

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

Thank you to everyone who participated in the I/DD Waiver renewal process by submitting your comments through the RFI or participating in either the conference calls or in-person listening sessions.

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

Bulletin Update for March 21, 2014

- + Requesting Additional Services List (RASL)
- + Billing and Claims
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 - NPI Number Issue
- + Changes in Federal Rules
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 - Weekly Calls with Targeted Case Managers
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Requesting Additional Services List (RASL): On January 31, 2014 KDADS sent a letter to all HCBS-IDD program participants who are currently receiving HCBS services and have asked for additional services in the past. The forms are due on Saturday, March 1, 2014; however, KDADS will continue receiving forms after this date. Individuals can submit forms to KDADS by mail to 503 S. Kansas Ave, Topeka, KS 66603, by fax to 785-296-0256 or by email to HCBS-KS@kdads.ks.gov.

- Letter and Confirmation Form for HCBS-I/DD Participants on Request For Additional Services
http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/2014_01_31_RASL_Consumer_Letter_Form.pdf

Billing and Claims:

- ✚ **Plan of Care Issue:** Plans of Care submitted through MMIS after 2/1/14 for the purposes of updating eligibility, changes to obligation, or correcting errors to provider numbers, units, service amounts, etc. will be approved with an end date of 3/31/14 and the MCO will be notified of the need for an authorization for service dates beginning 4/1/14. Please work with your assigned POC approver (Sandra or Sandy) on these issues.
- ✚ **NPI:** We are aware of a small number of providers experiencing claim denials/rejections related to NPI numbers. We are working to resolve the issues with the MCOs and it is our understanding that the MCOs have also reached out to most of the providers to work through the NPI number issue. We will provide another update next week.

Changes in Federal Rules: There are several federal rules that could have an impact on home and community based services over the next several months. The State and several workgroups and advocacy organizations are watching for the interpretations of several laws, regulations and rules that may affect Kansas.

Lunch and Learn Calls

Registration for the calls is required (and must be completed by the day prior to the call). It can be completed online at: http://www.kdads.ks.gov/CSP/IDD/KanCare_Imp/IDD_Implementation_Calendar.html

Call in Number: 1.866.620.7326
Conference Code: 4283583031

- ✚ **Providers:** Calls are scheduled for Mondays and Fridays from 11:00-12:00 noon, through March 31, 2014. Beginning in April we will continue with the Monday calls **starting April 7th but we will no longer have the Friday calls.** Callers may submit questions to PROVIDERFORUM@kdads.ks.gov. 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:** Calls will continue through April on Wednesdays from 12:00 to 1:00 for consumers. Callers may submit questions to kancare.ombudsman@kdads.ks.gov. If a consumer has problems registering for the Lunch and Learn call, they could email the KanCare Ombudsman at kancare.ombudsman@kdads.ks.gov.

CDDO Information:

- ✚ **Weekly Calls with CDDOs:** CDDO calls will continue weekly on Thursday's at 11:00. On March 28th, the call will be extended to two hours, meeting first with the MCOs from 11:00 – 12:00 and the CDDOs only from 12:00 – 1:00. CDDOs should call 1.866.620.7326 conference code 4283583031.

Targeted Case Manager Information:

- ✚ **Weekly Calls with Targeted Case Managers:** TCM calls are held on Tuesday's from 3:00 pm to 4:00 pm. TCMs should call 1.866.620.7326 conference 2850442124.
- ✚ **Targeted Case Manager Updates:** a Policy Memorandum will be issued to clarify the requests for information from the MCO and billing for targeted case management services.

Information Regarding the Provider Issue Tracking Link: We encourage you to work through your issues directly with the provider representative of the respective MCO and utilize the grievance and appeal process. This will allow you to keep track of your issues in one place. Please add details about your issues, including who you spoke with at the MCO and what steps at resolution you have already tried. Additionally, this is a **Provider Issue Tracking Log**. For Consumer issues, please contact the KanCare Ombudsman at KanCare.Ombudsman@kdads.ks.gov.

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

If you are unable to resolve a conflict, please submit your issue to the KDADS Provider Issue Tracking application. The Issue Tracking Application is available to all KDADS providers, including those authenticated to use the KDADS Web Application. Please register for the Issue Tracking Application following the steps below. Visit the **KDADS Provider Information** website and go the Provider “Issue Tracking” tab.

Responses to RFI Questions Posted: Responses to the questions submitted regarding the RFI for the HCBS-I/DD waiver renewal have been posted at the following link:

Go to: http://www.kdads.ks.gov/CSP/IDD/IDD_Index.html. **Look under RFI Questions and Answers.**

Summary of I/DD Waiver Listening Sessions: Last week KDADS conducted several in-person meetings and conference calls with persons receiving services, parents, guardians, providers, CDDOs and other I/DD system stakeholders. The purpose of the meetings was to get input on the I/DD waiver which is currently up for renewal with CMS. The currently approved waiver will expire on June 30, 2014 and KDADS will be submitting our request for renewal to CMS by the end of March.

In-person sessions were held in Salina, Wichita, Pittsburg and Topeka. In addition, three conference calls were held, of which two were specifically targeted to get feedback from persons receiving services, parents and guardians.

Topics discussed included:

- Payments to guardians as caregivers
- Supported Employment
- Transportation
- Serving persons with challenging behaviors and/or significant medical needs
- Training needs
- Reimbursement Rates
- Future impact of the federal Home and Community Based Services Settings Final Rule
- Future impact of the changes to the federal companionship rules
- Future impact of the Affordable Care Act
- Numbers of persons on the waiting list

KDADS would like to thank the more than 150 people who provided comments either in person, by phone or in writing. Additional opportunities to provide feedback will be held during the next few months as KDADS prepares its’ Transition Plan regarding the CMS “Final Rule.”