KanCare Eligibility Improvement Overview

Background

Since 2015, Kancare Eligibility processes and systems has been reviewed by 2 external entities, and as part of the agency's continuous improvement process. The following reviews were performed:

1. Rosie Rosenbaum Triage Process- March 2016
2. Accenture Review- September 2015-November 2015
3. Maximus- on going
4. Optum Review- September 2016

Each of these reviews identified opportunities for improvement and recommendations for action. The Findings and Recommendations fall into four main categories:

1. Process Improvement
2. Training
3. System Enhancement
4. Communication

All recommendations were carefully reviewed by the agency to assess their impact on improving processing and customer experience, converted into actionable initiatives and prioritized accordingly for implementation.

The initiatives are at various stages of implementation: many have been implemented, some are in progress and others have been scheduled for implementation at a future date.

Below are exhibits which provide more details about the recommendations made, and their implementation status.

Exhibit 1

PROCESS IMPROVEMENTS IMPLEMENTED DURING 2016

Item #	Date Implemented	Improvement	Current Status
	2/1/16	Added a new Application Status Queue to streamline call handling of less complex calls.	
	4/1/16	Implemented Self-Service IVR to allow consumers quick access to basic information and to reduce calls to CSRs.	Reduced calls to CSRs by 1270 calls per week
	4/30/16	Improved Provider Spreadsheet process implemented	
	4/30/16	Provider spreadsheet consumer responses automated	
	4/30/16	Pilot pre-screening of E&D and LTC applications	
	5/2/2016	Developed tracking mechanism to track applications on hand to process	Implemented, still in use
	5/2/2016	Developed work furlough report that allowed greater visibility into which applications have been processed	Implemented, still in use
	6/1/2016	Developed tracking tool to supplement information available in KEES to help manage workflow	Implemented, still in use
	6/24/16	Overhauled IVR structure to improve call flow and speed up call handling	
	9/26/16	Implemented regular customer service calibration sessions with HPE and eligibility calibration sessions with KDHE.	
	10/20/16	Increased outbound calling to consumers for all E&D/LTC cases that need to be pended for additional information.	
	11/23/16	Modify and reinforce training on customer service scripts to allow CSRs to better assist callers with clear, specific updates about the application process.	Implemented
	11/23/16	Improved escalation process for urgent medical needs, frequent and dissatisfied callers, and callers with high profile complaints.	Implementation in process.

Exhibit 2

TRAINING DURING 2016

Start Date	End Date	Type	Number of Staff
Nov, 2015	Dec, 2015	E&D/LTC Eligibility	32
Nov, 2015	Dec, 2015	E&D Eligibility	35
12/22/2015	12/29/2015	E&D Eligibility Refresher Training	7
1/21/2016	1/22/2016	HCBS Training	7
1/4/2016	1/22/2016	Family Medical Eligibility	22
1/4/2016	1/22/2016	Family Medical CSR	5
1/25/2016	2/5/2016	E&D Eligibility	15
2/15/2016	2/18/2016	Application Status CSR	15
2/16/2016	2/16/2016	Mulitple Applications Process	35
2/17/2016	2/25/2016	LTC Training	15
2/22/2016	3/11/2016	Family Medical Eligibility	18
2/22/2016	3/11/2016	Family Medical CSR	5
3/8/2016	3/9/2016	EATSS Training	All E&D Staff
3/9/2016	3/10/2016	HCBS Training	5
3/14/2016	4/8/2016	E&D Eligibility	15
3/14/2016	3/31/2016	E&D CSR	3
3/14/2016	3/18/2016	Data Entry	4
3/15/2016	3/24/2016	Family Medical Eligibility	6
3/16/2016	3/16/2016	Application Processing Training (DCF)	50(?)
3/16/2016	3/17/2016	HCBS Training	5
3/21/2016	3/21/2016	Review Processing Training (DCF)	50(?)
3/21/2016	4/1/2016	Registration	20
3/21/2016	3/24/2016	Application Status CSR	3
3/21/2016	3/26/2016	Data Entry	1
3/23/2016	3/23/2016	EATSS Training	32
3/24/2016	3/25/2016	HCBS Training	6
3/29/2016	3/29/2016	Spousal Impoverishment Train the Trainer	3
3/30/2016	3/30/2016	Spousal Impoverishment/Income Allocation	All LTC
3/31/2016	3/31/2016	Working Healthy	6
4/14/2016	4/14/2016	Spousal Impoverishment	All LTC
4/18/2016	5/6/2016	E&D Eligibility	20
4/22/2016	4/22/2016	May Policy Changes CSR	28
4/23/2016	4/29/2016	May Policy Changes Clearinghouse	98
4/27/2016	4/27/2016	Communication Process, KEES Tasks, Imaging for Working Healthy	11

Exhibit 2 (cont.)

TRAINING DURING 2016

Start Date	End Date	Type	Number of Staff
5/2/2016	6/23/2016	E&D Eligibility	20
5/6/2016	5/6/2016	Spenddown Report	19
5/17/2016	5/18/2016	MMIS/Bene Bill Training	70
5/23/2016	5/23/2016	MSP/MIPPA Application Reviewer Training	8
6/2/2016	6/7/2016	Level of Care Changes	9
6/9/2016	6/10/2016	LTC Communications	10
6/10/2016	6/10/2016	Fair Hearings	37
6/13/2016	6/24/2016	E&D CSR	4 *Two days - multiple sessions
6/13/2016	7/8/2016	E&D Eligibility	15
6/13/2016	6/24/2016	E&D CSR (Not included in Elig. Group)	4
6/15/2016	6/15/2016	OSW/Intake Manager Training	32
6/17/2016	6/18/2016	KEES - Resonable Compatibility Test (CR110) Training	213
6/28/2016	6/30/2016	LTC/LTC Communications	11
7/11/2016	7/29/2016	Family Medical Eligibility	13
7/11/2016	8/5/2016	E&D Eligibility	27
7/11/2016	7/22/2016	Family Med CSR	4
7/11/2016	7/22/2016	E&D CSR	4
7/18/2016	7/18/2016	E&D Reviews	All E&D Staff *Three days - multiple sessions
7/19/2016	7/19/2016	FM Eligibility (Case Maintenance Refresher)	15
7/25/2016	8/26/2016	E&D Eligibility (Colorado)	45
7/27/2016	8/3/2016	Specialized Resource Training #1 w/ Lab	25
7/28/2016	7/30/2016	Avoiding Duplicate IDs	29
8/9/2016	8/10/2016	LTC Communications	14
8/9/2016	8/9/2016	Avoiding Duplicate IDs	6
8/10/2016	8/11/2016	HCBS Training	8
8/15/2016	8/17/2016	LTC - Avoiding Failure to Provide	39
8/18/2016	8/19/2016	Customer Service Skills and Professionalism	50
8/22/2016	9/1/2016	E&D Eligibility (KDHE)	4
8/22/2016	9/23/2016	E&D Eligibility	14
8/23/2016	8/26/2016	MaxKnowledge	All Staff
8/24/2016	9/9/2016	E&D CSR	5
8/25/2016	8/25/2016	KDADS Care Score	All LTC
8/29/2016	9/16/2016	Family Medical Eligibility	5
8/29/2016	9/16/2016	Family Med CSR	3
8/29/2016	8/29/2016	KEES Dispatch 08/28	26

Exhibit 2 (cont.)

TRAINING DURING 2016

Start Date	End Date	Type	Number of Staff	
8/31/2016	9/1/2016	Spenddown Training	35	
9/6/2016	9/30/2016	Family Medical Eligibility (Colorado)	43	
9/7/2016	9/7/2016	MDN Spenddown	24	
9/12/2016	9/12/2016	Fair Hearings	5	* additional 28 staff trained in these sessions by KDHE
9/20/2016	9/20/2016	Working Healthy	5	
9/21/2016	9/22/2016	LTC	20	
9/26/2016	9/26/206	Presumptive Eligibility Training	8	
9/29/2016	9/29/2016	End Coverage Tasks (Colorado)	25	
10/3/2016	10/21/2016	Family Medical Eligibility	12	* PPT was provided to all staff at Clearinghouse as well
10/3/2016	10/14/2016	Family Med CSR	4	* PPT was provided to all staff at Clearinghouse as well
10/11/2016	10/14/2016	Reviews	219	
10/13/2016	10/13/2016	Creating State Tasks, Documentation using the Case Log Macro	All CO Family Med Staff	
10/17/2016	10/20/2016	RDB Cleanup: LTC Data	8	
10/24/2016	11/4/2016	Registration	12	* PPT was provided to all staff at Clearinghouse as well
10/27/2016	10/27/2016	Resources	All E&D Staff	* PPT was provided to all staff at Clearinghouse as well
11/3/2016	11/3/2016	Resources (Colorado)	All CO E&D Staff	
11/3/2016	11/3/2016	Entering Self-Attestation of Income in KEES	All CO Family Med Staff	
11/7/2016	11/14/2016	Registration	12	
11/10/2016	11/10/2016	KDADS (Care Score Requests)/Spousal Impoverishment/Income Allocation	All LTC	
11/10/2016	11/10/2016	Prior Medical	All CO Family Med Staff	
11/10/2016	11/10/2016	Buy In (Colorado)	All CO E&D Staff	
11/10/2016	11/10/2016	Presumptive Eligibility Q&A	16	

Exhibit 3

SYSTEMS ENHANCEMENTS DURING 2016

High Defects identified & fixed for reducing backlog		
Areas	By Defects	By %
Batch / Interface	24	22%
EDBC	9	8%
NOA/Forms	14	13%
Online	31	29%
Others	4	4%
Reports	13	12%
SSP/PE	4	4%
Workflow	8	7%
Grand Total	107	100%