questions at this time.

Kim Burnam All right. Well if there's no questions, I thank you. Okay. We'll give you, Sydney, can we give them a minute or so just to see if anybody has some thoughts, and they just haven't had a chance?

Operator Of course, I'll let you know if anyone queues up.

Kim Burnam Okay. Thank you.

Operator Once again, ladies and gentleman, to ask a question, you will need to press star one on your telephone keypad. Our first question comes from the line of Linda; you may ask your question.

Linda Hi, Kim Linda with *Cage CA*. Just wondered what the number of folks on the call today was?

Kim Burnam I believe, based on what Sydney told me this morning, it is thirteen participants. And then, we also have a leader phone number that that is for people who are speaking. So, I have representatives from Maximus and also from the state, but we have thirteen participants.

Linda Thank you.

Operator Thank you, and I'm not showing any further questions at this time.

Kim Burnam Again Sydney, I think, we'll give it another minute to allow people to decide if they have a question. Thank you.

Operator And, we do have another question, and that question comes from the line of Joy Thomas. Your line is open. Joy, if your line is on mute, please unmute. If your phone is on speaker, please pick up your handset.

Joy Thomas Thank you. Can you hear me now? My understanding is that the state is providing access for the facilities, now, directly to state staff on questions and concerns. Is that going to be available in the future for medical representative or other authorized parties on cases?

Kim Burnam Hi Joy, this is Kim Burnham, Director of Eligibility, and yes, we will have availability for medical reps, conservatorship, RDN's, families, to be able to speak directly with an eligibility worker. We ask that individuals call the one eight hundred number with the Clearing House. How they- that's how they do it today, and then, the Clearing House Call Center will then transfer the call to the appropriate state worker that can speak with the medical rep, conservator, guardian, or family.

Joy Thomas Okay. And, when will that start?

Kim Burnam Yeah. What we're doing is we are phasing in the workload from Maximus to the state. Currently, we have around fifty nursing homes and any resident of that nursing facility will, who is Medicaid or pending Medicaid, will be processed by state staff. And so, what we're doing is

each month, from September to December, we will be facing in more and more facilities, and more and more of the work load.

So, the best thing to do is to go ahead and call the one eight hundred number, and then, if it's the state's responsibility, they will make sure you're transferred. Otherwise, Maximus will be handling that case, but we will have transferred the total work load at the beginning of December. So, that's the time frame for that.

Joy Thomas Great. Thank you, very much.

Kim Burnam Yep. Thank you for your question, Joy.

Operator Once again ladies and gentlemen, press star one on your telephone to ask a question. And, I'm not showing any further questions at this time.

Kim Burnam We'll give it another minute or two, Sydney. Thank you.

Operator And, we do have another question, and the question comes from an unnamed line. Your line is open.

Cindy Claassen We would like to know when a resident comes in, and we call the Care Office to get a Care Assessment done, if they wait five days to come out and do that Care Assessment. I want to know why we're being punished for -by the by Medicaid not starting until the date of the Care Assessment?

Kim Burnam Hi. Would I, this is Kim Burnam, Director of Eligibility, would I be able to get your name and contact information, so that I can follow-up with you on that situation.

Cindy Claassen Yes, you may.

Kim Burnam Okay.

Cindy Claassen This is Cindy Claassen, from Wheat State Manor, and our phone number is 316-799-2181.

Kim Burnam Okay. Thank you for providing your name Cindy, and I know we've had conversations in the past. I know you've had conversations with my staff. What I'll do is I'll reach out to you, and we'll find out if we can get specific information, and cases, and go from there.

Cindy Claassen Thank you.

Kim Burnam Thank you, Cindy.

Operator Thank you. Once again ladies and gentlemen, please press star one on your telephone to ask a question. And, I'm showing no further questions at this time. I'm showing no further questions at this time. I would, now, like to turn the call back to Kim Burnham.

Kim Burnam Thanks Sydney.

Well, I just want to say I appreciate the questions we received, and I appreciate everybody's time participating in this call. Again, I just want to remind everybody, we will be having this call every Wednesday at 10 am, and I look forward to the next call. And, just to let it Cindy know from Wheat State Manor, I'll be following up with you, okay. Thank you, very much. And, everybody have a wonderful day, and we'll be in touch next Wednesday.

Operator Ladies and gentlemen, this concludes today's conference call. Thank you for participating, and you may now disconnect. Speakers, please stand by.