



Social Service Budget
Wednesday, February 20, 2013

KanCare Today

January 1, 2013 KanCare went live, expanding the State's Medicaid managed care program to include all Medicaid populations (370,000 individuals):

- Pregnant women and Children
- Aged
- Disabled

The State of Kansas, the three MCOs, and the legislature have worked together to ensure a responsible transition.



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Accountable Transition

Multiple avenues for support and troubleshooting:

- State and MCO provider lines
- State and MCO consumer lines
- Daily rapid response calls

KanCare Ombudsman, James Bart:

- Average of 50 calls and emails per week
- Approximately 300 cumulative calls and emails (90% resolution rate)
- Creating a database to track and document issues and resolution information

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Accountable Transition

KanCare MCOs Call Center:

- 173,000 calls documented to MCOs
- 99% resolution rate within 2 business days
- 2% of calls are claim related inquires

KanCare MCOs Claims Data:

- 2,400,000 claims have been submitted to MCOs
- 66% have been paid

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2012 Legislative Proviso

The 2012 Kansas Legislature passed a proviso related to Home and Community Based Services and Targeted Case Management for individuals with intellectual and developmental disabilities:

- Excludes until 1/1/2014 long-term services for I/DD community from managed care
- Promoted use of pilot or demonstration program to prepare for 1/1/2014 phase-in and implementation

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“The Carve-Out”

The resources of the State and three MCOs are directed on the changeover of 370,000 individuals. In 2014, all the resources that is devoted to transitioning the 370,000 individuals will be focused on 7,825 individuals in the I/DD waiver.

The State of Kansas opposes the carve-out of I/DD waiver:

- Long-term sustainability of services at-risk
- Enhancements can be made in the coordination of medical, behavioral, and long-term services and supports

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