Medical KEES Review Updates

March 2023

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Reviews & Reconsideration Periods 101

Kansas Eligibility Enforcement System (KEES)

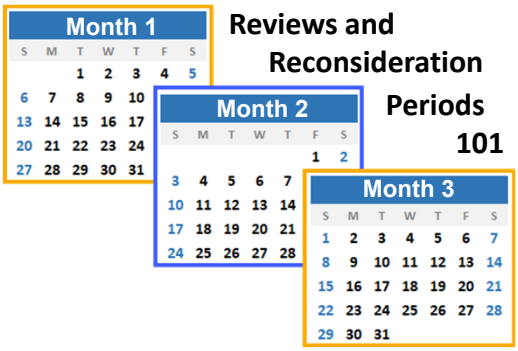
Reviews occur annually for consumers receiving Medical coverage.

Consumers are sent a Review form and may fail to:

- Return their Review
- Provide verifications needed to determine their eligibility at Review

In either situation, their coverage is closed. It is at this point that consumers receive a *Reconsideration Period*.

The *Reconsideration Period* provides consumers with a 3-month window to complete the Review redetermination process. It also prevents consumers from having a gap in their coverage.



PHE is ending!

KDHE Business and Policy will provide further instructions about the ending of PHE soon.

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Reconsideration End Date Refresher

In the September 2022 Release, new *Reconsideration Period* fields were added to the **Case Summary** page.

The **Reconsideration End Date** displays for Program members when:

- *RE* is used to **Run EDBC** and at least one of the following **Status Reasons** are also present:
  - *Failure to Return Signed Review*
  - All *Failure to Provide Non-Compliance* Reasons. But remember the only Non-Compliance Reason to use to determine Eligibility is *Information needed for Medical eligibility*.
- The selected **View Month** is within the *Reconsideration Period*
- The **View Month** is set outside the *Reconsideration Period* but today's date falls within it

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Reconsideration End Date Refresher

When data is present, Eligibility workers can hover or mouse over it to display the *Reconsideration Period* pop-up menu which details the:

- Effective Date
- Begin Date
- End Date

Data displayed in the **Reconsideration End Date** fields is *not* historical and only populates during a consumer's active *Reconsideration Period*. Once the **View Month** is outside of the *Reconsideration Period*, the **Reconsideration End Date** field will be blank.

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Reconsideration Periods

With this Release, additional changes have been made to protect and preserve a case member's *Reconsideration Period*.

Before we delve into these additional changes, we'll review information about EDBC next.

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EDBC 101

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EDBC 101

As you know, running **EDBC** activates the KEES rules. These rules determine an applicant's eligibility for Medical Programs.

Because **EDBC** is essential to Eligibility processing, it's important for workers to know and understand the different *types* of **EDBC.**

We'll review the types of **EDBC** in more detail next.

- 1 Month
- Regular
- High Dated
- Read Only

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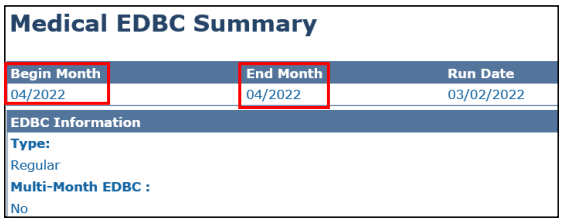
EDBC 101: 1 Month EDBC

A 1 Month **EDBC** indicates that eligibility only occurs within that specific month.

Workers can tell an **EDBC** is 1 Month when there are dates displayed in both the **Begin Month** and **End Month** fields on the:

- **Medical EDBC Summary page**
- **EDBC List page**



Examples of 1 Month **EDBCs** include:

- Prior Med month
- Re-running a previously issued benefit month.

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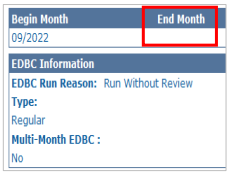
EDBC 101: High Dated EDBC

High Dated **EDBCs**:

- Create new **Review Due Dates**.
- Ensure that **MEMs** continue to receive coverage until **EDBC** is run again.
  - The High Dated **EDBC** also sends ongoing coverage/eligibility to **KMMS.**

Workers can tell if an **EDBC** is High Dated by reviewing the **End Month** field on the pages below. If the **End Month** field is blank, the **EDBC** is High Dated.

- **Medical EDBC Summary page**
- **EDBC List page**

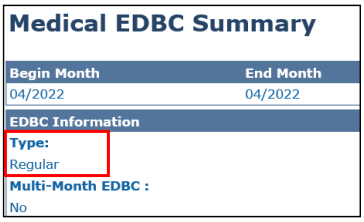


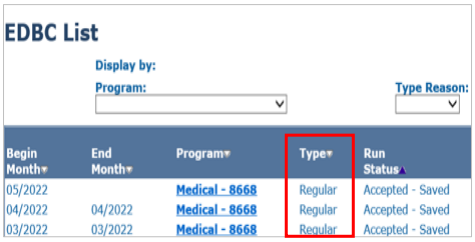
EDBC 101: Regular EDBC

A Regular **EDBC** sends Eligibility records to the **Kansas Modular Medicaid System** otherwise known as **KMMS**.

Workers can determine if an **EDBC** is Regular by looking at the **Type** field on the:

- **Medical EDBC Summary page**
- **EDBC List page**





EDBC 101: Read Only EDBC

Read Only **EDBCs** do **not** send Eligibility records to **KMMS**.

Read Only **EDBCs** aren't viewed as part of the 'true' Eligibility determination as they don't send records to **KMMS**.

Workers can determine if an **EDBC** is Read Only by looking at the **Type** field on the pages below:

- **Medical EDBC Summary page**
- **EDBC List page**

Begin Month	End Month
10/2022	10/2022

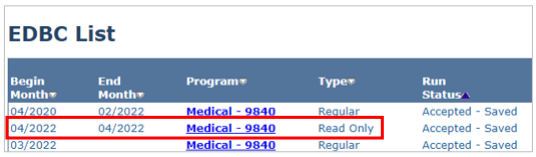
EDBC Information

EDBC Run Reason: RE

Type: Read Only

Type Reason: Negative Change after Timely Notice

Multi-Month EDBC : No



EDBC List

Begin Month	End Month	Program	Type	Run Status
04/2020	02/2022	Medical - 9840	Regular	Accepted - Saved
04/2022	04/2022	Medical - 9840	Read Only	Accepted - Saved
03/2022		Medical - 9840	Regular	Accepted - Saved

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EDBC 101: Read Only EDBC

Below are examples of when a Read Only **EDBC** is created by KEES:

- When a worker makes a negative change to a consumer's coverage after Timely Notice without using *Timely Notice Exception*.
- When a Batch attempts to make a negative change to a consumer's coverage after Timely Notice or if the negative change is unintended (as in COLA).
- Rerunning **EDBC** for a future month's Eligibility that hasn't been sent to **KMMS** yet. When this occurs, the initial **EDBC** results will change to be a Read Only **EDBC**.

The Read Only **Reason** will provide additional information as to why the EDBC was marked as Read Only.

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EDBC 101: EDBC Reminder

When processing Eligibility determinations, workers should pay attention to the **Type** and **Type Reason** of each **EDBC** that is run.

Knowing the **EDBC's Type** and **Type Reason** will help workers determine the appropriate actions to take on a case.

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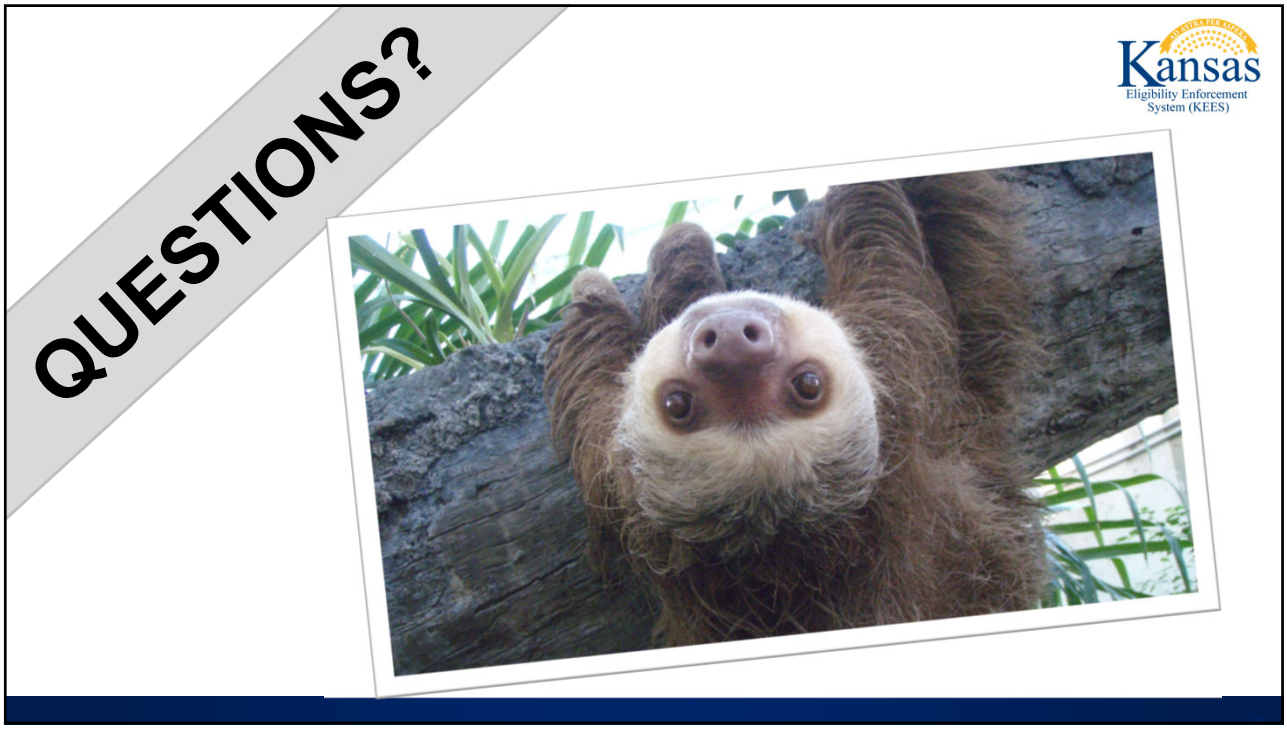

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RE Run Reason

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RE Run Reason

RE is one of the **EDBC Run Reasons**. It should be used to determine eligibility when a Review is due.

Before discussing the update made to the *RE* **Run Reason,** let's review some general **EDBC** guidelines first.

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EDBC Guidelines

Below is a list of general guidelines to keep in mind when running EDBC. Following these will help workers avoid Error Messages and also know how to correctly respond to them when they occur.

- When a Review has been received, EDBC should always be run to determine eligibility. Doing so allows the KEES' rules to run which is always preferred.
- If a Review has been received and signed, use the *RE* **Run Reason**.
- Use the *Run Without Review* **Run Reason** when a new request for coverage has been received while 1 or more Program persons are in a *Reconsideration Period* and the Review has still not been received.

Note: EDBC should be run in chronological order starting with the earliest *Pending* month. Running **EDBC** out of order will create errors that often require data fixes. Data fixes take time to complete and may impact a case's timeliness. Workers should only **Run EDBC** months out of order when instructed to do so by the KEES Help Desk, the User Manual, or approved Business processes.

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RE Run Reason

Updates have been made as to when *RE* displays in the **Run Reason** drop-down menu on the **Run EDBC** page.

When *RE* Displays	
Program Level Review is due	Benefit Month falls within a consumer's *Reconsideration Period*

Let's look at some examples of when to use the *RE* **Run Reason.**

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RE Run Reason-Scenario 1

Ibrahim applies for his young children Nasir and Sarai. They are both approved for PLN coverage from 02/2022—01/2023.

Names	Aid Code	EDBC Benefit Month	Pending Application	Program or Person Level Review Due	Reconsideration Period	Reapply Used	EDBC Run Reason
Nasir	PLN	02/2022	Yes	No	No	No	Blank
Sarai	PLN	02/2022	Yes	No	No	No	Blank

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RE Run Reason-Scenario 2

Sally applies for her 14-year-old twins, Kiki and Cathy. They are both approved for PLT coverage with $0 premium from 01/2022—01/2023.

Names	Aid Code	EDBC Benefit Month	Pending Application	Program or Person Level Review Due	Reconsideration Period	Reapply Used	EDBC Run Reason
Kiki	PLT	01/2022	Yes	No	No	No	Blank
Cathy	PLT	01/2022	Yes	No	No	No	Blank

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RE Run Reason-Scenario 3

Zara applies for her 3-year-old son Rajeev who is approved for PLN coverage from 02/2022—01/2023.

Names	Aid Code	EDBC Benefit Month	Pending Application	Program or Person Level Review Due	Reconsideration Period	Reapply Used	EDBC Run Reason
Rajeev	PLN	02/2022	Yes	No	No	No	Blank

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RE Run Reason-Scenario 3b

Once EDBC has been run, Accepted, and Saved for Zara's 01/2023 request, the worker is ready to process Rajeev's Review to determine if he is still eligible for coverage.

Names	Aid Code	EDBC Benefit Month	Pending Application	Program or Person Level Review Due	Reconsideration Period	Reapply Used	EDBC Run Reason
Rajeev	PLN	02/2023	No	Yes	No	No	*RE*
Zara	PLN	02/2023	Yes	No	No	No	*RE*

RE is used as the **EDBC Run Reason** because the Rajeev's **Person** and **Program Level Review Due** month is 01/2023.

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RE Run Reason-Scenario 4

Harper applies for herself and her 10-year-old daughter Madison. They are both approved for CTM coverage from 02/2022—01/2023.

Names	Aid Code	EDBC Benefit Month	Pending Application	Program or Person Level Review Due	Reconsideration Period	Reapply Used	EDBC Run Reason
Harper	CTM	02/2022	Yes	No	No	No	Blank
Madison	CTM	02/2022	Yes	No	No	No	Blank

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RE Run Reason-Scenario 4b

The family returns to Kansas. Harper submits a new application and requests Prior Medical coverage for them. The application is received at the Clearinghouse on 03/06/2023 which makes the Prior Medical months 12/2022—02/2023. Harper and Madison are both approved for CTM coverage from 12/2022—02/2024.

Names	Aid Code	EDBC Benefit Month	Pending Application	Program or Person Level Review Due	Reconsideration Period	Reapply Used	EDBC Run Reason
Harper	CTM	03/2023	Yes	No	No	Yes	Blank
Madison	CTM	03/2023	Yes	No	No	Yes	Blank

As the initial **Program** block was *Discontinued* 11/30/2022 and the new application received more than a month later (03/06/2023), Reapply was correctly used during Registration.

When **EDBC** was run, *RE* did *not* display in the **Run Reason** dropdown menu because Reapply was used to Register the application.

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RE Run Reason-Scenario 5

Jose and Rosa apply for their children Elian and Matias on 01/18/2022. Both children are approved for PLT coverage with a $20 premium.

Names	Aid Code	EDBC Benefit Month	Pending Application	Program or Person Level Review Due	Reconsideration Period	Reapply Used	EDBC Run Reason
Elian	PLT	01/2022	Yes	No	No	No	Blank
Matias	PLT	01/2022	Yes	No	No	No	Blank

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RE Run Reason-Scenario 5b

Jose and Rosa submit a new application for their children on 04/03/2023. As Rosa's income has decreased, both children are approved for PLT coverage with a $20 premium.

Names	Aid Code	EDBC Benefit Month	Pending Application	Program or Person Level Review Due	Reconsideration Period	Reapply Used	EDBC Run Reason
Elian	PLT	04/2023	Yes	No	No	Yes	Blank
Matias	PLT	04/2023	Yes	No	No	Yes	Blank

Because the children's coverage was *Discontinued* for exceeding the income guidelines at Review, Reapply was correctly used during Registration.

When **EDBC** was run, *RE* did *not* display in the **Run Reason** dropdown menu because Reapply was used to Register the application.

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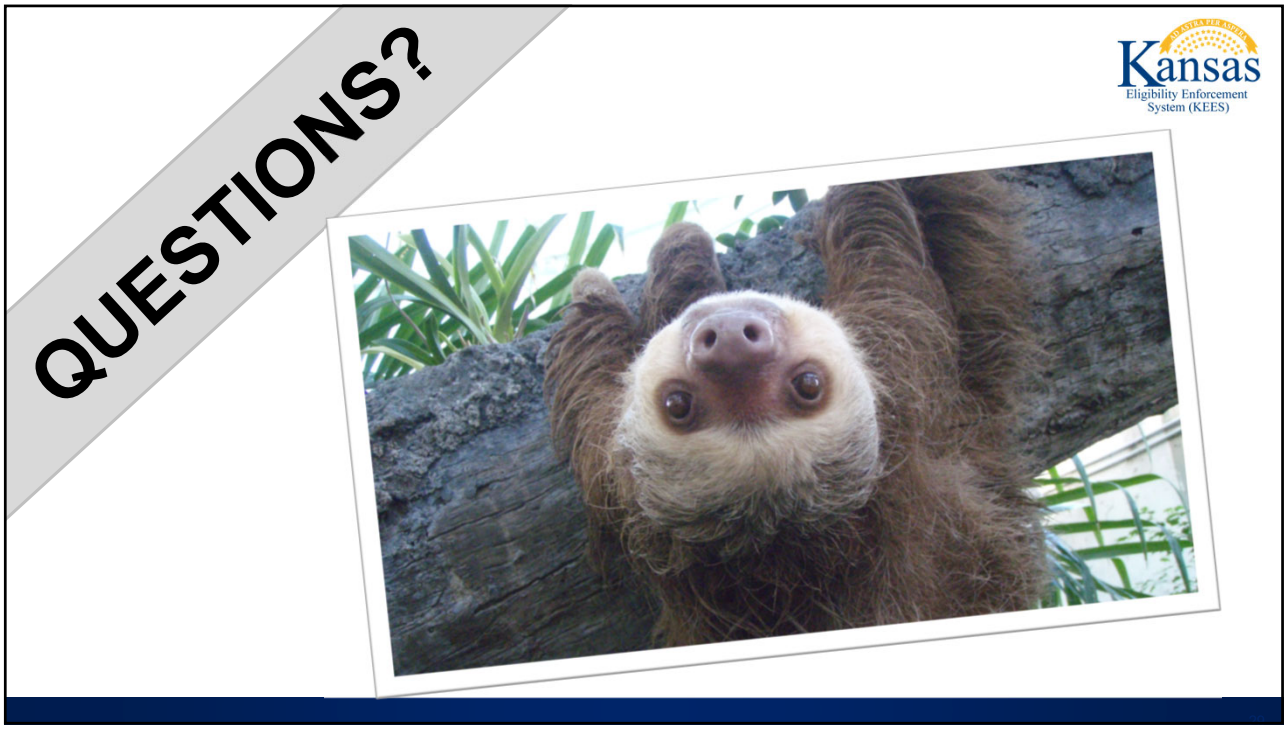
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Rescind Without Review

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Rescind Without Review

Rescind Without Review was implemented in the November 2022 Release. At that time, we instructed you to *not* use this functionality as PHE was still active.

Now that Reviews are starting up again, we'll discuss how and when to correctly use *Rescind Without Review.* This functionality fixes a common problem that occurred prior to PHE's existence.

Rescind Without Review was created to address new requests for coverage that are received when 1 or more individuals on a Program have been *Discontinued* for failing to complete their annual Review.

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Rescind Without Review

Example: Mia completes an application for herself and her son Max. They are both approved for CTM coverage and are CE through 12/2022.

Mia forgets to return her review, so their coverage ends on 01/01/2023. Both Mia and Max have a *Reconsideration Period* of 01/2023—03/2023.

In mid-January, Mia calls the Clearinghouse to report that her 16-year-old sister, Ella, has moved in with her. Ella needs medical coverage as she is pregnant and has an expected due date of 06/15/2023.

The worker who picks up this task needs a way to add Ella while also protecting Mia and Max's *Reconsideration Period*. The *Rescind Without Review* functionality will do just that.

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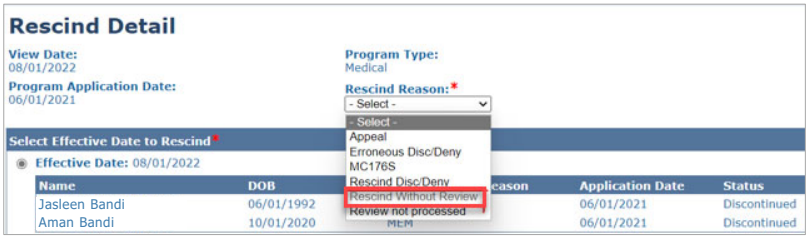
Rescind Without Review

Rescind Without Review is an option in the **Rescind Reason** dropdown menu on the **Rescind Detail** page. It displays based on the:

- **View Month** that is selected for the **Program** block
- Presence of a *Reconsideration Period* for at least 1 Program person.

If no case members are in a *Reconsideration Period*, the *Rescind Without Review* option is grayed out and is not selectable. It is also grayed out when the selected View Month is set outside a *Reconsideration Period*.



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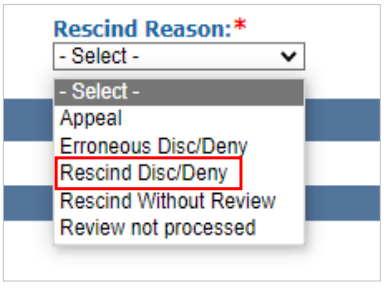
Rescind Without Review

Just because the *Rescind Without Review* option is available, doesn't mean it should be used. *Rescind Without Review* should **only** be used when a household has failed to return a review *and* a new person needs to be added to the case.

Workers need to use the appropriate **Rescind Reason** for each situation they encounter.

Example: Barb forgets to return her Review, so she is *Discontinued* 10/01/2022. On 11/1, Barb's Review is received, and a worker picks up the task to work. Because the Review has now been received, he uses *Rescind Disc/Deny* as the **Rescind Reason** to reopen Barb's **Program** block.



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Rescind Without Review

When Rescinding a case, workers must ensure that they are in the correct KEES' system month.

This is done by using the **View Month** to set KEES to the month the **Program** block was *Discontinued*.

If workers fail to select the correct **View Month** that needs to be Rescinded, they will be unable to process the request for the correct month.

Example: Joni applies for her son Eli who is approved for coverage from 02/2022—01/2023. Joni fails to return the review, so Eli's coverage was *Discontinued* on 02/01/2023.

On 03/26, Joni calls the Clearinghouse to report that her 8-year-old niece Jasmine moved into the home on 03/12/2023 and needs medical coverage.

As Eli's coverage was *Discontinued* 02/01/2023, the **View Month** must be set to this date. Then the case can be reopened using *Rescind Without Review* to add Jasmine.

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Run Without Review

Run Without Review was another functionality implemented in November 2022 which we instructed you to *not* use at that time. The *Run Without Review* functionality serves to further protect a consumer's *Reconsideration Period.*

Run Without Review is an option on both the **Run EDBC** and **Negative Action** pages.

It should be used to process a new request for coverage when there is at least 1 Program person with a *Reconsideration Period* who has not yet returned their Review.

Using *Run Without Review* ensures that coverage is only given to the new applicant, not those who were Discontinued for failing to return their review or provide verifications needed to determine their eligibility.

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Run Without Review

Although *Rescind Without Review* and *Run Without Review* have the same overall purpose – processing eligibility for a new coverage request when a Review hasn't been received – this does **not** mean that they will always be used together.

It's possible that cases will be reopened using *Rescind Without Review* but by the time the Eligibility Worker picks up the task, the Review has been received and now needs to be processed.

In this situation, *RE* should be used as the **Run Reason** since the Review has been received.

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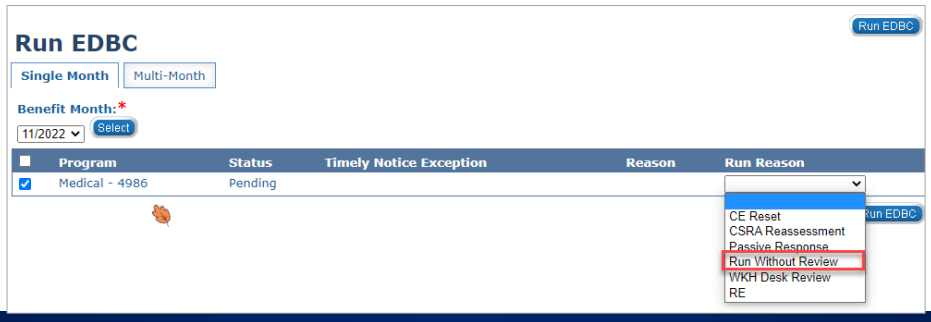
Run Without Review & EDBC

On the **Run EDBC** page, *Run Without Review* will display in the **Run Reason** dropdown menu when:

- A Review is due but hasn't been received and/or signed
- There is a *Pending* request for coverage.
- The Program has been rescinded using the *Rescind Without Review* option on the **Rescind Detail** page.



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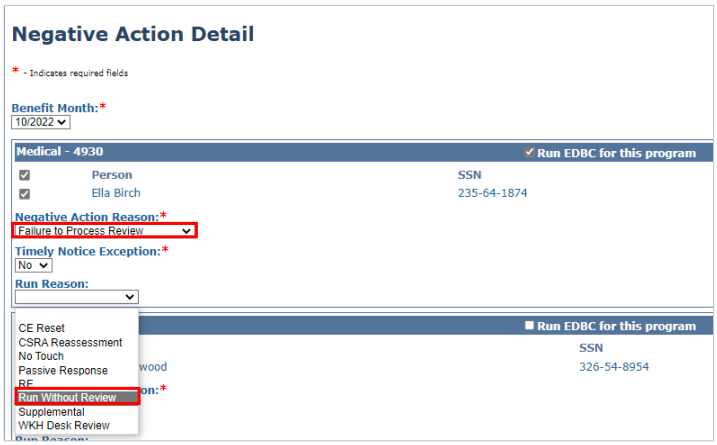
Run Without Review & Negative Action

On the **Negative Action** page, *Run Without Review* displays in the **Run Reason** dropdown menu when:

- A Review is due but hasn't been received and/or signed
- There is a *Pending* request for coverage
- The Program has been Rescinded using the *Rescind Without Review* option on the **Rescind Detail** page.



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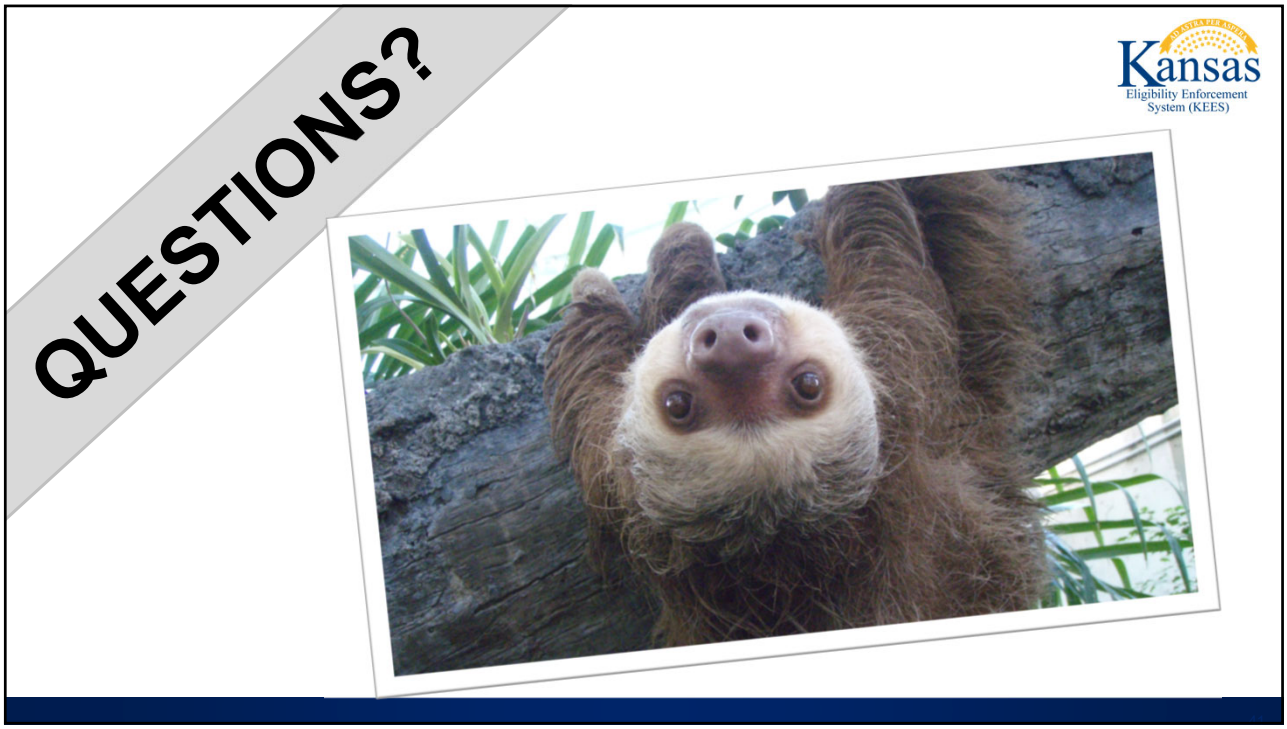
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Refresher:
EDBC & Negative Action Error Messages

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Refresher: EDBC & Negative Action Error Messages

In the November 2022 Release, several **Error!** Messages related to Reviews were added to KEES. These messages display on the **EDBC** and **Negative Action** screens.

We'll spend a bit of time reviewing them again as it's important to understand **Error!** Messages so you know how to correctly respond to them.

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Refresher: EDBC Error Messages

The hard warning **EDBC Error!** messages display when a worker attempts to **Run EDBC** with an incorrect **Run Reason**.

The table below lists each message and the action workers should take to resolve them.

NOTE: The **Action To Take** instructions should only be used for 'regular' case processing. Please continue to follow the processes established for special KEES workarounds.

EDBC Error! Message	Review Due	Action To Take
Error! The review needs to be completed!	Yes	Use *RE* if Review has been received. If not, do more research.
Error! Review has been received, please use 'RE' Run Reason	Yes	Use *RE.*
Error! Review has NOT been received, please use 'Run Without Review' Run Reason	Yes	Has the Review been received? If yes, update the **Customer Reporting Record**. If it hasn't been received, use *Run Without Review*.

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Refresher: EDBC Error Messages

This table provides more details on when the **Error!** messages are received.

Error Messages Related to Reviews	Rescind Reason	Document Status		Review Signed?	Report Status Reason		Run Reason		
		Received	Sent		Complete - EDBC Accepted	Incomplete	RE	Blank	Run Without Review
Error! The review needs to be completed!		X						X	
			X				X	X	
			X		X		X	X	
			X			X	X	X	
		X			X			X	
		X				X		X	
Error! Review has been completed, please use 'RE' Run Reason	Rescind Without Review	X		YES				X	X
Error! Review has NOT been completed, please use 'Run Without Review' Run Reason	Rescind Without Review	X		NO			X	X	
	Rescind Without Review		X	YES or NO			X	X	

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Refresher: Negative Action Error Messages

These **Error!** **Messages** can also be found on the **Negative Action** screen. They display when a Review is due on a case and workers try to **Run EDBC** with an incorrect **Run Reason**. The table below includes information about each message, what causes them to occur, and the action workers should take to resolve the **Error!** **Messages**.

Error! Message	Review Due	Review Received & Signed	Case Pended Using Rescind Without Review	Action To Take
Error! The review needs to be completed!	Yes	Yes	No	Use RE
Error! Review has been received, please use the 'RE' Run Reason	Yes	Yes	Yes	Use RE
Error! Review has NOT been received, please use 'Run Without Review' Run Reason	Yes	No	Yes	Use Run Without Review

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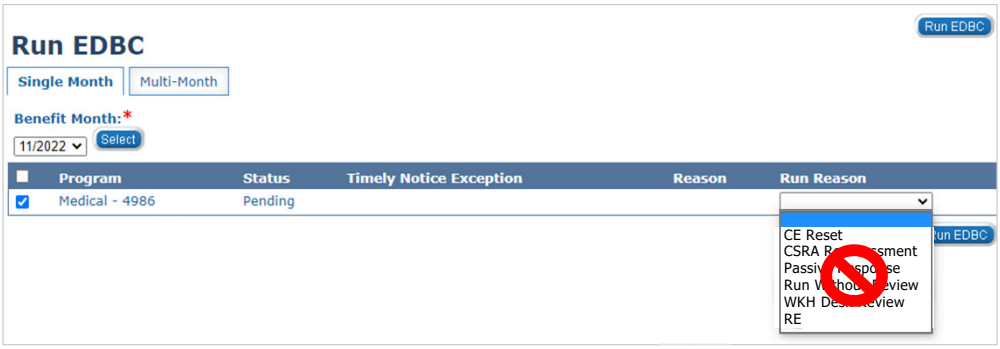
Refresher: EDBC & Negative Action Error Messages

Workers should avoid randomly choosing a **Run Reason**—or clicking through them until you find one that moves you through the page. Randomly choosing or clicking till it works is not only poor casework but will also lead to incorrect eligibility determinations which could have a negative impact on our consumers.



WARNING!
No random selections!

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QUESTIONS?

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Batches: Super Come-up Month

The KEES Come-up month is the most future month available for workers to run EDBC.

Super Come-up month is the month *following* the current Come-up month available in KEES.

The Super Come-up Month is *not* a value that can be selected by Eligibility Workers as it is **only** established by a **Batch**.

When the Reviews Batch determines a program is Eligible to continue current coverage without worker intervention, batch will run the Super Come-up Month.

Run EDBC	Come-up Month	Super Come-up Month
• For 01/2023 • On 01/08/2023	• 02/2023	• 03/2023

Run EDBC	Come-up Month	Super Come-up Month
• For 01/2023 • On 01/21/2023	• 03/2023	• 04/2023

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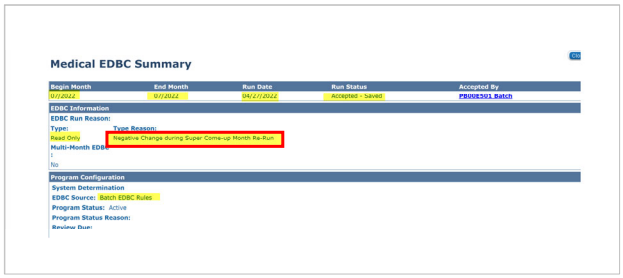
Super Come-up Month Re-Run Batch

With Reviews, workers frequently process Eligibility changes in a Come-up Month.

A new batch called Super Come-up Month Re-Run automatically copies changes made during the Come-up Month to the Super Come-up Month.

Workers can tell if **Batch** has created a Super Come-up Month by reviewing the **Type Reason** field on the

- **Medical EDBC Summary page**
- **EDBC List page**



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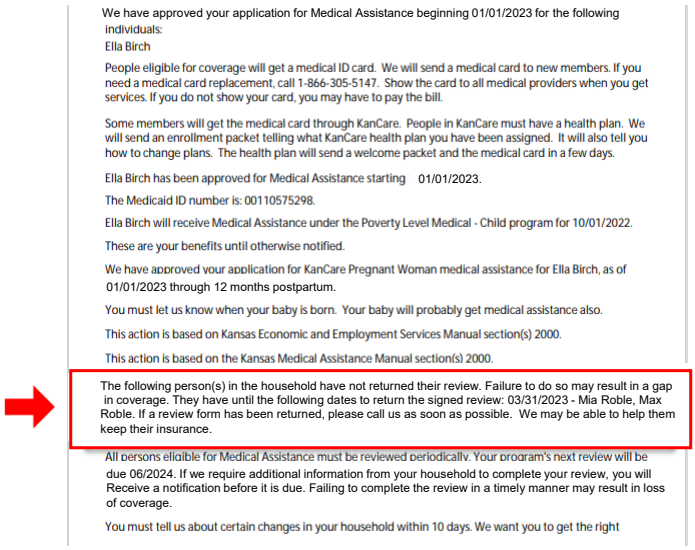
NOAs

NOAs have been updated to include information about case members' *Reconsideration Periods* such as their:

- Names
- Last day to return a Review to prevent a gap in coverage

If multiple *Reconsideration Periods* exist, they will be listed out separately and specify the dates of each.



We have approved your application for Medical Assistance beginning 01/01/2023 for the following individuals:
Ella Birch

People eligible for coverage will get a medical ID card. We will send a medical card to new members. If you need a medical card replacement, call 1-866-305-5147. Show the card to all medical providers when you get services. If you do not show your card, you may have to pay the bill.

Some members will get the medical card through KanCare. People in KanCare must have a health plan. We will send an enrollment packet telling what KanCare health plan you have been assigned. It will also tell you how to change plans. The health plan will send a welcome packet and the medical card in a few days.

Ella Birch has been approved for Medical Assistance starting 01/01/2023.

The Medicaid ID number is: 00110575298.

Ella Birch will receive Medical Assistance under the Poverty Level Medical - Child program for 10/01/2022.

These are your benefits until otherwise notified.

We have approved your application for KanCare Pregnant Woman medical assistance for Ella Birch, as of 01/01/2023 through 12 months postpartum.

You must let us know when your baby is born. Your baby will probably get medical assistance also.

This action is based on Kansas Economic and Employment Services Manual section(s) 2000.

This action is based on the Kansas Medical Assistance Manual section(s) 2000.

The following person(s) in the household have not returned their review. Failure to do so may result in a gap in coverage. They have until the following dates to return the signed review: 03/31/2023 - Mia Roble, Max Roble. If a review form has been returned, please call us as soon as possible. We may be able to help them keep their insurance.

All persons eligible for Medical Assistance must be reviewed periodically. Your program's next review will be due 06/2024. If we require additional information from your household to complete your review, you will Receive a notification before it is due. Failing to complete the review in a timely manner may result in loss of coverage.

You must tell us about certain changes in your household within 10 days. We want you to get the right

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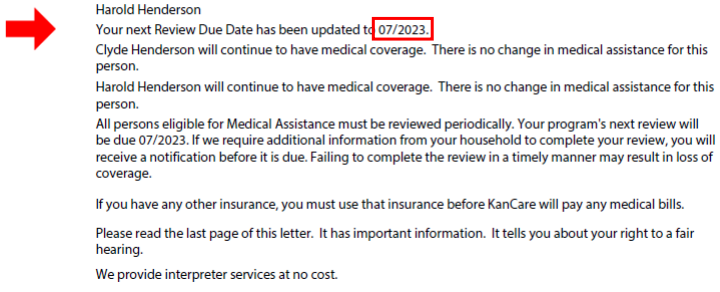
NOAs

Another update made to **NOAs** deals with **Review Due** date.

When a consumer's **Review Due** date is changed, it will be indicated in the **NOA**.

The intent of this change is to keep consumers informed about their **Review Due** date, so they are more likely to complete the Review or redetermination process.



We are changing your Medical Assistance coverage or benefits effective 12/01/2022 for the following individuals:
Clyde Henderson

Harold Henderson
Your next Review Due Date has been updated to 07/2023.

Clyde Henderson will continue to have medical coverage. There is no change in medical assistance for this person.

Harold Henderson will continue to have medical coverage. There is no change in medical assistance for this person.

All persons eligible for Medical Assistance must be reviewed periodically. Your program's next review will be due 07/2023. If we require additional information from your household to complete your review, you will receive a notification before it is due. Failing to complete the review in a timely manner may result in loss of coverage.

If you have any other insurance, you must use that insurance before KanCare will pay any medical bills.

Please read the last page of this letter. It has important information. It tells you about your right to a fair hearing.

We provide interpreter services at no cost.

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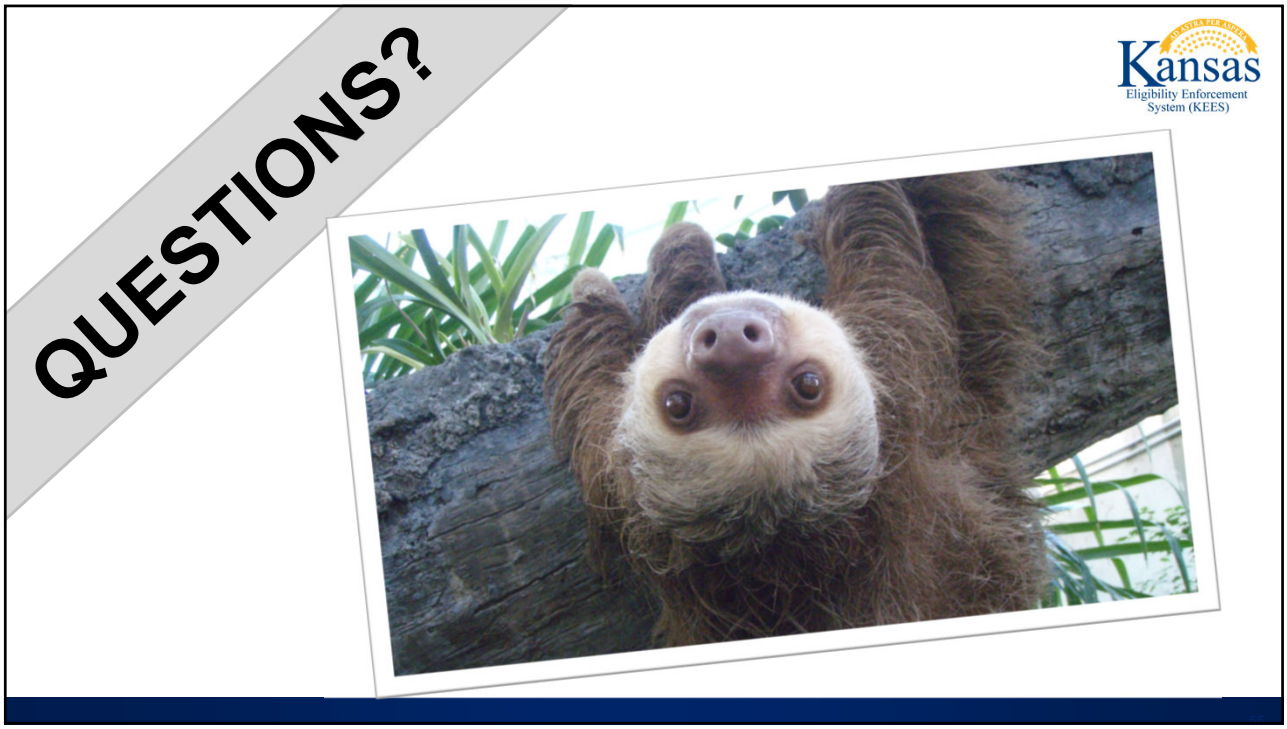
QUESTIONS?
Kansas
Eligibility Enforcement System (KEES)

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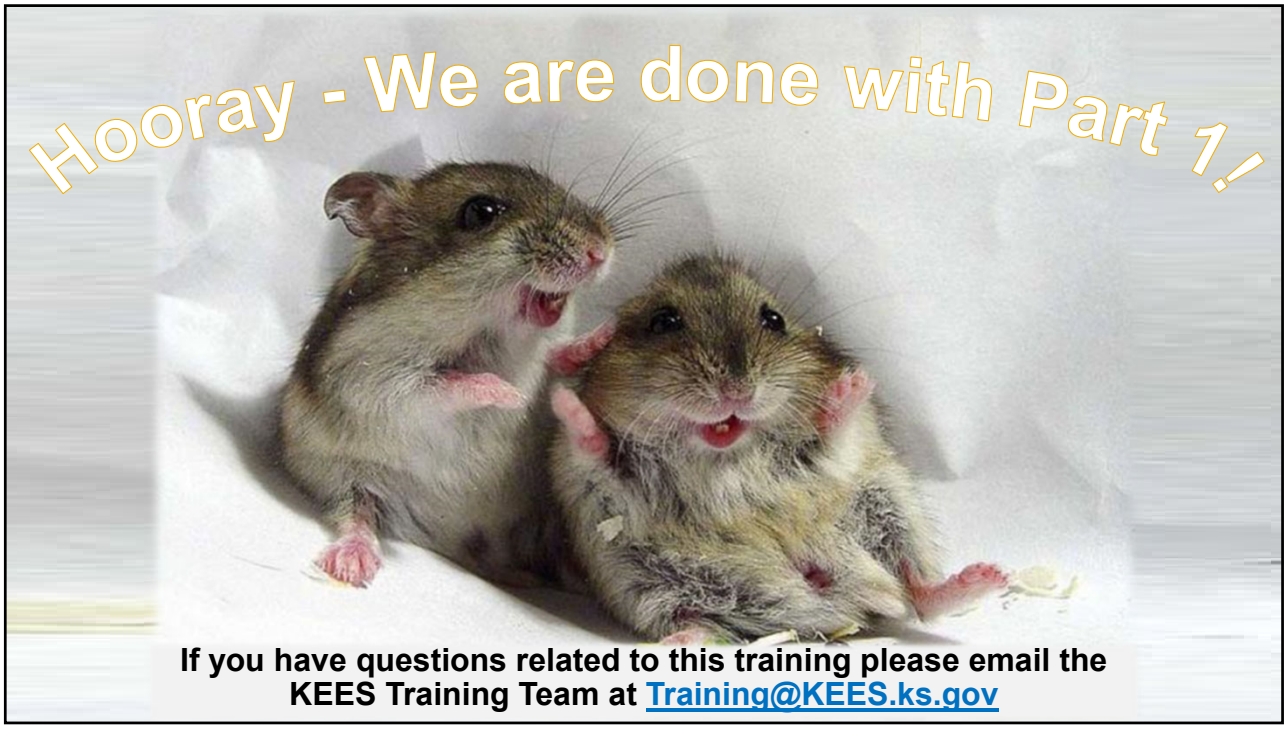
Hooray - We are done with Part 1!
If you have questions related to this training please email the KEES Training Team at Training@KEES.ks.gov

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