

October 28, 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 eighteenth 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 September 26, through October 9, 2016 has been added to the revised cumulative spreadsheet and is attached. The attached report reflects an increase in the backlog from 1,688 to 1,823. As discussed during the onsite visit and the SOTA calls, we know that the reported number of applications over 45 is overstated. We have identified the reason for the inflated numbers and are modifying the aging criteria to point to the correct date. The corrected report is scheduled for implementation on November 7th, 2016. KDHE performed a manual review of the 1,823 and identified over 500 items that were not over 45 days old. Of the 1,823, 454 applications have been touched and are awaiting additional information from the applicants. That leaves 1,369 untouched applications awaiting processing.

The call center stats for September 26, through October 21, 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,



Michael Randol
Medicaid Director

Cc: Megan Buck, Susan Mosier, Aaron Dunkel, Christiane Swartz, Glen Yancey, Felicia Harrison