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To: Robert G. (Bob) Bethell Joint Committee on HCBS and KanCare Oversight

From: Peter Mungai, C.E.O at Salem Home

Date: April 23rd, 2018

Subject: Experience with Clearing house and Liaison Pilot Program

Robert G. (Bo) Bethell Joint Committee on HCBS and KanCare Oversight:

My name is Peter Mungai, C.E.O at Salem Home. Salem Home is a 45 bed skilled facility located at Hillsboro, Kansas. Thank you for the opportunity to submit testimony regarding my experience with Clearinghouse and the Liaison pilot program. 60% of our funding comes from Medicaid and this fund is so important for us to continue providing quality care. We can only provide care with no payment for so long. We started struggling with Clearing House way back in 2016. Documents sent to Clearinghouse would somehow disappear and we did a lot of resending. Sometimes we used to be asked for documents again and again. Our facility made several calls to Clearinghouse and sometimes it would take a long time before someone picks up the phone. Communication and the sending of documents was very poor. We called every week hoping for some good news.

Towards the end of last calendar year 2017 we had 9 Medicaid pending applications with Clearinghouse. This is a very big number for a small facility like ours. On January 9th our facility was put in a liaison pilot program. We had 9 Medicaid pending applications when we transitioned to a different method of processing applications. We were so excited hoping for a quick process, but this was not the case. We ended up asking for advanced payment in February and this month we have again asked for advanced payment. We should never have to depend on advanced payments for operations but we are left with no other choice.

Our facility and the Liaison team communication is now better than it was before the liaison pilot program. We are no longer losing documents sent to the Liaison team. 3 out of 9 applications have been approved since January 9th 2018. 2 more



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applications were also added after January 9th this year putting us to 8 Medicaid pending as of today amounting to **\$171,151.78**. 1 of the three that got approved

was pending since March 2017 and the other 2 were from August and November of 2017. This new process of processing applications by Maximus is better than the old process, but it is still very slow. SRS Regional offices now DCF did a better job of Medicaid applications processing than Maximus. SRS used to process majority Medicaid applications within 45 days. Maximus is a private company and we expect them to even do a better job than the government. The Executive branch (KDHE) must continue to hold Maximus accountable and make them comply with the terms of the signed contract. KDHE must continue to monitor how Maximus is doing and require them to submit a plan to correct deficiencies in the work it performs on the state's behalf. Maximus has now done this over two years and the probation time is over and must be held to a higher standard. Maximus must now streamline the liaison pilot program and make it effective before the expiry of their current contract.

This committee has an opportunity to work with KDHE and Maximus to make sure Medicaid applications are processed within a reasonable time. The Center for Medicare & Medicaid Services (CMS) knows that we have a problem. KDHE has provided CMS with a corrective action plan to bring application processing back into compliance with Federal regulations. We also understand that KDHE has recently required Maximus to submit a plan to correct deficiencies in the work it performs on the state's behalf.