



ROBERT G. (BOB) BETHELL JOINT COMMITTEE  
ON HOME AND COMMUNITY BASED SERVICES  
AND KANCARE OVERSIGHT

Testimony, October 7, 2013

Rosie Cooper

KACIL Executive Director

*Member Agencies:*

**Coalition for  
Independence**

Kansas City, KS  
913/321-5140 Voice/TT

**Independent Living  
Resource Center**

Wichita, KS  
316/942-6300 Voice/TT

**Independence, Inc.**

Lawrence, KS  
785/841-0333 Voice  
785/841-1046 TT

**Independent Connection/  
OCCK**

Salina, KS  
785/827-9383 Voice/TT

**LINK, Inc.**

Hays, KS  
785/625-6942 Voice/TT

**Prairie Independent  
Living Resource Center**

Hutchinson, KS  
620/663-3989 Voice

**Resource Center for  
Independent Living, Inc.**

Osage City, KS  
785/528-3105 Voice  
785/528-3106 TT

**Southeast Kansas  
Independent Living, Inc.**

Parsons, KS  
620/421-5502 Voice  
620/421-6551 TT

**The Whole Person, Inc.**

Kansas City, MO  
816/561-0304 Voice  
816/627-2201 TT

**Three Rivers ILC**

Wamego, KS  
785/456-9915 Voice

**Access to and Quality of Services Provided under KanCare**

Madam Chairman and members of the committee, thank you for taking our testimony. My name is Rosie Cooper, the Executive Director of the Kansas Association of Centers for Independent Living. The success of KanCare is a shared responsibility of everyone in this room. KDADS & all three MCO's are regular guests at KACIL Board Meeting. Our goal is to improve communication and the quality of services. What we share today is done with the same intent.

**Authorizations:** Verbal authorizations have resulted in DSW wages being paid out in excess as much as 66% of the actual written authorization. Due to this loss of money, FMS providers cannot pay DSW's until it is in writing. This results in service lags for members. We have to improve the timeliness of Authorizations.

**Education/Training:** Many MCO employees do not understand the HCBS Waivers much less the difference between self-directed and agency directed. KACIL CILs report some members have been asked to sign a POC without the hours filled in. KACIL has developed trainings for MCO's on Self-Direction, Money Follows the Person, Traumatic Brain Injury, and Home Modifications. KACIL conducted all trainings for the Sunflower Leadership Team and staff. We are in the process of arranging trainings with Ameri-group and United Health Care.

**Communication:** Members complain service changes happen without their knowledge. Members complain they cannot reach their Care Coordinator. Some state they do not know how to reach their Care Coordinator, therefore call the FMS provider. Members are mad at MCO & FMS Providers. We need to work together to improve communication with members. Ameri-group is working to create member education events with KACIL's assistance.

**Service Issues:** Sine transportation contracts are still waiting to be approved. This results in expensive routes like a Wichita provider, picking up a member in South East Kansas to go to Kansas City. KACIL has reports of people waiting and waiting to be picked up from the doctor's office.

**Service Gaps:**

1. Medicaid Renewals- Pre KanCare Targeted Case Managers tracked dates and assisted with paper work. Now, FMS providers are doing Medicaid Renewals as they become aware but there are members



who are losing Medicaid and HCBS Waiver slots.

2. Home Modifications- Care Coordinators do not realize they can purchase Home Modifications and do not have the time or community resource contacts to make it happen. United Health Care is currently contracting with CILS to do assessments, contracting, and inspection.

This list sounds critical but there are positives. It reminds me of a recent experience. One Sunday night my 94 year old mother fell and spent the night on the floor. One week later, we moved her into an assisted living apartment. It took all of us to make it physically happen but now we are cleaning up everything we forgot to do in our haste. We forgot to transfer the telephone, the paper, and the mail. Worst one- we forgot to pack a spoon to stir her coffee. Likewise January 2013, we moved HCBS Services into KanCare. Physically, we did it and now it is time to cleanup everything we forgot. KACIL requests the committee recommend the legislature increase the FMS rate to their original \$140.00 to cover the additional services or resurrect the Independent Living Counselor role. That's what is missing in KanCare.