

# STATE OF KANSAS

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GOVERNOR JEFF COLYER, M.D.  
TIMOTHY KECK, SECRETARY

## Informational Memorandum 2018-06

**To:** Kansas Area Agencies on Aging (AAA)

**From:** Client, Assessment, Referral, and Evaluation (CARE) Program, Kansas Department for Aging and Disability Services (KDADS)

**Subject:** Clarification of Exception Request Submission and Computation for Level 1 CARE Assessments

**Date:** July 18, 2018

**Action Requested:** N/A

**Contact for Further Information:** Anne Yeakley, CARE Coordinator - 785-296-6446; Dawne Stevenson, Program Manager - 785-368-7323; Ann Elifrits, Commissioner on Aging - 785-368-7331

### Reason for the Informational Memorandum:

- 1) Clarification on Exception Request Procedure
  - a. Exception Request Due to Customer
  - b. Exception Request Due to Extraordinary Assessor Circumstances
  - c. Approved Exception Requests
- 2) Clarification of Computation of Level I CARE Assessment Due Dates
  - a. Basic Computation
  - b. Less Than 30-Day Admissions Computation

### 1) Clarification on Exception Request Procedure

#### A. Exception Request Due to Customer

- Exception Requests need to be completed accurately and timely to be approved by the CARE Program Manager. Payment delays or denials for payment to the nursing facility may result when an Assessor neglects to complete a timely Level 1 CARE Assessment without KDADS prior approval of an Exception Request, per the KDADS Client, Assessment, Referral, and Evaluation (CARE) Manual.

*“Assessments shall be completed within five (5) working days from the date of referral. Assessment date shall be recorded on the assessment. If this time frame cannot be met due to weather, unexpected hospitalization, or need for family or legal guardian participation, the assessor shall contact the KDADS CARE Program Manager via e-mail at [kdads.care@ks.gov](mailto:kdads.care@ks.gov) and request prior approval of the exception. KDADS will approve or deny the request and make note of the request”* KDADS CARE Manual, Sec. C, Item 2 (pg. 17).

## **B. Extraordinary Circumstances**

- An Exception Request may be approved when an Assessor is scheduled to meet with a client, but experiences unexpected vehicle-related incidents or an immediate onset of illness **only** when the Exception Request is relayed to the CARE Program Manager from the Assessor’s AAA CARE Team Lead within 48 hours of the date the assessment was due to be completed.
- Exception Requests for Assessors on vacation or Assessors who neglect to conduct the assessment after it has been assigned will not be approved.
- Review and Determination of Exceptions for Extraordinary Circumstances will be at the discretion of the CARE Program Manager.

## **C. Approved Exception Requests**

- When an Exception Request is approved by the CARE Program Manager, the Assessor needs to enter the ACTUAL DATE the Assessor is completing the assessment, **NOT** the date the original assessment was due.
- KDADS will discuss nursing facility payments with Medicaid when an Exception Request has been approved prior to the assessment due date.

## **2) Clarification of Computation of Level I CARE Assessment Due Dates**

### **A. Basic Computation**

- Assessors have 5 (five) working days to complete a Level 1 CARE Assessment. Level 1 CARE Assessments may be completed Monday through Friday during the AAA’s normal business hours. A Level 1 CARE Assessment request received on a Monday would be due by the following Monday, since day one does not begin until the day after the request is received.
- When the AAA receives a Level 1 CARE Assessment request on a Monday, the computation would include the following working days: Tuesday, Wednesday, Thursday, Friday and Monday, since Level I CARE Assessments are not completed by CARE Assessors on weekends or holidays. If there is a holiday in the midst of the work week, the Assessor may skip the day(s) for the holiday and resume the count on the following working day to calculate the due date.

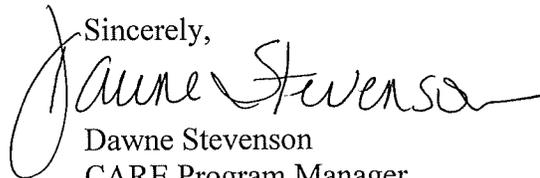
**Example:** A CARE Assessor receives a request on, July 3, 2018; it would then be determined that the assessment is due by, July 11, 2018, since July 4 is a holiday and July 7 and July 8 occur on a weekend. If it is determined that the CARE Assessor would need to request an extension, it

is the responsibility of the CARE Assessor to submit the Exception Request to the KDADS CARE Program Manager prior to the assessment's due date of, July 11, 2018.

#### **B. Less Than 30-Day Admission Computation**

- When a "Less Than 30-Day Admission" is sent from the nursing facility to the AAA on day 20 as calculated from the date on the signed order, the AAA has five (5) working days to complete the Level 1 CARE Assessment.
- When the AAA receives a "Less Than 30-Day Admission" and holds onto it until day 20, the CARE AAA Team Lead first needs to calculate day 20 from the date on the signed order. Then, the CARE AAA Team Lead needs to assign the Level 1 CARE Assessment to an Assessor, and the Assessor needs to complete the assessment within five (5) working days.
- When a nursing facility does not obtain an order, the Level 1 CARE Assessment would need to be completed within 5 (five) working days, following the procedure in Item 2a of this Memorandum.

**Example:** If an order was signed on, July 1, 2018 with an admission date to the facility of, July 5, 2018, then the nursing facility would have until July 30, 2018 to have the Level 1 CARE Assessment completed; however, it is important to note that the nursing facilities are supposed to be sending the request for the Level 1 CARE Assessment on day 20 of the "Less Than 30-day Admission." In this instance, the due date for the request of the Level I CARE Assessment would occur on July 20<sup>th</sup>; not July 25<sup>th</sup>, since the "**Less Than 30-Day Order**" was signed on July 1, 2018 and the day 20 of the "less than 30-day stay" is from the date of the **order** and not the date of admission. Therefore, if the AAA holds the referral until day 20, the assigned Assessor will need to note, that day 20 of the "less than 30-day stay" should be figured from the date of the signed order, not the date of admission. Once again, the Level 1 CARE Assessment would be due on July 30. Assigning the assessment without noting the dates could result in a late Level 1 CARE Assessment, and result in the nursing facility experiencing payment delays or receiving no payment from Medicaid.

Sincerely,  
  
Dawne Stevenson  
CARE Program Manager

Cc: Ann Elifrits, Commissioner, Commission on Aging (KDADS)  
Anne Yeakley, CARE Level 1 Coordinator (KDADS)  
Elissa Moore, OAA/SCA/CARE Quality Assurance Program Manager (KDADS)  
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Tyler Steffes-Herman, OAA/SCA Program Manager