

I/DD Program Bulletin



Lunch and Learn Calls for consumers, advocates and other stakeholders are every Wednesday at 12:00 p.m.

Email questions to:

kancare.ombudsman@kdads.ks.gov

Lunch and Learn Calls for providers are Every Monday and Friday from 11:00 a.m. to 12:00 p.m.

Email questions to:

providerforum@kdads.ks.gov

Upcoming Training Schedules are available online at kdads.ks.gov under the "Provider Information" tab

Bulletin Update for February 7, 2014

- + KDADS Website Improvements
- + Lunch and Learn Calls for providers, consumers and other stakeholders
- + POCs for Periods prior to 2/1/14
- + Targeted Case Manager Updates
- + Electronic Funds Transfers
- + Information Regarding Upcoming Health Home Consumer Trainings
- + TPL Q & A document
- + Information Regarding the Provider Issues Tracking Link
- + Sunflower Contact Information
- + Weekly Calls with CDDOs
- + Weekly Calls with Targeted Case Managers
- + ADRC Offers Kancare Self-serve Walk in Medicaid Application Station

KDADS Website:

Bookmark this address: http://www.aging.ks.gov/HCBSPProvider/IDD_Provider_Index.html

KDADS has been working on updating its website to make it easier for Providers to find critical information. The website will be updated regularly, and it will include information about Policies and Procedures that are posted for comment and review, copies of the weekly Provider Bulletins, and links to recent presentations. The website is still a "work in progress" so bear with us as we continue to make improvements over the next few weeks.

Lunch and Learn Calls for Providers: KDADS hosts bi-weekly calls with I/DD system providers to address KanCare implementation issues. Calls are scheduled for Mondays and Fridays from 11:00-12:00 noon, we anticipate the calls will continue through the first quarter of 2014. Callers may submit questions to **PROVIDERFORUM@kdads.ks.gov**.

Registration for the calls is required (and must be completed by the day prior to the call) and can be completed at the following website:

http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html

Call in Number: 1.866.620.7326
Conference Code: 4283583031

If you experience difficulty registering for the Lunch and Learn calls you may also register by sending your name in an email to providerforum@kdads.ks.gov

Lunch and Learn Calls for Consumers and Other Stakeholders; KDADS hosts weekly calls with I/DD system consumers and stakeholders to address KanCare implementation issues. Calls are scheduled for Wednesdays from 12:00 to 1:00, we anticipate these calls will continue through the first quarter of 2014. Callers may submit questions to kancare.ombudsman@kdads.ks.gov

Registration for the calls is required and can be completed at the following website:
http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html

Call in Number: 1.866.620.7326
Conference Code: 4283583031

If you want to register for any of the calls you must do so by close of business the day before the call, on the day of the call you can still register by sending your name in an email to providerforum@kdads.ks.gov.

POCs for Periods Prior to 2/1/14: Plans of Care that are for periods prior to February 1, 2014 but did not get submitted timely for the changeover should be submitted by the CDDO to its assigned approver (either Sandra Andrews or Sandy Chatham. The notes should include why submission of the POC was delayed (ex. Awaiting coding, awaiting Medicaid approval, etc.)

Targeted Case Manager Updates:

Targeted Case Management – Effective February 1, 2014

Targeted Case Managers (TCM's) shall accurately account for their time spent working and recording in the individual consumer's case record.

TCM must be billed by whole units. Partial units for TCM Units cannot be billed. When the TCM is ready to bill, the units are added and if there is a partial unit up to 7 minutes there would be no rounding. If the partial unit is 8 minutes or over the TCM will round to the next full unit. Rounding can only occur at the time of billing.

Example:

Customer Name: Lola Lola

DATE	TIME	TCM Component	Type and Location	Documentation
11/14/14	37 min 1:00 p.m. – 1:37 p.m.	Monitoring	Home visit	Met with Lola in her home. Updated PCSP. Lola states she needs some assistance with her attendant. She is not happy with the workers. Also needs assistance with her light bill. ss
11/15/15	10 minutes	Referral	Telephone call to agency xxx	The agency will agreed to assist with bill paying. ss
11/15/14	2 minutes	Referral	Telephone call to Agency Directed provider	Explained LL unhappy with worker. They will contact LL and send new worker. ss
11/15/14	3 minutes	Monitoring	Telephone call to LL	Explained that Agency xxx was going to assist with her utility bill and that the provider would be contacting her and sending a new worker. ss

= 52 minutes

The total time equals 52 minutes divided by 15 minutes per unit = 3 Units, so the TCM will bill 3 Units

In the example the TCM Agency is ready to bill. The time is added and converted to units. In this case the TCM will bill for 3 Units (45 minutes). Since it is only 7 minutes the TCM would not round up to the next unit. If the example showed 8 minutes the TCM would round up and bill 4 Units.

One unit of service = 15 minutes

The maximum allowable TCM units per customer = 240 TCM Units per calendar year.

Prior authorization must be requested prior to services being reimbursed.

TCM units are prior authorized on the plan of care. It is the TCMs responsibility to request and receive Prior approval from the MCO for additional units prior to utilizing Units using the same TCM PA system.

If you have questions please contact Susan.Fout@kdads.ks.gov

Electronic Funds Transfers (EFT's): To help expedite payments, we want to encourage all Community Service Providers and Targeted Case Managers to work with MCOs to get set up to receive payment through EFT's. Below is information for how to set up EFT's with each of the MCOs.

Amerigroup

You will need to request a Registration Code for one of these two EFT services providers. To register, have your Amerigroup provider ID (or Group ID, if applicable), NPI number and Taxpayer Identification Number ready and visit either:

- + The Payspan Health website at www.payspanhealth.com
- + The Emdeon website at www.emdeon.com/eftsignup

United

EFT is a method of transferring funds between bank accounts. EFT eliminates the need for paper checks and improves cash flow timing.

Providers can request EFT by submitting the EFT Form which can be found on the www.uhccommunityplan.com or requested through your Provider Advocate. An EFT form will also be mailed to you with the notice that your credentialing has been completed

Providers are encouraged to return EFT forms as soon as possible to allow adequate time for processing

Sunflower

Sunflower State partners with PaySpan to provide Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) to its participating providers. EFT and ERA services help providers reduce costs, speed secondary billings, improve cash flow by enabling online access of remittance information, and provides straight forward reconciliation of payments. As a Provider, you can gain the following benefits from using EFT and ERA:

- + Reduce accounting expenses – Electronic remittance advices can be imported directly into practice management or patient accounting systems, eliminating the need for manual re-keying
- + Improve cash flow – Electronic payments mean faster payments, leading to improvements in cash flow
- + Maintain control over bank accounts – You keep TOTAL control over the destination of claim payment funds and multiple practices and accounts are supported
- + Match payments to advices quickly – You can associate electronic payments with electronic remittance advices quickly and easily

For more information on our EFT and ERA services, please visit our website at www.sunflowerstatehealth.com, contact Provider Services at 1-877-644-4623 or directly contact PaySpan at 1-877-331-7154.

Information Regarding Upcoming Health Home Consumer Trainings: Attached to this copy of the weekly bulletin is information regarding several upcoming trainings regarding Health Homes. Please take a look at the information here: http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/Health_Homes_Consumer_Tour.pdf. You may have a consumer interested in attending a training opportunity in your area, so please share this with your affiliate network, self-advocates, family and friends.

Third Party Liability (TPL) Q & A Document: Attached to this copy of the weekly bulletin is a Q & A document regarding Third Party Liability. Also attached is an example letter that providers may use when writing insurance companies to request a provider denial letter. The documents are also available on the

KDADS Provider Information website, under the HCBS-IDD Providers link, under “Communication.” You can access them online by following this link http://www.aging.ks.gov/HCBSProvider/IDD_Provider_Index.html.

If you have additional questions regarding TPL please contact JOsterhaus@kdheks.gov .

Information Regarding the Provider Issue Tracking Link: KDADS has developed an online Provider Issue Tracking Application where issues or concerns you are experiencing with MCOs can be posted for KDADS and the MCO to view and track. This option is available to assist you during the transition period and provides an additional outlet to the multiple provider calls, and multiple forums to have your concerns noted by the state and sent directly to the MCOs. This application is not intended to replace developing good working relationships with the MCOs. We encourage you to work through your issues directly with the provider representative of the respective MCO and utilize the grievance and appeal process.

For Provider Resources and Information, please visit the MCO websites, below.

Amerigroup- www.amerigroup.com/pages/ks.aspx

Sunflower- www.sunflowerstatehealth.com/for-providers/provider-resources/

UHC- www.uhccommunityplan.com/health-professionals/ks.html

The Issue Tracking Application is available to all KDADS providers, including those authenticated to use the KDADS Web Application. This tool is designed to replace the current notification process of issues by email and will allow KDADS to more efficiently track issues across multiple commissions to ensure timely responses to concerns. Please register for the Issue Tracking Application following the steps below. Additional training will be provided during a future Lunch and Learn Call.

Access to the Issue Tracking Log

KDADS Provider Information Page

KDADS Provider Issue Tracking

Welcome to the KDADS Provider Issue Tracking application.

Are you a KDADS Web Apps User? Yes, click the link: **Web Applications**

NO, click the link: **Provider Log-in**

KDADS Provider Issue Tracking - Provider

Registration Information Apply Changes | Issue Tracking List

*Sign-In Name AQUILAJORDAN First and Last Name without spaces or punctuation is preferred format.

*E-Mail Address AQUILA.JORDAN@KDADS.KS.GO New Password (Must be at least 10 characters (no spaces).)

*Select Your Provider Name KDADS Provider Name (if not found within list)

*First Name AQUILA *Last Name JORDAN

Address 503 S. Kansas Ave.

City Topeka State KS Zip Code 66603

*Phone 785-296-0787

Share Issues With Those Listed (move from list on the left to list on the right to select)
Only users under the same Provider Name (KDADS) are listed below.

AMBER MONZON-HERNANDEZ	<input type="checkbox"/>
AMBER PURCELL	<input type="checkbox"/>
AMY HALL	<input type="checkbox"/>
AMY SIMS-SHONKA	<input type="checkbox"/>
ANGELA HAGEN	<input type="checkbox"/>

Those listed on the right column will be able to view issues posted by AQUILAJORDAN.

Provider Instructions

The Issue Tracking web application allows providers to post issues, which are then reviewed by MCOs or KDADS.

Each person posting an issue must first register (create a self-authenticated account or use their KDADS Web Application log-in).

Once an account is created, pressing the List Issues button will display any issues previously posted and enable the user to create new issues.

When creating an account, a Provider name can be entered. This provider name can be used by others and enables the creation of a list of users for the same provider.

If you wish to share your issue with others within your Provider name, you can select them from the displayed list, after they have created an account and used the same Provider name.

If you select an MCO, the issue posted can be seen by that respective MCO. The MCO can then post a response. Currently, the MCO response will only be viewable by KDADS, who will monitor the progress of the issue.

An issue can only be entered and posted. Once posted your issue can be viewed, but can not be updated.

Pressing the Post Issue button posts the issue to the **Provider Issue Tracking Application** and notifies the MCO (if selected) and KDADS.

Provider User Manual

This is a **Provider** Issue Tracking Log. For Consumer issues, please contact the KanCare Ombudsman at KanCare.Ombudsman@kdads.ks.gov.

- ✚ This will allow you to keep track of your issues in one place. Adding an issue to the tracking log will send an email to KDADS. We will review your issue and send an email to confirm receipt and to start the process to review the issue. You can log back into the Issue Tracking Log at any time and see the issues that you have posted and the ones that have been resolved.
- ✚ Please review the **Provider User Manual** to help answer any questions. Additional training will be provided during a Lunch and Learn Call.

Sunflower Contact Information: Sunflower is committed to making the implementation of LTSS services for members with IDD a success. They were recently notified that some of the care coordinators have business cards with incorrect “direct dial numbers”. The incorrect business cards had limited distribution at the TCM-Care Coordinator Summit and Open House events last week. The correct number (1-877-644-4623) for Sunflower was also printed on those business cards.

- ✚ Care Coordinators can be reached using the 1-877-644-4623
- ✚ Letters will be sent to all members that identifies their Care Coordinator and how to contact them.
- ✚ Provider information will be provided and included on the Sunflower website regarding how to contact care coordinators including an alpha list of IDD Care Coordinators with regions served and correct contact information.
- ✚ Additional information will be provided to the NurseWise/Call Center to provide members and their families with correct contact information for Care Coordinators over the weekend.

Weekly Calls with CDDOs: This week KDADS held the first of several weekly calls that will be conducted with the CDDOs. On the first call KDADS walked through responses to a Q & A document that had been submitted by the CDDOs. Calls will continue weekly on Thursday’s at 11:00. CDDOs call 1.866.620.7326 conference code 4283583031.

Weekly Calls with Targeted Case Managers: Next week KDADS will begin weekly conference calls with TCM’s. The calls will be held on Tuesday’s from 3:00 pm to 4:00 pm. TCMs should call 1.866.620.7326 conference 2850442124.

ADRC Offers Kancare Self-serve Walk in Medicaid Application Station: To assist individuals with applying for Medicaid services, the Wyandotte/Leavenworth ADRC has established a self-serve walk in station within its Aging & Disability Resource Center. This self-serve walk in station is available to allow individuals easy access to complete and file new Medicaid applications on line. This is a onetime service for new applications only. You can contact the ADRC at 913.573.8531.