

## KanCare Information

### November 1, 2012

#### General Information

- 1. Question: How will decisions be made on which MCO a youth and family are assigned to?*
- 2. Answer: If the child/family is new to Medicaid, they will either be assigned to an MCO based on the state's algorithm or they will choose their MCO as part of the Medicaid application process.*
- 3. Question: Will a child eligible for CHIP (Children's Health Insurance Program) also have a MCO issued health care card?*  
*Answer: Yes Note: CHIP is currently known in Kansas as HealthWave. After January 1, 2013 the program will be known as KanCare.*
- 4. Question: Will a child moving between Medicaid eligibility types have the ability to choose a new MCO each time if they want?*  
*Answer: No. Assignments can only be changed during open enrollment.*
- 5. Question: Will the system recognize when an eligible person is already assigned to the MCO's and stop them from being reassigned?*  
*Answer: Yes.*
- 6. Question: When a child is assigned to an MCO through their parent and the child enters foster care, can the child be reassigned to a different MCO?*  
*Answer: Children who are in the custody of their parent's, the parents manage which MCO their children are assigned too. For children in the custody of the State (DCF or JJA) see: Question Under the topic of Children in the Custody of the State.*
- 7. Question: What will happen with Native American youth whose families have opted out of KanCare?*  
*Answer: They will be assigned like everyone else, but they have the option to opt out of managed care. This includes the children in the custody of the Tribal Authority. If they choose to opt out, they will not be able to receive the additional Value Added Services provided by the MCO's. Claims would be paid on a Fee for Service basis.*
- 8. Question: What is the difference between the enrollment packet and welcome packet?*  
*Answer: The enrollment packet comes from MMIS (HP) and the welcome packet comes from the MCO*

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which was selected either by the case head at the time they applied for KanCare or randomly selected if one was not selected. The enrollment packet contains information about the three MCO's. The welcome packet will have the medical card.

9. *Question: What is the PCP (Primary Care Physician) and 90 day window?*

*Answer: The PCP can be changed at any time with coordination with the MCO provider. The 90 day "window" correlates with the open enrollment for MCO choice.*

10. *Question: Apparently there is a Medicaid liaison at each DCF office that we call today about eligibility switches and with any billing issues. Will this continue?*

*Answer: There is a Medicaid liaison assigned to each of the regions. They can assist with billing issues. They do not determine eligibility.*

11. *Question: What if the 1115 waiver isn't granted? How will that affect services under the contracts?*

*Answer: This question has been deferred to KDHE leadership for review*

### **General MCO (Managed Care Organization)/ PCP (Primary Care Physician)**

1. *Question: How will monitoring of the MCO's occur?*

*Answer: There are significant federal and state mandated monitoring requirements of MCO's. In addition to these activities that the state will be performing, the state has created pay for performance mechanisms in the KanCare contract with the MCOs. See details in attachment J of the 1115 application which can be located on the KanCare website.*

2. *Question: Several of the MCO's are circulating contracts for signature that have not been updated. What should agencies do in response?*

*Answer: If the contract is incorrect work with the MCO. If still not satisfied, work with the state. KDADS providers should contact Kim Brown at [kim.brown@kdads.ks.gov](mailto:kim.brown@kdads.ks.gov) or 785-296-6754*

3. *Question: Do the MCO's or the state set the rates?*

*Answer: The state sets the minimal rate.*

4. *Question: Is there a caseload that the MCO's will be expected to meet?*

*Answer: MCO's are responsible to provide coordination of care for all members. MCO's have various staff that will support this effort from care coordinators to member service advocates to peer support workers. Different people/situations require different levels of care coordination; therefore it is difficult to assign an exact ratio of care coordinators to members. MCO's are responsible to ensure each member receives the appropriate care coordination they need.*

### **Mental Health/KDADS (Kansas Department for Aging and Disability Services)**

1. *Question: Who is responsible for the safety of the child in a mental health crisis?*

*Answer: Everyone who works with the child is responsible for the safety of the child.*

2. *Question: Will MCO's be able to do quick turnarounds for children needing crisis care?*

*Answer: There is no pre-authorization for emergency care. The MCO's have a mental health crisis access standard which they must meet.*

3. *Question: Will the CMHC's continue to be responsible for the SED Waiver?*  
*Answer: Yes, CMHC's will continue to screen for clinical eligibility for the SED waiver as well as providing the waiver specific services.*
4. *Question: Will rates for behavioral health services be the same?*  
*Answer: They will be at the same rate today, unless the provider has negotiated a higher reimbursement rate with the MCO.*
5. *Question: Who will be doing the screening for inpatient hospitalizations?*  
*Answer: The CMHC will continue to do inpatient psychiatric hospitalization screenings. CMHC (Community Mental Health Center) will be doing the screening for PRTFs.*
6. *Question: What about when a kid is with their parents and becomes institutionally Medicaid eligible solely because they have been admitted to the PRTF and the family may have been HealthWave eligible before?*  
*Answer: They will stay with the same MCO.*
7. *Question: Will PRTF rates continue to be renewed and updated every 6 months?*  
*Answer: Yes*
8. *Question: Is the PRTF waiver still in place or has that run out?*  
*Answer: PRTF Community Based Alternative grant expired on September 30, 2012*
9. *Question: What will joint management by KDADS and KDHE look like?*  
*Answer: There will be interagency KanCare monitoring teams which will monitor contracts and coordinate interagency oversight and monitoring activities.*

### **Children in the Custody of the State (DCF or JJA) / Foster Care**

1. *Question: How will decisions be made on which MCO a child is assigned to?*  
*Answer: If they are already assigned to a MCO the child entering foster care will stay with the MCO they are assigned to. If the child entering foster care had prior KanCare eligibility in the previous 6 months, the child will remain attached to the previously assigned MCO. During open enrollment the child would be eligible for a change in the MCO assignment. Only DCF or JJA staff may make this change.*
2. *Who does the packet get sent to? The parents they were removed from or the Child Welfare provider?*  
*Answer: Both the enrollment and welcome packet are sent to the placement. Even though the enrollment is sent to the placement, the placement is not authorized to change the MCO assignment.*
3. *Who can make the MCO change? The Child Welfare provider or the parents the child was removed from?*  
*Answer: Only DCF or JJA are authorized to request a change in the MCO for children in custody and in an out of home placement. The Child Welfare provider or CSO may request a change through an appeal process. For youth in the custody of the Secretary, a request may be made through the foster care regional contract specialist. For youth in the custody of the Commissioner, a request may be made to JJA central office.*

4. *If a child comes into custody and had an existing Medical card for HealthWave or one of the other waivers, do they maintain the MCO they already have?*

Answer: For a child who is assigned to an MCO enters state (DCF or JJA) custody for out of home placement, they will remain with the MCO.

5. *Question: If a child is on Medicaid/ HealthWave and enter into foster care when they become foster care Medicaid eligible will they need a new card like today. Ideally the computer could track the change but nothing would change for the kids (MCO or the need for a new card).*

Answer: When a child enters foster care there are only two (2) situations in which the placement would receive a new plastic medical card:

- If the child is not known to the system
- If the prior holder of the plastic medical card has lost it or refuses to supply it to the social worker when the child enters foster care. The eligibility specialist will need to look at MMIS to see who the current MCO is and a new card must be requested through the MCO. If a duplicate card is needed after the child enters foster care the placement provider will need to contact the MCO to request a duplicate card.

6. *Question: Would youth coming into care stay with their families MCO?*

Answer: Yes

7. *Question: If a child comes into care and their family doesn't have Medicaid, how will that child be assigned?*

Answer: If the child is new to Medicaid, they will be assigned to an MCO based on the state's algorithm.

8. *Question: How will case management be coordinated between DCF, Contractors and MCO case managers? Who trumps who?*

Answer: The case management coordination will be based upon the child's needs.

9. *Question: For kids whose parents' rights are intact we would work with the parent on what's the best MCO choice. If the parent won't cooperate and a change is believed to be needed would it take DCF approval to switch.*

Answer: If the child is in DCF custody and in an out of home placement, only DCF can make the request to appeal a change for another MCO assignment. If the child is residing with their parent's, the parent must make the decision if an appeal needs to be requested for a change in the MCO assignment.

10. *Question: If parental rights are terminated would DCF need to make the decision or could we make the decision to switch MCO's?*

Answer: The Child Welfare Contractor is not authorized to make the request for a change in the MCO assignment. Only DCF staff can make the request to appeal the MCO assignment.

11. *Question: If a foster child is placed with a relative or foster home out of the state and continues to be eligible for KanCare how will their medical care be paid for?*

Answer: The placement MUST work with the MCO to locate a provider in the state where the child resides. The MCO is still responsible for providing coverage services for the child and will be able to pay out of network if necessary.

12. *Question: When parental rights are terminated and the child is placed for adoption, the adoptive parents upon signing the APA should be able to request the MCO of their choice. Can this be placed on the Good Cause list?*

**Answer: No.** Until the adoption is finalization the child is still in the custody of DCF. After the adoption is finalized, the adoptive parents can file an appeal to change the MCO assignment.

13. *Question: When a child leaves foster care and returns home what happens to the plastic card and eligibility?*

**Answer: The plastic medical card needs to be sent home with the child. The child will no longer be eligible for foster care medical. The parents *must* apply for medical coverage, just as they must today. A new eligibility *must* be determined based on the current circumstances.**

14. *Question: Working with families around reintegration can be hard if families don't have Medicaid. Will MCO's be willing to add services that expedite reunification?*

**Answer: When the child is reintegrated with the parent, the child is no longer eligible for foster care Medicaid and the parent **MUST** apply for medical coverage. This is the same process today and will continue with KanCare. The MCO is focused on improving overall health outcomes for Kansas families. The state is not limiting what additional services the MCO can provide.**

15. *Question: How can young people aging out of custody change their MCO?*

**Answer: They need to be part of the discussion during open enrollment period prior to their release from foster care so they can assist in choosing their MCO. Once they are assigned to an MCO they cannot change the MCO assignment until open enrollment. Like anyone who is under managed care, they can request to appeal the MCO assignment.**