

September 16, 2016

Mr. James G. Scott
Associate Regional Administrator
Medicaid and Children's health Operations
The Centers for Medicare and Medicaid Services (CM)
Room 235, Federal Office Building
601 East 12th Street
Kansas City, MO, 64106

Re: Processing status report

Dear Mr. Scott:

This letter serves as KDHE's fifteenth status report. In the letter dated February 17, 2016, you asked the agency to provide an analysis of the processing backlog, an action plan for backlog elimination, an analysis of the call center performance and an action plan for improving call center performance. You also asked for bi-weekly reports on the processing backlog and the call center performance.

The agency outlined its mitigation efforts for both the processing backlog and the call center performance in its first report. The implementation of both mitigation plans is on target.

The workload analysis for the period of August 15, through August 28, 2016 has been added to the cumulative spreadsheet and is attached. Since the last reporting period, the backlog has decreased from 1,672 to 1,512. Of the 1,512, 380 have been touched and are awaiting additional information from the applicants. That leaves 1,132 untouched applications awaiting processing.

The call center stats for August 15 through September 9, 2016, are provided in Exhibit B.

The agency continues to closely monitor each area and make necessary adjustments to ensure continuous improvement.

If you have any questions or need any additional information, please contact Christiane Swartz at 785-368-6296 or at cswartz@kdheks.gov.

Sincerely,

Susan Mosier, MD, MBA, FACS
Medicaid Director
Secretary of Health and Environment
State Health Officer

Cc: Megan Buck, Aaron Dunkel, Michael Randol, Christiane Swartz, Glen Yancey, Felicia Harrison

Exhibit A

Total of unprocessed new applications and reviews received in the last two weeks					
8/15 - 8/28					
Unprocessed Applications	1447				
Unprocessed Reviews	1067				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	157	175	140	1245	1717
Unprocessed Reviews	0	0	0	0	0
Total number of Other applications and redeterminations					
	1-15 days	16-30 days	31-45 days	> 45 days	Total
Unprocessed Applications - Active	1077	451	241	1132	2901
Unprocessed Applications - Pended	310	171	115	380	976
Unprocessed Applications - Total	1387	622	356	1512	3877
	36%	16%	9%	39%	
Unprocessed Reviews	1067	3266	2140	31975	38448
	3%	8%	6%	83%	

	8/15/2016 - 8/28/2016
Apps Received	6237
Apps Processed	8898
Reviews Received	1458
Reviews Processed	361

Applications and Reviews	2/1-2/14	02/15-2/28	2/29-3/13	3/14-3/27
Total Apps Received	6271	5244	5651	5194
Total Apps Processed	5848	7427	8358	8445
Total Reviews Received	3413	1824	3913	1301
Total Reviews Processed	396	423	213	388
Unprocessed Applications ≤ 15 Days	4871	3355	3470	3043
Unprocessed Reviews ≤ 15 Days	3227	1738	3743	1257

Applications and Reviews pending on the basis of disability	2/1-2/14		02/15-2/28		2/29-3/13		3/14-3/27	
	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews
1-30 days	2	0	0	0	2	0	10	0
31-60 days	8	0	8	0	4	0	17	0
61-90 days	56	0	26	0	31	0	43	0
> 90 days	260	0	307	0	316	0	275	0
Total	326	0	341	0	353	0	345	0

Total number of Other applications and redeterminations	2/1-2/14				02/15-2/28				2/29-3/13				3/14-3/27			
	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%
1-15 days	4875	27%	3227	18%	3335	19%	1738	9%	3469	22%	3743	16%	3040	26%	1257	5%
16-30 days	3439	19%	2498	14%	3840	22%	3203	16%	3151	20%	1690	7%	1506	13%	3644	15%
31-45 days	2157	12%	2126	12%	2424	14%	2753	14%	1850	12%	3215	14%	1060	9%	1782	8%
> 45 days	7745	43%	10483	57%	7847	45%	12084	61%	7379	47%	14291	62%	6152	52%	16845	72%
Total	18216	100%	18334	100%	17446	100%	19778	100%	15849	100%	22939	100%	11758	100%	23528	100%

3/28-4/10		4/11-4/24		4/25-5/8		5/9-5/22		5/23-6/3	
5718		5382		5161		5087		4400	
10944		11691		11120		9807		9143	
5291		1790		2891		3439		3118	
358		303		461		957		570	
1594		828		623		833		936	
4956		1633		2104		3053		2958	

3/14-3/27		4/11-4/24		4/25-5/8		5/9-5/22		5/23-6/3	
Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews
17	0	21	0	19	0	31	0	33	0
29	0	33	0	34	0	56	0	59	0
43	0	42	0	24	0	52	0	77	0
275	0	245	0	251	0	483	0	604	0
364	0	341	0	328	0	622	0	773	0

3/28-4/10				4/11-4/24				4/25-5/8				5/9-5/22				5/23-6/3			
Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	
1591	21%	4956	18%	821	15%	1633	6%	619	18%	2104	7%	1818	12%	3055	10%	1905	14%	3223	
824	11%	1244	4%	711	13%	4890	17%	376	11%	1580	5%	1368	9%	2127	7%	1357	10%	3545	
835	11%	3607	13%	520	10%	1366	5%	404	12%	4724	16%	1246	8%	1863	6%	948	7%	1500	
4458	58%	18228	65%	3287	62%	20913	73%	2081	60%	21128	72%	10961	71%	24563	78%	9034	68%	25632	
7708	100%	28035	100%	5339	100%	28802	100%	3480	100%	29536	100%	15393	100%	31608	100%	13244	100%	33900	

	6/4-6/19	6/20-7/3	7/4-7/17	7/18-7/31
	5243	4838	5167	4433
	10937	11124	9510	10943
	2706	1292	2611	3493
	657	492	474	471
	907	1290	1098	1102
	2430	1130	2100	2096

	6/4-6/19		6/20-7/3		7/4-7/17		7/8-7/31	
Reviews	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews
	72	0	126	0	128	0	133	0
	82	0	95	0	143	0	155	0
	83	0	99	0	107	0	116	0
	653	0	807	0	1148	0	1226	0
	890	0	1127	0	1526	0	1630	0

	6/4-6/19				6/20-7/3				7/4-7/17				7/18-7/31			
%	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%
10%	1581	14%	2424	7%	1228	14%	1131	3%	1047	18%	2100	6%	1030	22%	2096	6%
10%	1242	11%	2851	8%	890	10%	2297	7%	724	12%	1072	3%	556	12%	2025	6%
4%	1038	9%	3298	9%	796	9%	2958	8%	541	9%	2643	8%	476	10%	1153	3%
76%	7724	67%	27016	76%	6117	68%	28689	82%	3587	61%	28963	83%	2632	56%	31112	86%
100%	11585	100%	35589	100%	9031	100%	35075	100%	5899	100%	34778	100%	4694	100%	36386	100%

8/1-8/14	8/15-8/28
5079	6237
9012	8898

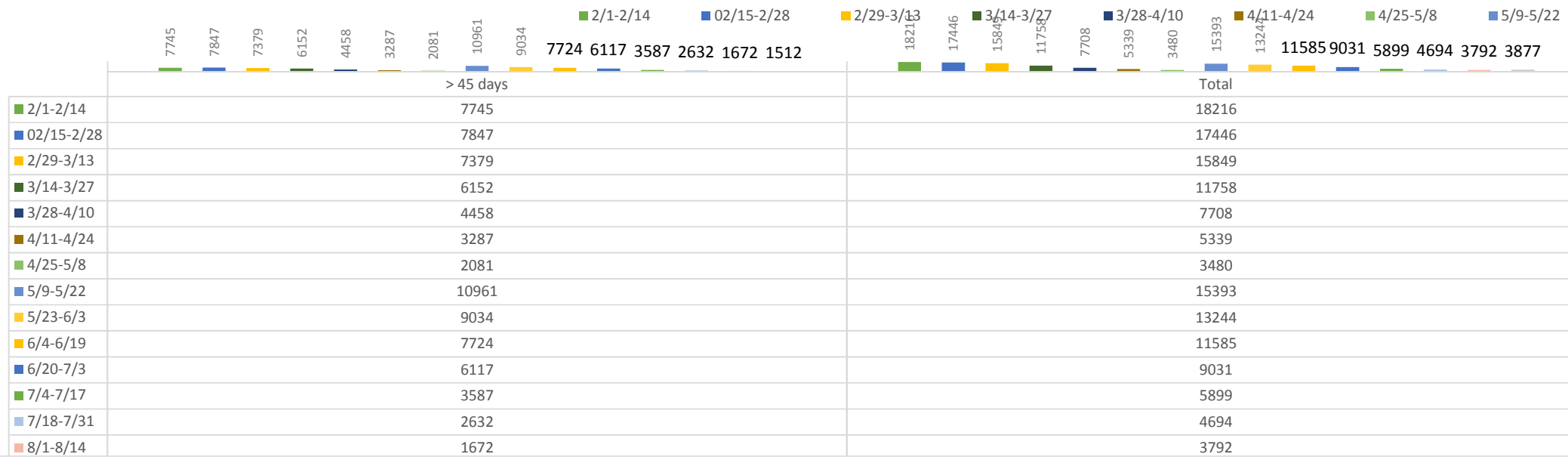
3639	1458
394	361

1303	1447
3315	1067

8/1-8/14		8/15-8/28	
Unprocessed	Unprocessed Reviews	Unprocessed	Unprocessed Reviews
172	0	157	0
164	0	175	0
130	0	140	0
1239	0	1245	0
1705	0	1717	0

8/1-8/14				8/15-8/28			
Unprocessed Applications	%	Unprocessed Reviews	%	Unprocessed Applications	%	Unprocessed Reviews	%
1226	32%	3315	9%	1387	36%	1067	3%
530	14%	2006	5%	622	16%	3266	8%
364	10%	2026	5%	356	9%	2140	6%
1672	44%	31327	81%	1512	39%	31975	83%
3792	100%	38674	100%	3877	100%	38448	100%

> 45 DAYS VS TOTAL



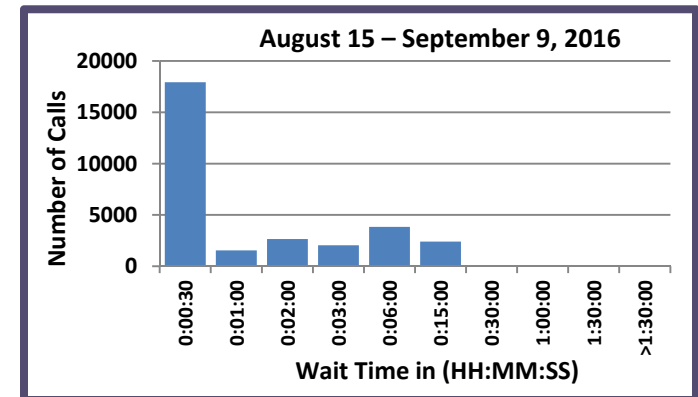
	2/1-2/14	02/15-2/28	2/29-3/13	3/14-3/27	3/28-4/10	4/11-4/24	4/25-5/8	5/9-5/22	5/23-6/3	6/4-6/19	6/20-7/3	7/4-7/17	7/18-7/31	8/1-8/14	8/15-8/28
1-15 days	4875	3335	3469	3040	1591	821	619	1818	1905	1581	1228	1047	1030	1226	1387
16-30 days	3439	3840	3151	1506	824	711	376	1368	1357	1242	890	724	556	530	622
31-45 days	2157	2424	1850	1060	835	520	404	1246	948	1038	796	541	476	364	356
> 45 days	7745	7847	7379	6152	4458	3287	2081	10961	9034	7724	6117	3587	2632	1672	1512
Total	18216	17446	15849	11758	7708	5339	3480	15393	13244	11585	9031	5899	4694	3792	3877

Exhibit B: Average Daily Call Stats By Week 8/15 – 9/09/2016

	8/15 - 8/19	8/22 - 8/26	8/29 - 9/2	9/5 - 9/9	4 Week Avg
Calls Offered	1698	1742	1693	1310	1611
Calls Answered	1613	1650	1580	1244	1522
Calls Abandoned	61	66	83	45	64
Avg Wait Time	1:20	1:27	1:59	1:26	1:33
Max Wait Time	0:19:46	0:18:11	0:14:28	0:16:57	0:17:21

Call Distribution by Average Wait Time

Wait Time	8/15 - 8/19	8/22 - 8/26	8/29 - 9/2	9/5 - 9/9	4 Week Avg
0:00-15:00	99.91%	99.90%	100%	99.920%	99.934%
15:01-30:00	0.09%	0.10%	0%	0.080%	0.066%
> 30:00	0.00%	0.00%	0%	0.000%	0.000%



Call Distribution by Wait Time Before Abandon

Time to Abandon	8/15 - 8/19	8/22 - 8/26	8/29 - 9/2	9/5 - 9/9	4 Week Avg
0:00-15:00	99%	99%	99.76%	99.56%	99%
15:01-30:00	1%	1%	0.24%	0.44%	1%
> 30:00	0%	0%	0.00%	0.00%	0%

