

*Coordinating health & health care
for a thriving Kansas*



FOR IMMEDIATE RELEASE:
March 31, 2011

KHPA Contact: Dustin Moyer 785-296-7762

KHPA Announces Elimination of the HealthWave Clearinghouse Backlog

Kansas Health Policy Authority employed a three-prong approach to eliminate the backlog in the HealthWave Clearinghouse.

KHPA Medicaid Director Barb Langner said system modifications, eligibility simplifications and KHPA's ability to secure additional financial resources led to a successful effort to overcome the challenges associated with an increase in applications to the Family Medical Clearinghouse.

At the height of the HealthWave Clearinghouse backlog, the number of applications over 45 days was 20,385. The current number of applications over 45 days is 104 and the majority of those applications are awaiting additional information required from the applicant before an eligibility determination can be made. The total number of applications on hand has declined from a peak of 35,227 to approximately 2,000, a total consistent with the timely processing of applications.

The backlog was eliminated less than 12 months after KHPA received notification of non-compliance from the Centers for Medicare and Medicaid Services. In April 2010, KHPA received a letter from the Regional Administrator for Medicaid and Children's Operations for CMS noting that Kansas was out of compliance with its state Medicaid plan and with federal requirements regarding timely determination of eligibility. Kansas filed a corrective action plan in July 2010 explaining the three-pronged approach that led to the elimination of the backlog.

Consequently, on Aug. 11, 2010, KHPA was notified by CMS that Kansas had been awarded a \$1.2 million Children's Health Insurance Program Reauthorization Act (CHIPRA) bonus award, which the agency dedicated to adding resources to reduce the backlog. At that time KHPA committed to resolve the backlog by March 2011.

--more--

Rm. 900-N, Landon Building, 900 SW Jackson Street, Topeka, KS 66612-1220

www.khpa.ks.gov

Medicaid and HealthWave:
Phone: 785-296-3981
Fax: 785-296-4813

State Employee Health Plan:
Phone: 785-368-6361
Fax: 785-368-7180

State Self Insurance Fund:
Phone: 785-296-2364
Fax: 785-296-6995

In addition to an increased volume of applications that started in 2009, a number of factors contributed to the backlog of Family Medical applications at the Clearinghouse: transition of the HealthWave Clearinghouse contract to a new vendor, expansion of Children's Health Insurance Program eligibility to 250% of the federal poverty level, and 2009 Governor's allotments resulting in a reduced Clearinghouse capacity.

"KHPA is pleased to confirm that the HealthWave Clearinghouse backlog has been eliminated successfully thanks to the hard work and dedication of KHPA and the Policy Studies Inc. staff," Langner.

###