

KMMC Informational Questions

SWG/KHI Questions:

Domain: Social Determinants of Health, Employment, Quality of Life

66. What services are available in KanCare to help enrollees avoid institutionalization or loss of independence? Do MCOs have financial incentives to limit enrollee's ability to stay in a home environment?
74. What services are available that facilitate employment opportunities for youth?
75. What services are available that facilitate employment opportunities for adults with significant disabilities?
76. What services are available to facilitate employment opportunities for adults?
- 76b. What additional services would help enrollees find employment?

Domain: Quality & Outcomes

53. There are so many more questions related to quality of care, it is hard to know where to start. I would be interested in knowing how KanCare selects their performance measures related to quality of care - are we truly measuring what is most important?
55. What are the quality of care definitions?

Domain: Access & Coordination of Care

37. How is network adequacy reported?
57. Who is assisting individuals with significant disabilities and/or seniors on HCBS to complete Medicaid annual reassessments?
58. What KanCare populations receive coordination of care services? Who makes that determination? Do MCOs limit member access to waiver programs?
6. Do MCOs do anything to limit KanCare eligibility? How does Kansas' eligibility determination process compare with other state Medicaid plans?
62. How are cases coordinated for children's and adults with multiple physical and mental health conditions?
63. What is the "help" that is being provided regarding PRTF admission and continuing service therein?
65. Who helps an elder if they want to leave an institution?
- 6/13. Who holds MCO's accountable for network inadequacy?

6/13. Participation in certain KanCare services; particularly the HCBS Frail Elderly and Brain Injury Waivers has dropped significantly from pre-KanCare numbers. What systems are in place to ensure access to these services hasn't been adversely affected by KanCare processes, eligibility evals, rules etc.

Domain: **Eligibility Determination, Enrollee Characteristics, Enrollee Satisfaction**

6. Do MCOs do anything to limit KanCare eligibility? How does Kansas' eligibility determination process compare with other state Medicaid plans?

70. When a consumer has a complaint, is there an independent source of support to assist with filing a complaint?