



**KanCare Clearinghouse Meeting
With Legislative Oversight
Committee**

August 4, 2016



Meeting Agenda

| Time | Topic | Presenter |
|------------------|---|--|
| 11:00 - 11:10 AM | <ul style="list-style-type: none">• Welcome & Introductions | <ul style="list-style-type: none">• Secretary Susan Mosier• Ilene Baylinson - MAXIMUS |
| 11:10 - 11:20 AM | <ul style="list-style-type: none">• Project Overview | <ul style="list-style-type: none">• Ginny Johnson - MAXIMUS |
| 11:20 - 11:50 AM | <ul style="list-style-type: none">• Site Tour | <ul style="list-style-type: none">• Ginny Johnson and Willie Rice – MAXIMUS |
| 11:50 - 12:00 PM | <ul style="list-style-type: none">• Wrap Up and Close | <ul style="list-style-type: none">• Secretary Susan Mosier• Eric Rubin - MAXIMUS |

We will visit the following areas on the tour:

Mail Room

Eligibility - Family Medical

Data Entry & Registration

Eligibility - Elderly and Disabled

Customer Service Center

Eligibility - Long Term Care

KDHE – Family Medical and E&D Areas

Health Services Overview

Enrollment Broker

- Unbiased Choice Counseling
- Consumer Support Center
- Document Processing and Data Entry
- Education and Outreach

Exchange and Eligibility Services

- Full Service Customer Service Center
- Application processing
- Income/Residency Verification
- Premium Processing

Program Integrity

- Case review and redetermination
- Medicaid eligibility recommendation
- Business Intelligence/analytics tools
- Provider review and recommendation

Long-Term Care Services

- Education, outreach and improving materials
- Streamlining application and eligibility process
- Conflict-free assessments & care coordination
- Provider access and integrity management

Provider Management

- Online screening and enrollment functions
- Program integrity via big data and public sources
- Reeducation in paper processing



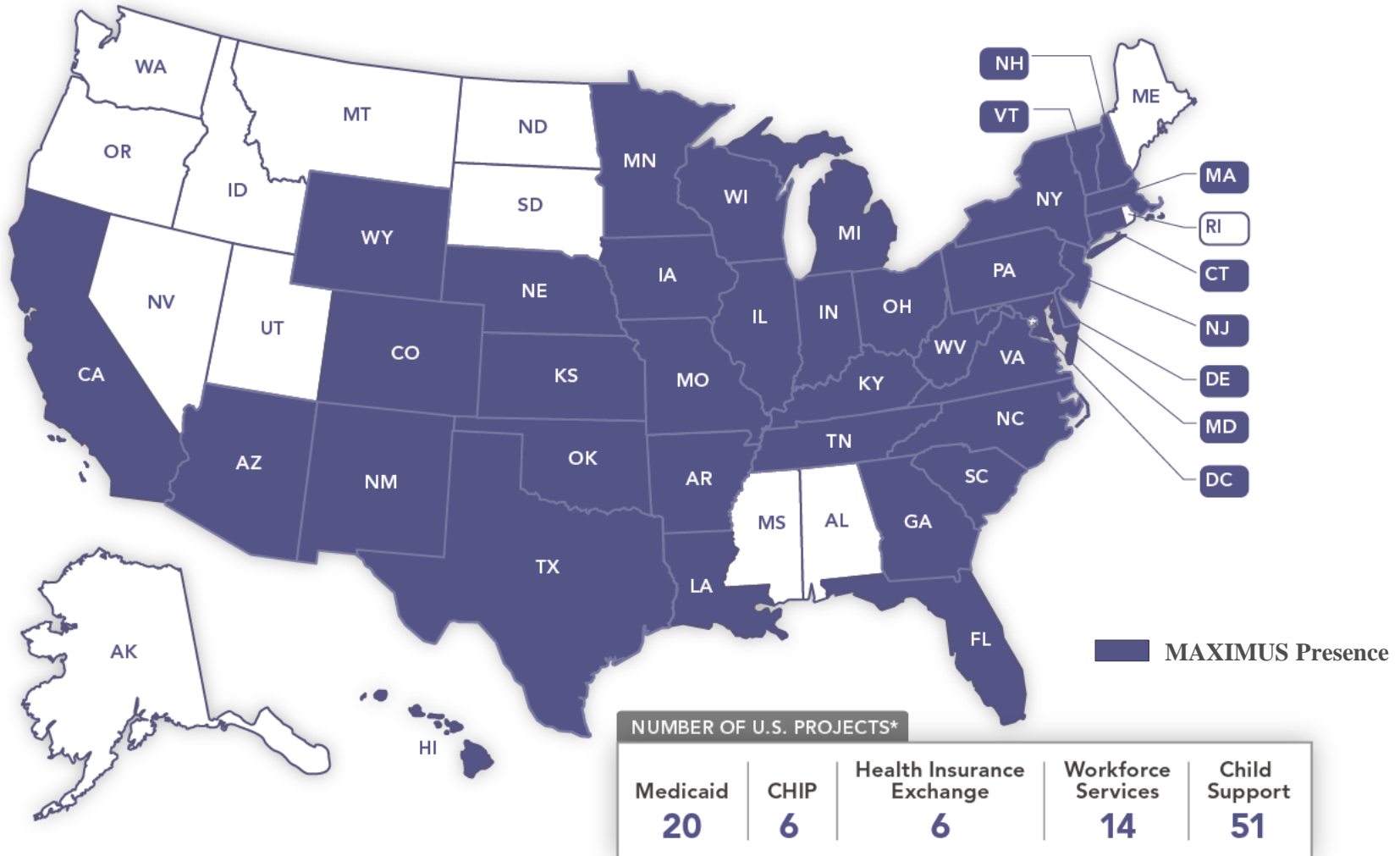
1 out of 2 Medicaid managed care consumers served by MAXIMUS

16 Medicaid Expansion operations supported by MAXIMUS

9 Medicaid/Medicare programs (or dual demonstration) project operations performed by MAXIMUS

6 state-based health insurance exchange contact centers operated by MAXIMUS

State & Local Health & Human Services Programs



* Does not include federal operations or consulting contracts.

MAXIMUS Role in the Clearinghouse

KanCare Clearinghouse:

- Determines eligibility for both the Family Medical and Elderly & Disabled medical assistance programs

MAXIMUS:

- Does initial processing for all Applications, Reviews, and Change Requests
- Makes the final determination for CHIP cases
- After processing, refer Medicaid cases to on-site KDHE eligibility workers for final determination

MAXIMUS Partnership at the Clearinghouse

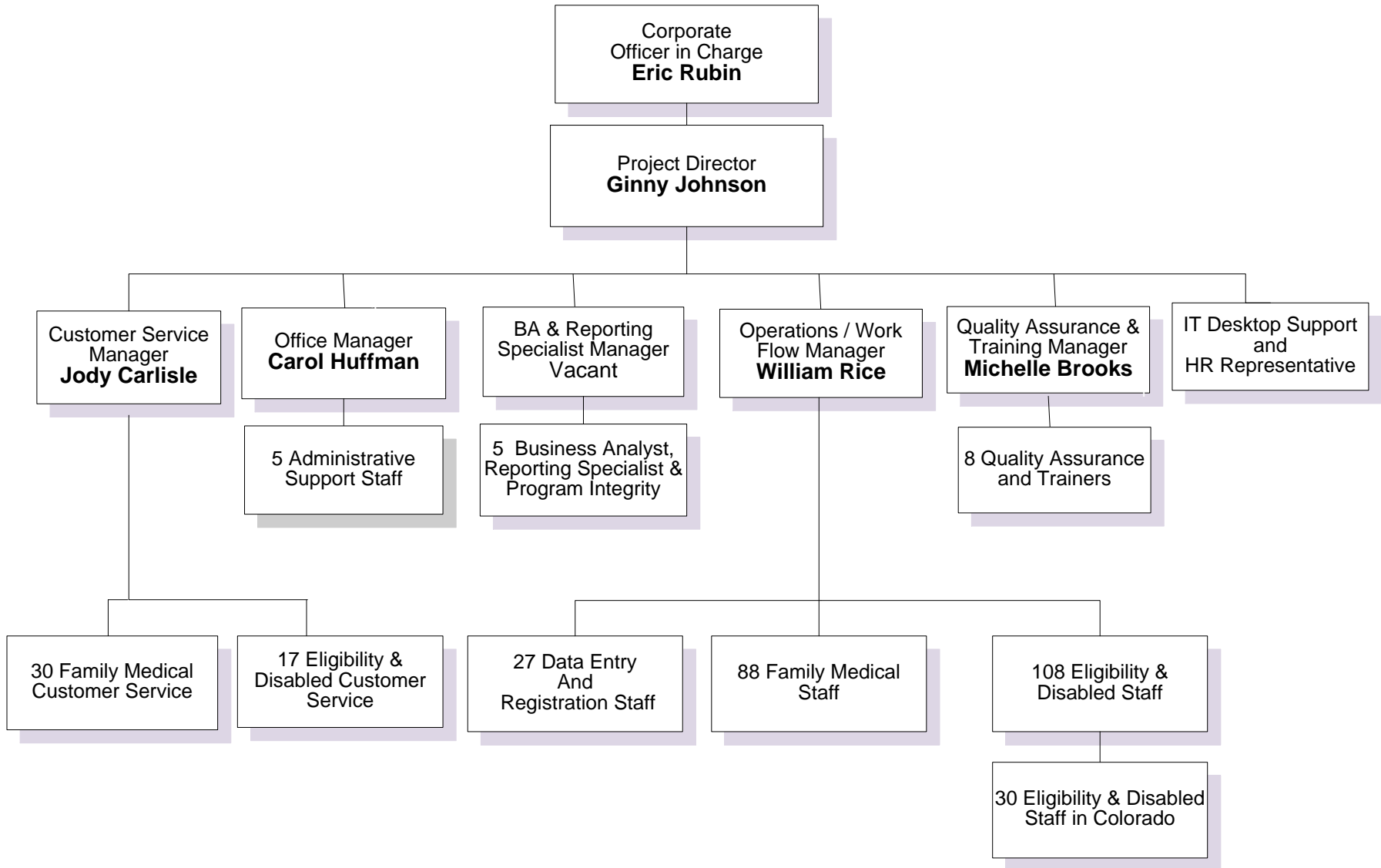
- Partnered with the State since the Clearinghouse opened in 1998
- 54% employees >2 years of tenure in the Clearinghouse
- Only processed Family Medical (FM) Medicaid & CHIP applications, reviews & changes plus customer service until December 31, 2015
- On January 1, 2016 added Elderly and Disabled medical programs

Clearinghouse Workload Comparison

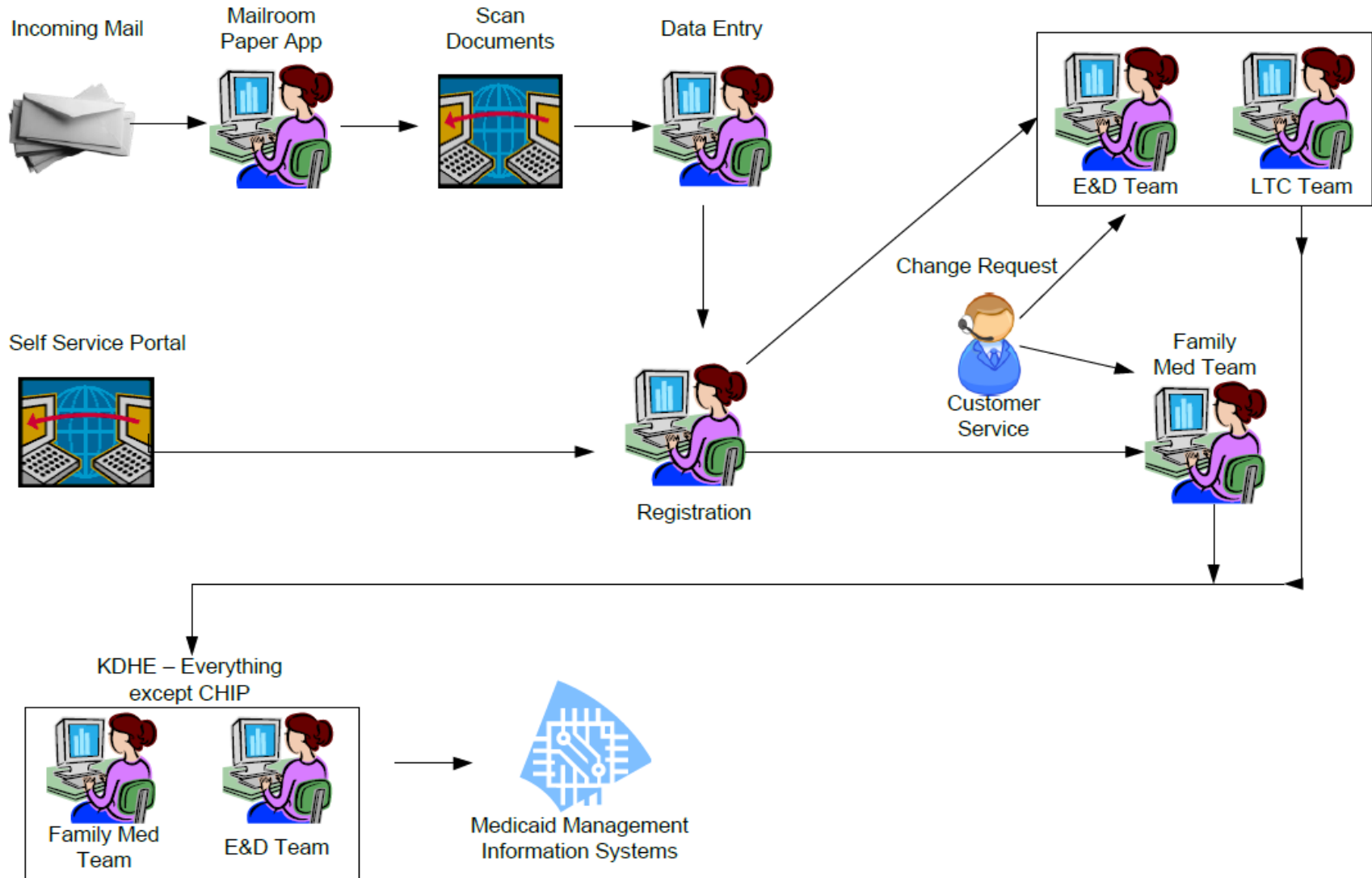
| | 2015 January - July | 2016 January - July | Delta 2015 to 2016 |
|------------------------------|------------------------|------------------------|-----------------------|
| Applications Processed | 62,322 | 84,276 | 35% Increase |
| Reviews Processed* | 33,521 | 28,967 | 14% Decrease |
| Call Center - Calls Received | 115,251 | 286,087 | 148% Increase |

* Reviews are currently not being processed as resources are focused on clearing the backlog

Current Organizational Chart



Application Workflow



Questions?



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**Tour of the
Clearinghouse**



Mailroom

Overview –

- Receives all incoming mail and scans it into the imaging system
- 4 primary categories of mail – Applications, Reviews, “loose mail”, and returned mail
- Loose mail – all mail other than Applications & Reviews

Facts/Stats:

- 14 Mailroom workers

| Item | Monthly Average Processed Jan– June 2015 | Monthly Average Processed Jan – June 2016 | Delta 2015 to 2016 |
|---------------|---|--|-----------------------|
| Applications | 1,920 | 3,621 | 89% |
| Loose Mail | 4,379 | 10,911 | 149% |
| Returned Mail | 2,696 | 2,568 | -5% |

Data Entry / Registration

Overview:

- Prepares all paper and electronic Applications for eligibility processing.
- Enters information from all paper Applications received
- Registers all Applications that aren't "auto-registered" by KEES system
- Searches to see if the applicant is in the system on any active or prior case and then registers the applicant on a new or existing case

Facts/Stats:

- 10 Data Entry and 17 Registration workers

| Item | Monthly Average Processed Jan – June 2015 | Monthly Average Processed Jan – June 2016 | Delta |
|--------------------|--|--|-------|
| Data Entry Tasks | N/A | 4,327 | N/A |
| Registration Tasks | 13,030 | 19,922 | 53% |

Eligibility – Family Medical (FM)

Overview:

- MAXIMUS has processed Family Medical eligibility since the Clearinghouse opened in 1998
- Training for FM takes 3 weeks
- It takes another 3 months before workers are 100% productive

Facts/Stats:

- Started 2016 with 123 Family Med eligibility staff including 40 additional temporary staff
- Level staffing so far this year
- 5 teams process Family Medical
- Staff work new Applications and Reviews
- One team focuses on processing cases for Pregnant Women
- Another team processes Case Maintenance (requests for changes)

| Item | Monthly Average Received April – June 2016 |
|------------------------|---|
| Applications | 9,026 |
| Total Case Maintenance | 7,959 |

Eligibility--Elderly & Disabled (E&D)

Overview:

- E&D work is more complex than FM; LTC is more complex than E&D
- 4 weeks of training is required for basic E&D.
- Takes 3 - 4 months before workers are 100% productive
- Staff process Applications, Reviews & Case Maintenance

Facts/Stats:

- Started 2016 with 49 staff in E&D/LTC
- By September there will be 79 E&D staff

| Item | Monthly Average Received April – June 2016 |
|------------------|---|
| Applications | 3,692 |
| Case Maintenance | 2,244 |

Eligibility – Long Term Care (LTC)

Overview:

- Work is more complex than regular E&D
- After working in E&D, LTC workers receive an additional 2 weeks of training
- Can take 4-6 months for workers to become 100% productive
- Staff process Applications, Reviews, Case Maintenance change requests and LTC Communications

Facts/Stats:

- Have 29 staff processing just LTC
- Added staff to E&D so some experienced E&D staff can move to LTC
- The 32 staff moving from E&D to LTC will complete training in September and October

| Item | Monthly Average Received April – June 2016 |
|------------------------|---|
| Applications | 990 |
| Total Case Maintenance | 3,144 |

Customer Service Center

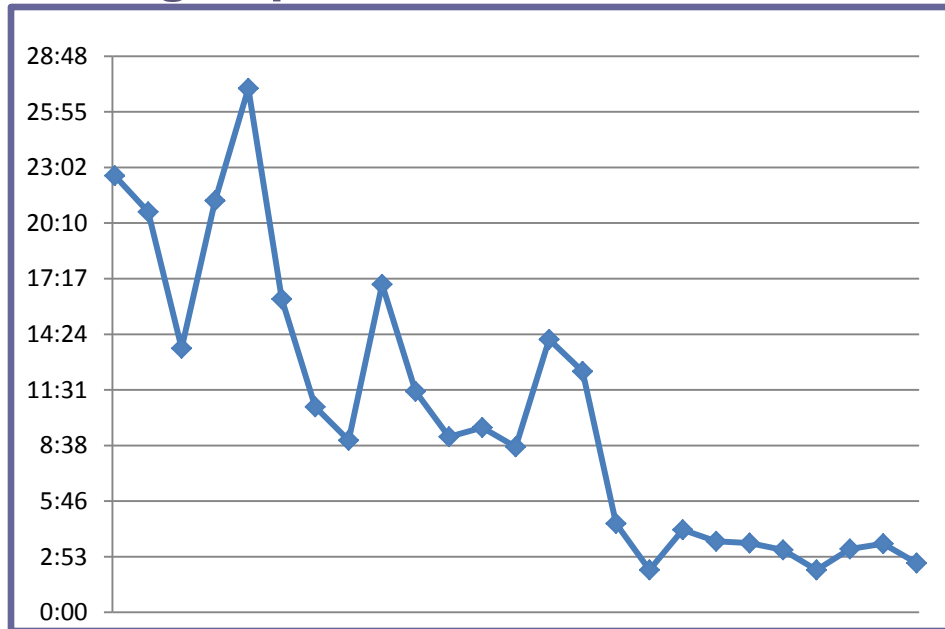
Customer Service Center - Handles calls for all eligibility programs.

- 54 total staff in Customer Service
- Call volume up >140% in 2016 vs 2015

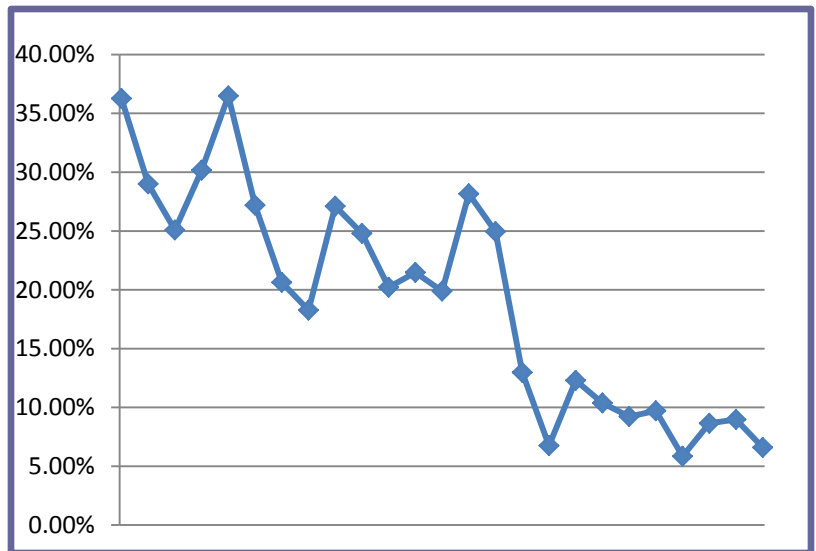
Graphs for February through July 2016

➤ Family Medical, Elderly & Disabled, Application Status Calls Combined

Average Speed of Answer (minutes)



Abandonment Rate



KDHE Overview

Overview:

- KDHE eligibility staff perform the final eligibility determination for programs with Medicaid involvement. These are programs that are initially screened by Maximus staff and reviewed by KDHE to finalize the determination.
- Staff also research and respond to requests for fair hearings, legislative inquiries, and provider requests.
- Designated KDHE staff participate in eligibility policy discussions and provide oversight of Contractor goals.

KDHE – Family Medical

- 33 KDHE eligibility staff finalize eligibility determinations for family medical programs with Medicaid involvement.
- In addition to determining eligibility for families and children, KDHE family medical eligibility staff determine eligibility for specialized programs. These programs include the Breast and Cervical Cancer program, Tuberculous program, Pre-Release program, and Inmate program. Eligibility requests for these programs are not screened by Maximus staff but are processed in entirety by KDHE workers.
- There are 4 KDHE Family Medical supervisors that help direct the work of their units of eligibility workers or help provide guidance on more complex processing issues, 1 consultant to handle specialized tasks such as overseeing the processing of pending applications associated with requests for advance pay, and 1 Senior Manager.

KDHE Eligibility - E&D / Long Term Care

- 16 KDHE eligibility staff finalize Medicaid eligibility for Elderly, Disabled, and Long Term Care programs.
- Long Term Care eligibility is determined for individuals who reside in an institutional setting such as a Nursing Home and for individuals who are eligible for Home and Community Based Services (HCBS).
- Five of the KDHE eligibility staff are Human Service Consultants. The consultants finalize Medicaid eligibility for complex cases, including cases that involve multiple program categories.
- There are 2 KDHE E&D and LTC Supervisors that help direct the work of their units of eligibility workers or help provide guidance on more complex processing issues, and 1 Senior Manager.

Questions?