

Testimony of Eileen M. Doran
Before the House Committee on Social Services Budget
Re HB 2029
February 20, 2013

My name is Eileen Doran and I am the Executive Director of TARC, Inc. TARC has provided services and supports to children and adults with developmental and intellectual disabilities since 1954. I am here today to ask that HCBS Waiver services be permanently carved out from the KanCare program.

At TARC, we support hundreds of families who have accessed the KanCare system for their medical services. While I could share hundreds of stories highlighting the challenges that these families have endured since their health care has been turned over to managed care organizations, I will offer the situation of just one. We have a staff member who has personally experienced incredible frustration over the most basic issue- having a primary care physician assigned. This family, like so many other Kansas families, was assured repeatedly by the Administration as well as representatives from the MCOs that their Primary Care Provider would be assigned to them based on their current provider network. This parent was optimistic that when their daughter, a sixteen year old, was assigned to Amerigroup, her Pediatrician, or at least Pediatric Group, would be listed on her medical card when it arrived. Instead, she was assigned an endocrinologist (services she has not received in many years and never from this endocrinologist). When she called Amerigroup...they informed her that her Pediatric Group, Cotton-O'Neil, would only be contracting with Sunflower, and so she needed to request that change. She did so, expecting a new card with the Pediatrician listed as her Primary Care Physician.

Instead, she got a new letter from Amerigroup and a new card, again from Amerigroup, listing an OB-GYN as her primary care physician. Another call to Sunflower and she was told she would get a new card in 10 days and that she was in "their" system. She again gave them her Pediatrician's name and they assured her that would be in the system. Instead, she got a third card, this time her Primary Care Physician was a "Surgical Assistant" not even a physician! Another call, another letter, another inaccurate card. While each person she spoke with was courteous and tried to be helpful, the end result was the same. **I highlight the frustration she has endured because *Medical Care* is what the MCOs are very experienced managing....assigning the Primary Care Physician is the *easy* part and yet this has been the result.** Just getting the data into the system correctly has taken weeks of phone calls and letters....and she still doesn't have a card.

If this is how prepared the Managed Care Organizations are to manage the medical needs of our most vulnerable citizens, it is hard to conceive of what they will do to a system of service delivery that they have no experience with whatsoever. That is the fear of this parent, it is the fear of every parent with whom I have spoken. The services their loved ones need are critical to their health, their safety, and their emotional well being. I urge you, on their behalf, to permanently carve out HCBS services from KanCare. Thank you.

Social Services Budget.
FEBRUARY 20, 2013

ATTACHMENT #5