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| KEES Elderly and Disabled Reviews Webinar: Q and A  May 21, 2014 | |
| 1. In KAECSES, in order to approve a client for MSP who has life insurance with a cash value over $2,000 , we have to code the life insurance as exempt (EL). The KAECSES system will not allow anyone over $2,000 to receive benefits. Will this convert correctly to KEES? Will this impact the Super Passive process? | KEES will have the correct resource limits for Medicare Savings Programs. This will allow staff to put in the correct information instead of doing a workaround.  Exempt life insurance will be converted to Term Insurance/No Cash Value in KEES however reviewing the case and converted data during case management activities should occur and cases updated appropriately. |
| 1. Will we use handheld scanners? | No, however the desktop scanner will be able to read the barcode. |
| 1. How will staff be alerted to reset an Independent Living 6 month base period at mid-point? | Staff will be alerted via a report. |
| 1. How will staff be alerted in KEES to MSP cases in January that receive a SSA increase and it bumps them from QMB to LMB/ELMB? Will there be a report? | This will be automated in KEES. KEES has logic which maintains the previous year’s MSP program for the time period between the January COLA and the May Poverty Level changes. EDBC will be ran in January either by system mass change or worker. The worker will go into the month Policy determines they are implementing Poverty Level changes and run EDBC. |
| 1. We have heard all income converted from KAECSES to KEES will display as family medical program income on E & D cases. | This will not impact eligibility for E and D cases. The rules will look to see if there is an E and D income type first and then it will look for a family medical type. |
| 1. If a client returns a Passive review and reports no changes, do we still request verification? | If they send back a Passive review form and report no changes, the worker will not need to request verification. The client’s eligibility will continue. A case is eligible for two Passive Review cycles. The third year will require a Pre-Populated review. |
| 1. Clients receive increases in cash value on life insurance policies. If a client does not report this increase on their passive review, do we accept the form or because we know there is always an increase, ask for verification. | Accept what the client reports. Also in order to meet Passive Review criteria individuals must be under 85% of the resource limit for their program. We have determined those who meet Passive Review criteria are low risk for being ineligible due to income or resources. |
| 1. How do we register a Pre-Populated Review if it comes through the lobby? What if a client loses their barcoded review form and completes an application form. How do we document this in KEES as received? | The worker would see the client. The worker will pull up the case in KEES and go to the Review/IR 12 Month Reporting List Page, click edit and change the Document Status field to “Received”. The case will be processed and then scanned. |

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| 1. If a client calls in to provide updates in regards to their Passive Review, what team will receive this call? | Blue/Blue Orange If a review is pended it will go to Purple/Purple-Orange. This process will also be added to the Change Discussion Guide. |
| 1. Will there be a report notifying staff of those cases where the system closed the case for no review? It will be important to provide third party notification. | Ad Hoc reports will be developed where the need is identified and requested through the appropriate process.  This request has been added to our ad hoc report request spreadsheet. |
| 1. How will the 3 MONTH RECONSIDERATION policy work for HCBS clients who close for no review? | Before the worker can reopen a case and backdate, they must verify if the client is still eligible for services and when those services will begin. A client could potentially get a spenddown for a month or two before services start again. |
| 1. Will KEES auto journal on Super Passive and Passive reviews? | KEES is designed to auto journal however this functionality will need to be validated. |
| 1. Please define High Dated. | High dated means the benefit is open ended. There is no end date and the benefit will continue to roll on. |
| 1. Can we shorten and extend the review month in KEES? | KEES will set a 12 month review date however the system will allow us to shorten or lengthen review dates. |
| 1. Will we continue to match our Medical Review date with our Food Assistance Review date? | No. |
| 1. For Pre-Populated reviews, if an individual reports a change, does the client have to provide verification? | Yes. |
| 1. Will a notice be sent to a client if a Pre-Populated Review is not returned? | Yes. The Reviews Discontinuance Batch will run 14 days prior to the end of the review month & all cases that show on the Review record as SENT and any report Status other than “Not Applicable, Passive, or EDBC Accepted” will be picked up in the batch & discontinued.  A Closure notice will be automatically sent to the consumer. |
| 1. How does a worker process a review? | The worker will update any data collection page that needs updated & then go to EDBC & run the program with the run reason of RE (review) which then will automatically update the Review/IR record & update the REVIEW month on the Case Summary Page. |