



Susan Mosier, MD, Secretary
Michael Randol, Director

Department of Health & Environment

Sam Brownback, Governor

June 10, 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 eighth 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 May 9 through May 22, 2016 has been added to the cumulative spreadsheet and is attached. The change in the application backlog number we are reporting is due to an error in the method the contractor used to create the earlier reports.

The original backlog reports counted only applicants for whom an eligibility determination had not yet been run. The actual backlog also includes individuals for whom an eligibility determination has been run in the past, which could have resulted in a determination of ineligibility, but who have reapplied and whose most recent application is still awaiting determination. The applicant could have also been determined eligible for KanCare, but has since reapplied for a different level of coverage.

The error in the earlier reports has been investigated and reviewed. The contractor has made the necessary corrections so that the application backlog number in this report and reports going forward reflects the actual backlog.

In response to this new information, the agency immediately implemented the following remediation steps: a) retention of all the additional temporary staff who were scheduled to be released at the end of June; b) reallocation/realignment of resources as necessary; c) authorization of overtime for both state staff and contractor staff; and d) continuation of the agreement with the Department of Children and Family for continued assistance with processing of applications.

The call center stats for May 9 through June 3, 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					
2/1-2/14					
Unprocessed Applications	4871				
Unprocessed Reviews	3227				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	2	8	56	260	326
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	4875	3439	2157	7745	18216
Unprocessed Reviews	3227	2498	2126	10483	18334

Exhibit A

Total of unprocessed new applications and reviews received in the last two weeks					
2/15-2/28					
Unprocessed Applications	3355				
Unprocessed Reviews	1738				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	0	8	26	307	341
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	3355	3840	2424	7847	17466
Unprocessed Reviews	1738	3203	2753	12084	19778

	2/1/2016- 2/14/2016	2/15/2016- 2/28/2016
Apps Received	6271	5244
Apps Processed	5848	7427
Reviews Received	3413	1824
Reviews Processed	396	423

Exhibit A

Total of unprocessed new applications and reviews received in the last two weeks					
2/29-3/13					
Unprocessed Applications	3470				
Unprocessed Reviews	3743				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	2	4	31	316	353
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	3469	3151	1850	7379	15849
	22%	20%	12%	46%	
Unprocessed Reviews	3743	1690	3215	14291	22939
	16%	7%	14%	63%	

	2/29/2016 - 3/13/2016
Apps Received	5651
Apps Processed	8358
Reviews Received	3913
Reviews Processed	213

Application Backlog Reporting

Exhibit A

Total of unprocessed new applications and reviews received in the last two weeks					
3/14-3/27					
Unprocessed Applications	3043				
Unprocessed Reviews	1257				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	10	17	43	275	345
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	2989	1435	969	5414	10807
Unprocessed Applications - Pended	51	71	91	738	951
Unprocessed Applications - Total	3040	1506	1060	6152	11758
	26%	13%	9%	52%	
Unprocessed Reviews	1257	3644	1782	16845	23528
	5%	15%	8%	72%	

	3/14/2016 - 3/27/2016
Apps Received	5194
Apps Processed	8445
Reviews Received	1301
Reviews Processed	388

Exhibit A

Total of unprocessed new applications and reviews received in the last two weeks					
3/28 - 4/10					
Unprocessed Applications	1594				
Unprocessed Reviews	4956				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	17	29	43	275	364
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	1430	609	615	2993	5647
Unprocessed Applications - Pended	161	215	220	1465	2061
Unprocessed Applications - Total	1591	824	835	4458	7708
	21%	11%	11%	58%	
Unprocessed Reviews	4956	1244	3607	18228	28035
	18%	4%	13%	65%	

	3/28/2016 - 4/10/2016
Apps Received	5718
Apps Processed	10944
Reviews Received	5291
Reviews Processed	358

Exhibit A

Total of unprocessed new applications and reviews received in the last two weeks					
4/11 - 4/24					
Unprocessed Applications	828				
Unprocessed Reviews	1633				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	21	33	42	245	341
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	597	498	333	2218	3646
Unprocessed Applications - Pended	224	213	187	1069	1693
Unprocessed Applications - Total	821	711	520	3287	5339
	15%	13%	10%	62%	
Unprocessed Reviews	1633	4890	1366	20913	28802
	6%	17%	5%	73%	

	4/11/2016 - 4/24/2016
Apps Received	5382
Apps Processed	11691
Reviews Received	1790
Reviews Processed	303

Exhibit A

Total of unprocessed new applications and reviews received in the last two weeks					
4/25 - 5/8					
Unprocessed Applications	623				
Unprocessed Reviews	2104				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	19	34	24	251	328
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	438	248	261	1250	2197
Unprocessed Applications - Pended	181	128	143	831	1283
Unprocessed Applications - Total	619	376	404	2081	3480
	18%	11%	12%	60%	
Unprocessed Reviews	2104	1580	4724	21128	29536
	7%	5%	16%	72%	

	4/25/2016 - 5/8/2016
Apps Received	5161
Apps Processed	11120
Reviews Received	2891
Reviews Processed	461

Exhibit A

Total of unprocessed new applications and reviews received in the last two weeks					
5/9 - 5/22					
Unprocessed Applications	833				
Unprocessed Reviews	3053				
Applications and Reviews pending on the basis of disability					
	1-30 days	31-60 days	61-90 days	> 90 days	Total
Unprocessed Applications	31	56	52	483	622
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	1698	1196	1094	8738	12726
Unprocessed Applications - Pended	120	172	152	2223	2667
Unprocessed Applications - Total	1818	1368	1246	10961	15393
	12%	9%	8%	71%	
Unprocessed Reviews	3055	2127	1863	24563	31608
	10%	7%	6%	78%	

	5/9/2016 - 5/22/2016
Apps Received	5087
Apps Processed	9807
Reviews Received	3439
Reviews Processed	957

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	
5718		5382		5161		5087	
10944		11691		11120		9807	
5291		1790		2891		3439	
358		303		461		957	
1594		828		623		833	
4956		1633		2104		3053	

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

3/28-4/10				4/11-4/24				4/25-5/8				5/9-5/22			
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%
824	11%	1244	4%	711	13%	4890	17%	376	11%	1580	5%	1368	9%	2127	7%
835	11%	3607	13%	520	10%	1366	5%	404	12%	4724	16%	1246	8%	1863	6%
4458	58%	18228	65%	3287	62%	20913	73%	2081	60%	21128	72%	10961	71%	24563	78%
7708	100%	28035	100%	5339	100%	28802	100%	3480	100%	29536	100%	15393	100%	31608	100%

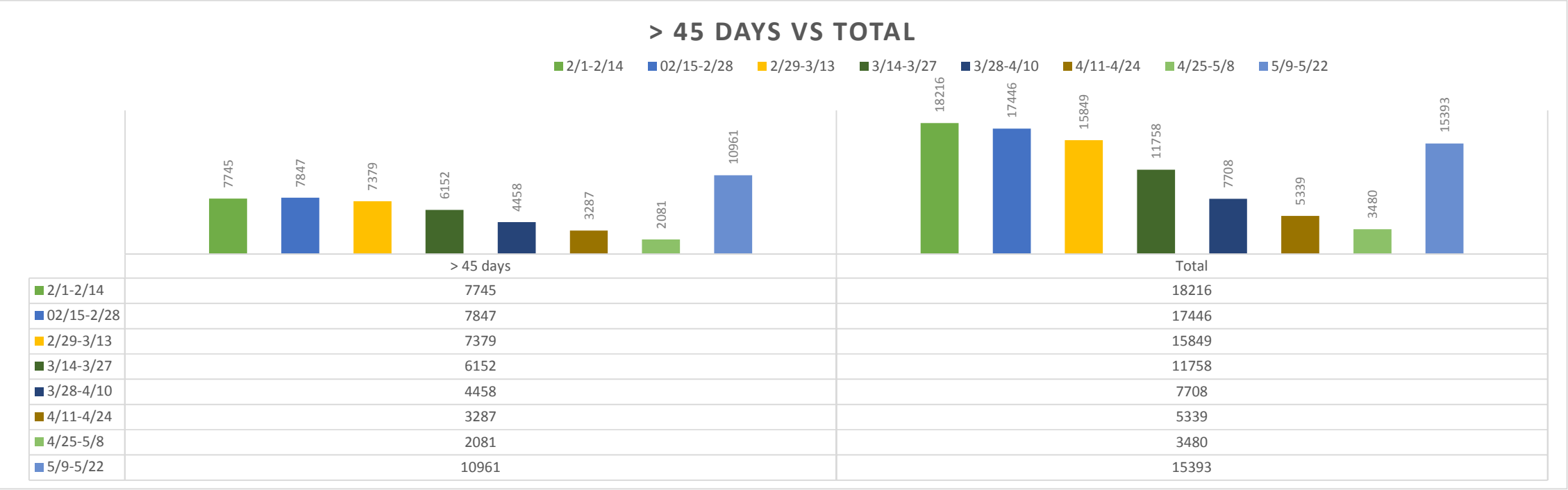
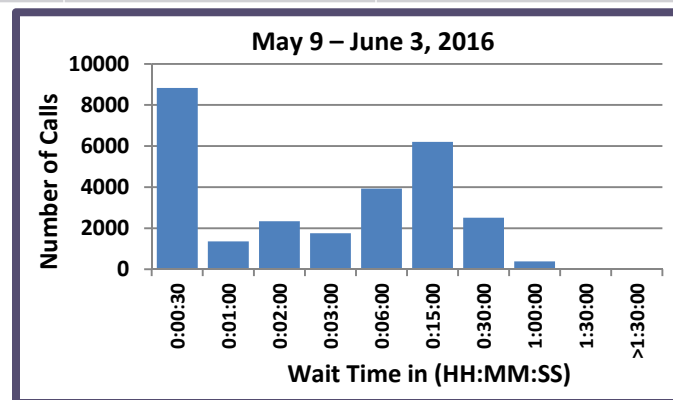


Exhibit B: Average Daily Call Stats By Week 5/09 – 6/03/2016

	5/9 - 5/13	5/16 - 5/20	5/23 - 5/27	5/30 - 6/3	4 Week Avg
Calls Offered	1991	1874	1722	2108	1924
Calls Answered	1164	1457	1513	1662	1449
Calls Abandoned	497	243	116	259	266
Avg Wait Time	12:29	4:36	2:12	4:17	5:53
Max Wait Time	0:55:29	0:38:55	0:22:49	28:52	36:31

Call Distribution by Average Wait Time

Wait Time	5/9 - 5/13	5/16 - 5/20	5/23 - 5/27	5/30 - 6/3	4 Week Avg
0:00-15:00	64%	92%	100%	98%	89%
15:01-30:00	30%	8%	0%	2%	9%
> 30:00	6%	0%	0%	0%	1%



Call Distribution by Wait Time Before Abandon

Time to Abandon	5/9 - 5/13	5/16 - 5/20	5/23 - 5/27	5/30 - 6/3	4 Week Avg
0:00-15:00	82%	94%	99%	96%	89%
15:01-30:00	16%	6%	1%	4%	10%
> 30:00	2%	0%	0%	0%	1%

