

Hot Topics

August 2016

Client Managers

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In keeping everyone apprised of a resolution for Medicaid pending cases, we gathered at the Cabinet for Health & Family Services (CHFS) building in Frankfort on August 11, 2016. We attended with Betsy Johnson, Wayne Johnson, Sharon Netherton and several KAHCF Billing workgroup representatives. The Department for Medicaid Services (DMS) and Department for Community Based Services (DCBS) representatives in attendance were Medicaid Commissioner Stephen Miller, Deputy Medicaid Commissioner Jill Hunter, Deputy Secretary Steve Davis, DCBS Commissioner Adria Johnson, DCBS Executive Advisor Kristi Putnam and several support staff. Below is a summary of the new processes, requests and discussions that came from this meeting.

Processes that DMS and DCBS have implemented to resolve the pending cases

Last week, the DMS Commissioner's office contacted the four State Regional Administrators to announce their decision to return Nursing Facility Medicaid eligibility processing back to the local offices. The DCBS Commissioner followed with a communication to all DCBS offices with instructions on how DCBS workers are to work nursing facility eligibility cases. The changes are as follows:

- Facilities are to email their Medicaid pending cases to the 3 individuals listed for their county [click here](#) for North Service Region (updated list will be sent shortly), [click here](#) for South Service Region, [click here](#) for East Service Region and [click here](#) for West Service Region
- One case per email should be sent. DCBS offices do not have the capability to return emails
- The DCBS supervisor should call the SNF within 24 hours. An appointment will be setup for the SNF to meet at the DCBS office to discuss the Medicaid pending case.
- If the Medicaid pending case cannot be resolved at the DCBS office, the case should be escalated to a LTC Task Force in Frankfort. Each DCBS office has been given an email address for the LTC Task Force. The LTC Task Force in Frankfort will work the case until the problem is resolved.

ALL Medicaid pending cases over 90 days should be sent immediately via email to your local DCBS office. If the local case worker cannot resolve the cases, facilities should request the cases be escalated to the LTC Task Force in Frankfort. **We ask that you complete this process as quickly as possible and report any issues to Sarah McIntosh. We will be meeting with the DMS and DCBS Commissioners and their staff on August 25, to ensure progress is being made.**

If there are any issues with any DCBS offices following the protocol outlined above, facilities should contact Bobbi Jo Frye, Assistant Director of Service Regions with DCBS at BobbiJo.Frye@ky.gov

Request made for SNF's to receive Interim payments

Interim payments will be granted on a case-by-case basis rather than implementing across-the-board interim payments. Commissioner Miller wanted to avoid addressing this issue with CMS for approval.

Request made to override "timely filing" of claims

DMS agreed to work with providers on the "timely filing" issues. Medicaid has a process in place to provide assistance when "timely filing" overrides are needed. SNF's will still be required to have record that the claim was submitted to the KyHealthNet system.

Request made to delay all re-certifications due in 2016

DMS and DCBS did not give an answer on delaying re-certifications through the remainder of 2016.

Request made to allow prior Medicaid rates to be appealed

Commissioner Miller indicated he would allow providers to recover rates lost as a result of case mix due to the Medicaid pending population.

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Discussion of Appeals

Any providers that have Medicaid pending cases waiting for a hearing date or hearing decision should send these to the Association. These cases will be given to Deputy Secretary Steve Davis who will work with the Hearings Branch to obtain decisions.

Discussions of Benefind

The Benefind Authorized representative change was not made on August 5th but is projected to be implemented on August 19, 2016.

Discussions on Asset Verification

The Asset Verification System, which will eliminate the need for DCBS to request bank records from applicants, is projected to be implemented on October 31, 2016. The Asset Verification System can only be accessed by facilities using Benefind.