



January 17, 2013

2013 started off with a bang with the transition to KanCare at the first of the year. We hope the switch has been an easy one for you, but if you're experiencing any issues, you'll find some helpful resources in this newsletter.

With the outbreak of influenza in full swing, we encourage you to get vaccinated if you haven't already and practice good hand washing. Doctors and medical providers advise staying home and away from work or school if you have a fever and other signs of the flu to keep it from spreading more than it already is.

We hope 2013 will be a happy and healthy year for everyone and we look forward to continuing our work together.

All the best in the new year,
Jacque Clifton

AuthentiCare Updates

All ACS clients should have received the 2013 calendar and ACS policy reminders and updates by now. If you have not received this important packet in the mail, please contact our office to request another copy.

We are entering our second year of mandatory AuthentiCare use and we are very pleased with the commitment of our clients and caregivers to correctly and conscientiously use this state-required system.

Under the new KanCare system (for all waivers except I/DD at this time), providers have less time to bill the managed care organization for your attendant care hours so it continues to be very important to use the AuthentiCare system correctly and at the beginning and end of every shift worked by a caregiver.

Improper use of AuthentiCare (i.e. forgetting to clock in or out, turning in time corrections late, not using client phone number to call in/out) may cause the MCO to deny claims for "untimely" filing and the claim will be rejected. We do not want easily preventable issues to keep your caregiver from being paid.

This reduced billing timeframe means that we need your continued focus and dedication to ensure your caregivers use AuthentiCare for each and every shift; that both you and your caregivers are keeping detailed records of each shift worked; and, as always, that you monitor your monthly hours to ensure you do not schedule your caregivers for more hours than are available on your plan of care.

KanCare brings all of us new concerns and challenges, but we are committed to continue being advocates for your care!

KanCare Complaint Hotline

If you're having any issues since the switch over to KanCare, the State of Kansas wants to hear from you. James Bart, a parent of a child with developmental disabilities, has been appointed as an ombudsman to represent the interests of the public by investigating and addressing complaints related to KanCare. He is responsible for making sure that the 383,000 Kansans who have been switched over to KanCare get their problems addressed.

To share a complaint or issue, contact James at 855-643-8180 or email him at KanCare.Ombudsman@kdads.ks.gov.

MCO Changes? Let Us Know

Please remember to keep us updated if you make any changes to your managed care organization during the 90-day initial enrollment period we are in. We hope that you have been informed that you do have the option to change MCO's each month for the first three months of KanCare. After this 90-day period, you will be "locked-in" with that MCO for one-year, except for certain and specific situations.

Reasons you might decide to change from your currently assigned MCO can include: your primary care physician is not contracting with your assigned MCO; your durable medical equipment provider is not contracted with your assigned MCO; your dentist or other medical specialists are not contracted with your assigned MCO; and/or you like the value-added services on a different MCO than you are assigned to.

If you request a change of MCO, the change will take effect on the 1st of the following month. So, if you decide to change MCOs sometime in January, that change won't take effect until Feb. 1st.

As we process your FMS claims, we need to know which MCO will receive your claims when we submit them for payment. Keeping this information up-to-date will help us track the claims for any problems that might occur under this new Medicaid billing system.

And most importantly - please remember that you are able to stay with all of your current providers, even if they are not yet contracted or are not going to contract during this 90-day period, and possibly for up to 180 days if your plan of care does not get updated in the first three months.

There have been many consumers confused and concerned that they will be required to change doctors or other long-term providers and the state and MCOs are working diligently to make sure your providers will be in the network and to address any concerns a consumer might have about their primary care physician or other providers in the MCO network.

Daily KanCare Calls Through January

If you are experiencing any problems or have some individual questions in regards to KanCare, there is an option for you to talk directly with top officials about your concerns.

The KanCare program is conducting daily operator-assisted calls through the month of January. Each week day from 9 a.m. to 10 a.m., consumers, family members, guardians, providers and other stakeholders are welcome to call in and ask questions about their individual needs as it relates to the transition to KanCare.

To participate, call 877-247-8650 and use ID code #79687456.

[Learn more here.](#)

It's Not Too Late for Flu Protection

Influenza season is here and it's not too late to protect yourself from the virus. According to the Centers for Disease Control and Prevention, 5-15% of Americans are affected by the virus, approximately 226,000 are hospitalized each year and more than 36,000 die from the influenza and related complications.

Get Vaccinated

The CDC recommends everyone 6 months of age and older get a flu vaccine each flu season. To get your vaccine, visit your doctor or nurse, or stop by another location where the vaccine is offered: pharmacies, grocery stores and health departments.

Know the Signs

- Fever
- Extreme fatigue
- Headache
- Body aches

Fight the Flu

- Wash your hands frequently
- Insure that family members and co-workers are vaccinated
- Take care of yourself: eat a balanced diet, get plenty of sleep and exercise regularly