

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
601 East 12th Street, Suite 355
Kansas City, Missouri 64106



Division of Medicaid and Children's Health Operations

February 17, 2016

Dr. Susan Mosier, Secretary
Kansas Department of Health and Environment
Division of Health Care Finance
Landon State Office Building
900 SW Jackson, Room 900N
Topeka, KS 66612

Dear Dr. Mosier:

We are writing regarding recent reports of the Medicaid application backlog in the state of Kansas. 42 Code of Federal Regulations (CFR) 435.912(c)(3)(i-ii) requires that the determination of eligibility not exceed 90 days for applicants who apply for Medicaid on the basis of disability, and 45 days for all other applicants. As of February 10, 2016, Kansas has notified CMS that there is a backlog of approximately 7,000 eligibility applications.

CMS requests the state identify the number of unprocessed Medicaid eligibility determinations and re-determinations by age and applicant group as indicated below. In addition, CMS requests the age of pending applications which result in the state being out of compliance with federal requirements regarding timely determination of eligibility. Please provide an analysis on a bi-weekly basis that includes the following information:

- Total number of unprocessed new applications received in the last two weeks
- Total number of unprocessed redeterminations received in the last two weeks
- Total number of applications and redeterminations (reported separately) pending on the basis of disability in each of the following categories:
 - 1-30 days since receipt
 - 31-60 days since receipt
 - 61-90 days since receipt
 - Over 90 days since receipt
- Total number of other applications and redeterminations (reported separately) pending in each of the following categories:
 - 1-15 days since receipt
 - 16-30 days since receipt
 - 31-45 days since receipt
 - Over 45 days since receipt

Please also provide an action plan within 14 days from the date of this letter regarding how Kansas plans to resolve this issue, including anticipated timeframes for eliminating the backlog. As part of the action plan, please describe the state process for responding to emergent situations, including but not limited to: individuals presenting for services and being notified that they are no longer

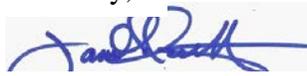
eligible for Medicaid; individuals with urgent medical needs who have filed an application and the determination is beyond the maximum timeframes for a determination; and access to prenatal care for pregnant women. Additionally, describe how the state is addressing unreimbursed care for individuals with pending Medicaid applications due to the backlog.

Finally, Kansans with Medicaid processing problems have been instructed to call the KanCare Clearinghouse. Based on recent articles it can take hours for a beneficiary to get through to a KanCare representative. Please provide call center response times and dropped call rates as well as an action plan on how the KanCare Clearinghouse plans to decrease the call times for beneficiaries.

If you have any questions regarding this request, please contact Karen Hatcher at (816) 426-5925.

Sincerely,

2/17/2016



James G. Scott
Associate Regional Administrator
for Medicaid and Children's Health Operations

Signed by: James G. Scott -A

cc:

Mike Randol
Christiane Swartz

bcc: Megan Buck
Kevin Slaven
Karen Hatcher
Barbara Cotterman