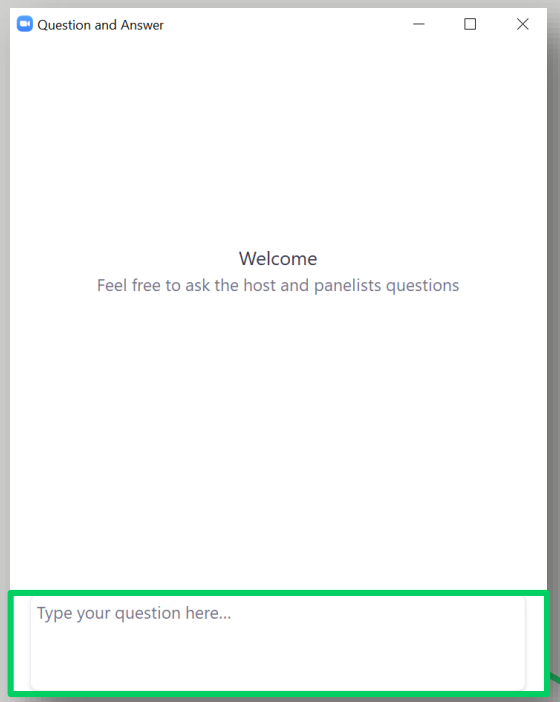
Thank you for joining KLOCS Webinar Part 1

Please review the Zoom Tips for Success while you wait:

Ask a Question in Q&A

If you would like to ask a question about the webinar content:

- Click the "**Q&A**" icon.
- Type your question and click "**Enter**" on your keyboard.



Audio

To hear the webinar:
1. Click the **"Join Audio"** icon.

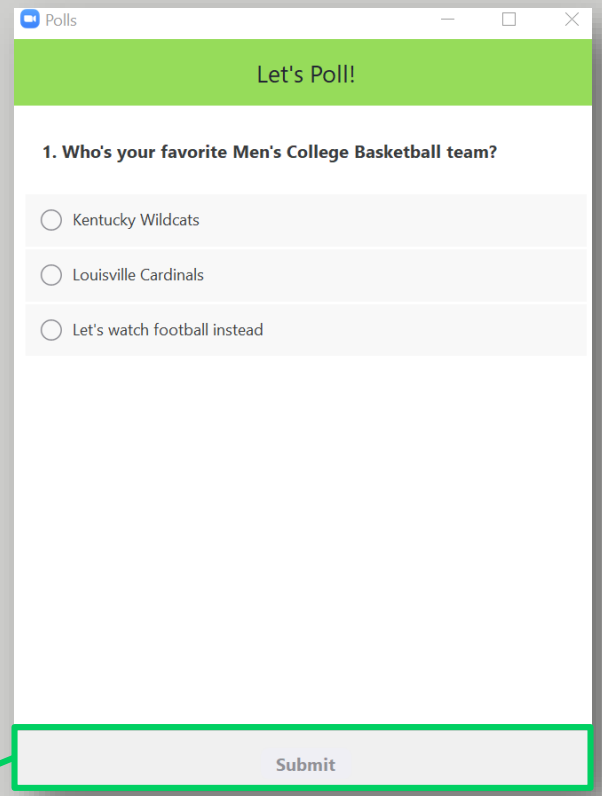
Please Note: This is a recorded webinar, all attendees are muted automatically.

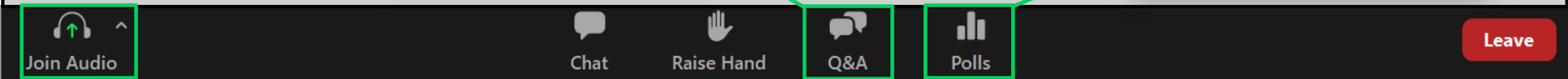
Let's Poll

We will be checking in by asking questions. To answer questions:

- Click the "**Polls**" icon, if the polls pop-up doesn't display automatically.
- Select the appropriate "**Answer**" and click **Submit**.

Please Note: The **Polls** icon only displays once the Host enables it.





Kentucky Level of Care System (KLOCS)

Part 1

July 2020

KLOCS Part 1 Training Agenda

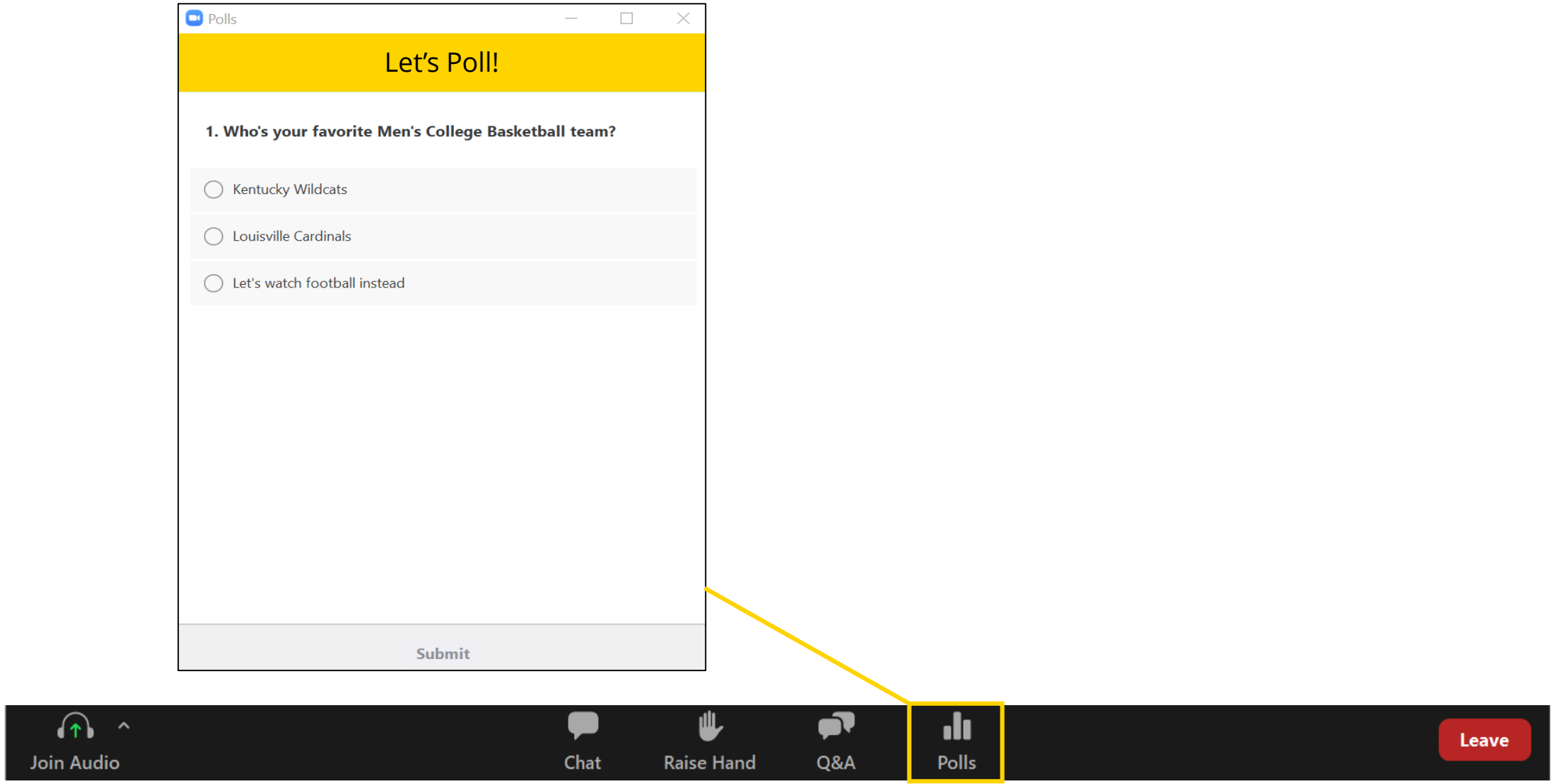
TOPIC	DESCRIPTIONS	TIME	DURATION
Introduction	• Welcome, Icebreaker & Zoom Polling	2:30 PM – 2:35 PM	5 Minutes
KLOCS Overview	• Kentucky Level of Care System (KLOCS) Overview • Changes to Level of Care (LOC) Policy and Processes	2:35 PM – 2:50 PM	15 Minutes
Access KLOCS	• Kentucky Online Gateway (KOG) Overview	2:50 PM – 3:00 PM	10 Minutes
Basic System Navigation	• Navigation of Dashboard & Individual Summary • Overview of Message Center & Correspondences	3:00 PM – 3:20 PM	20 Minutes
Application Intake & Document Upload	• Completing Nursing Facility Application Intake • Document Upload Overview	3:20 PM – 3:50 PM	30 Minutes
Wrap-Up	• Questions and Answers	3:50 PM - 4:00 PM	10 Minutes

KLOCS Part 2 Training Agenda - TOMORROW

TOPIC	DESCRIPTIONS	TIME	DURATION
Tasks in KLOCS	• Tasks Overview • Lack of Information Task • Existing LOC Task • Hospice PASRR Level I • Hospice MAP-726 for Elected ICF	2:30 PM – 3:20 PM	50 Minutes
Ongoing LOC Management	• Discharges in KLOCS Overview • Request PASRR Level II	3:20 PM – 3:40 PM	20 Minutes
Wrap-Up	• Recap KLOCS Roles and Functionalities • Questions and Answers	3:40 PM – 4:00 PM	20 Minutes

Let’s Poll

Once the Host enables the Poll, select **an answer to the question** and click **Submit**.



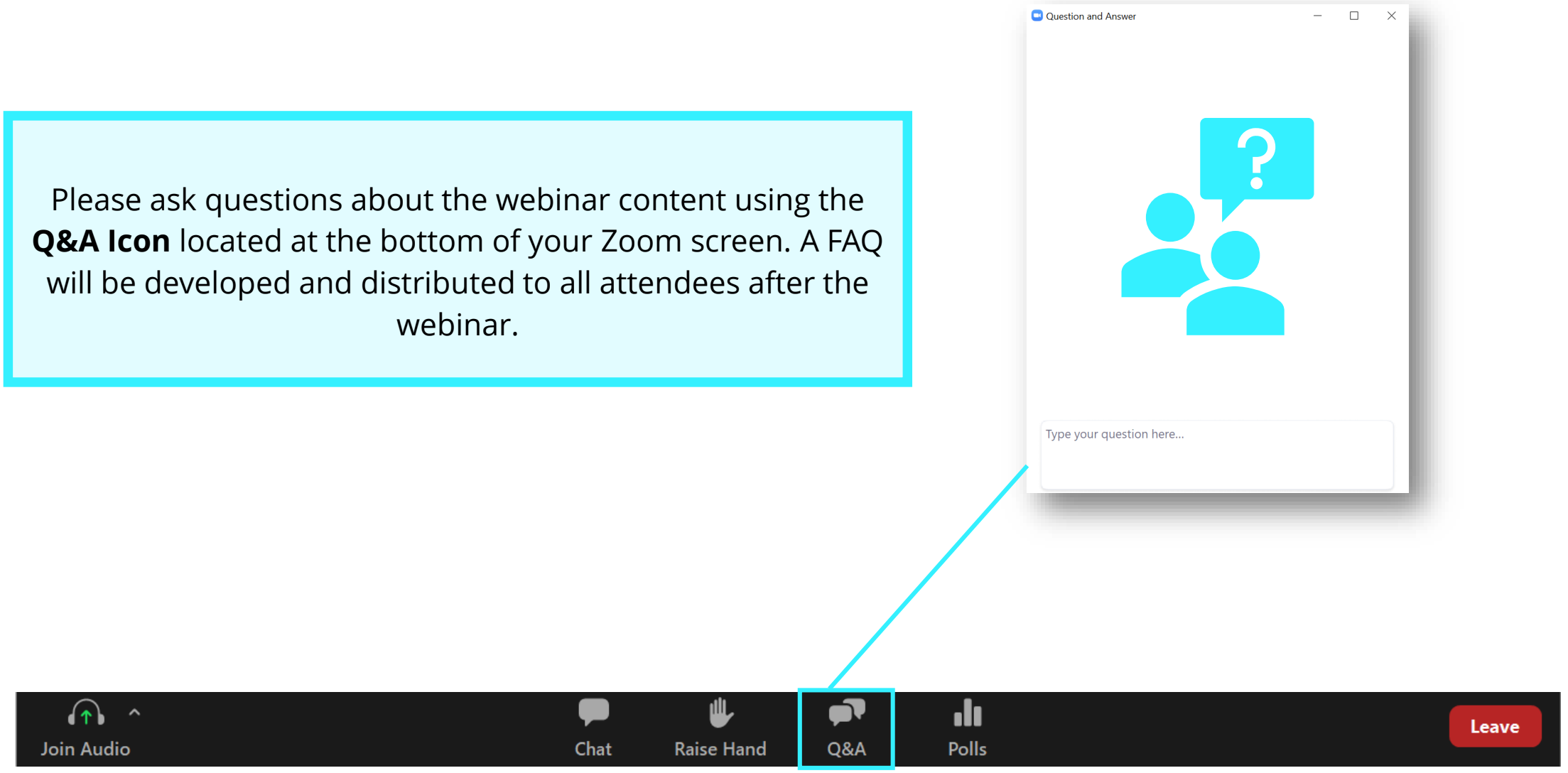
Ice Breaker

If you could only eat one food for the rest of your life, which would it be?

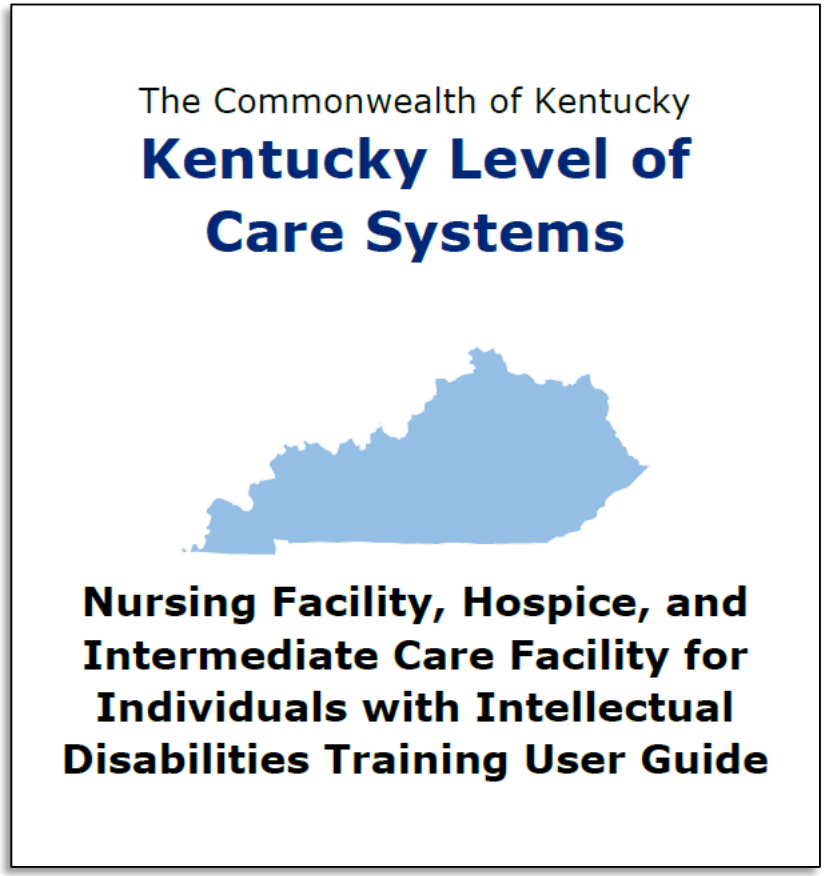
Answer using the Polls box!

What if I have Questions During the Webinar?

Please ask questions about the webinar content using the **Q&A Icon** located at the bottom of your Zoom screen. A FAQ will be developed and distributed to all attendees after the webinar.



KLOCS User Guide



The KLOCS User Guide includes:

- Overview of **Level of Care (LOC) Policy Updates** and **Regulation Changes**
- **Glossary of Key Terms** and **Key Stakeholder Groups** involved in Level of Care processes
- **Functionality Guides** outlining the functions on **each screen in KLOCS**
- **Step-by-step directions** for completing LOC applications, tasks, and ongoing LOC management in KLOCS
- **Detailed guidance and picture examples** for navigating KLOCS

KLOCS Training Materials will be available online: https://chfs.ky.gov/agencies/dms/provider/Pages/klocs.aspx

Training Knowledge Checks

HEADS UP!

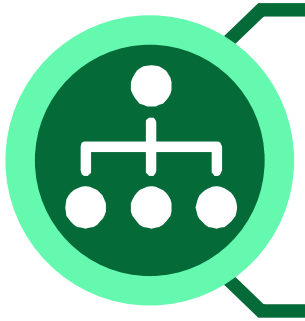
There are **Knowledge Checks** with review questions at the end of each module.

Answer using the Polls box!

KLOCS Overview, Purpose, & Scope

Kentucky Level of Care System (KLOCS) Overview

OVERVIEW



The Department for Medicaid Services (DMS) has transformed Level of Care (LOC) processes with the **Kentucky Level of Care System** (**KLOCS**) implementation. KLOCS is a **new technology system** for LOC providers to electronically submit LOC applications, **eliminating the paper-based LOC application processes**.

PURPOSE

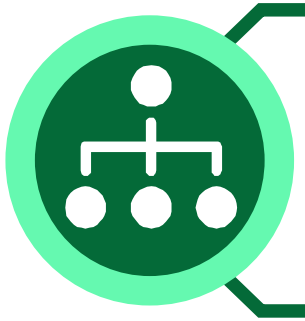
The purpose of the KLOCS implementation is to **streamline LOC processes by improving communication and coordination between all stakeholders** involved in the LOC applications, review, and approval processes.

TIMELINE

The Kentucky Level of Care System (KLOCS) is scheduled to go live on **August 3, 2020**. The KLOCS implementation includes **policy and process changes to requirements for submitting LOC requests** due to the new regulations that impact billing.

Kentucky Level of Care System (KLOCS) Overview

OVERVIEW



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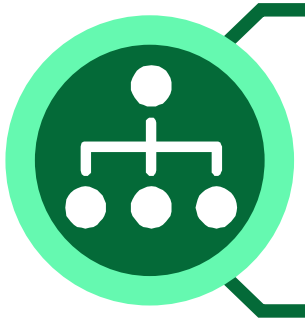

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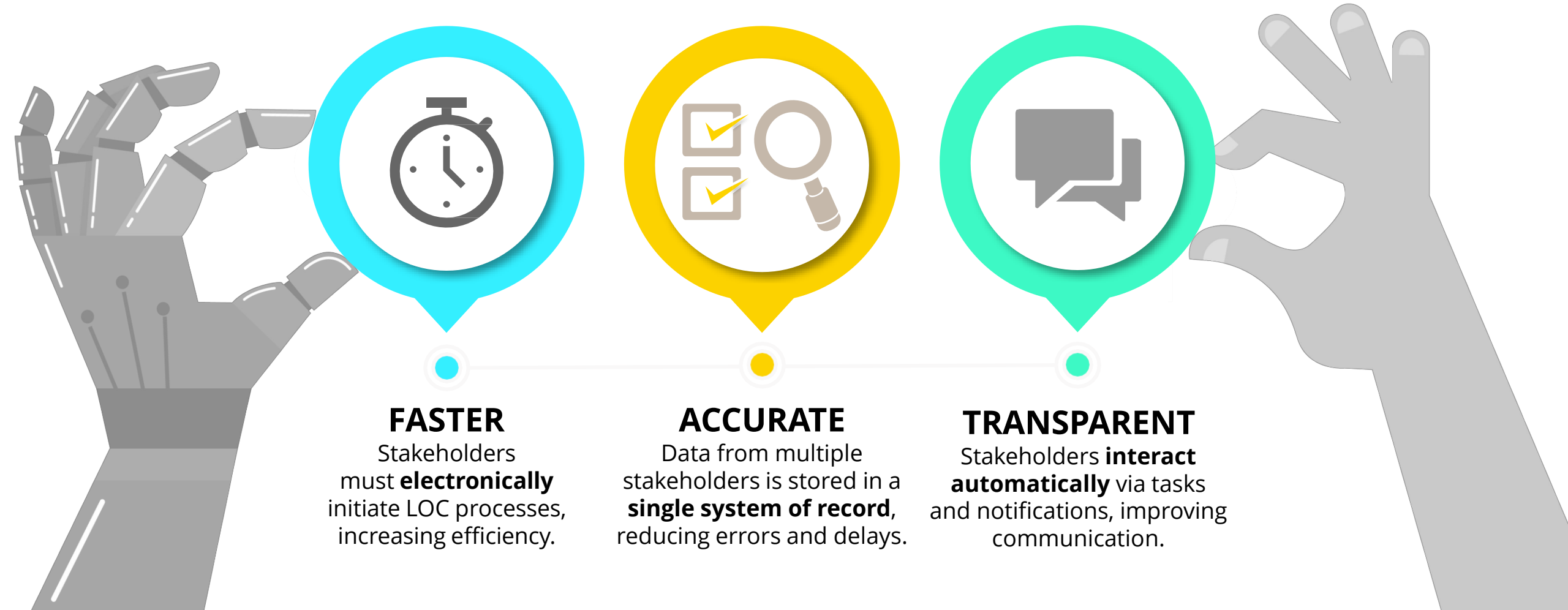
KLOCS Benefits

KLOCS: Kentucky Level of Care System

THE NEW RECORD SYSTEM REPLACING PAPER-BASED PROCESSES IN ORDER TO STREAMLINE LEVEL OF CARE (LOC) PROCESSES ACROSS NURSING FACILITIES (NF), INSTITUTIONALIZED HOSPICE SERVICE PROVIDERS, AND INTERMEDIATE CARE FACILITIES FOR INDIVIDUALS WITH INTELLECTUAL DISABILITIES (ICF-IID).



FASTER

Stakeholders must **electronically** initiate LOC processes, increasing efficiency.

ACCURATE

Data from multiple stakeholders is stored in a **single system of record**, reducing errors and delays.

TRANSPARENT

Stakeholders **interact automatically** via tasks and notifications, improving communication.

Stakeholder Communication in KLOCS

KLOCS allows stakeholders to interact electronically through Tasks and Notifications during LOC application processes.

	Providers (NF, Institutionalized Hospice Service, ICF-IID)	DMS	PRO	CMHC	DBHDID
RESPONSIBILITIES	• Completes LOC applications for Individuals • Manages Individual LOC applications				
TASKS & NOTIFICATIONS	• Triggers review tasks for the appropriate review organization by submitting LOC applications • Receives electronic notifications regarding updates to each LOC application (under review, review complete) and LOC determinations • May receive tasks from the appropriate review organization or Department for Medicaid Services (DMS)				

Stakeholder Communication in KLOCS

KLOCS allows stakeholders to interact electronically through Tasks and Notifications during LOC application processes.

	Providers	Department for Medicaid Services (DMS)	PRO	CMHC	DBHDID
RESPONSIBILITIES		• Resolves Partial Matches via KLOCS • LOC Determination for Institutionalized Hospice Service LOC applications			
TASKS & NOTIFICATIONS		• Receives Partial Match Task if KLOCS detects potential matches for the Individual • Triggers an electronic notification to Providers if Partial Match is resolved • Triggers a review task for the appropriate review organization if Partial Match is resolved • May trigger the Existing LOC Task for Providers if KLOCS detects an existing LOC after the Partial Match is resolved			

Stakeholder Communication in KLOCS

KLOCS allows stakeholders to interact electronically through Tasks and Notifications during LOC application processes.

	Providers	DMS	Peer Review Organization (PRO)	CMHC	DBHDID
RESPONSIBILITIES			• LOC Determination for PASRR Level I, Swing Bed, Private ICF, & Provisional/Exempt LOC Applications • Conducts Field Reviews, LOC Assessments, non PASRR Referral Reassessments, and LOC Corrections		
TASKS & NOTIFICATIONS			• Receives an application review task once Providers submits a PASRR Level I, Swing Bed, Private ICF, or Provisional/Exempt LOC application • Triggers an electronic notification to Providers once LOC determination is concluded • May trigger the Lack of Information (LOI) Task for Providers if additional information is required to determine LOC for an Individual		

Stakeholder Communication in KLOCS

KLOCS allows stakeholders to interact electronically through Tasks and Notifications during LOC application processes.

	Providers	DMS	PRO	Community Mental Health Centers (CMHC)	DBHDID
RESPONSIBILITIES				• LOC Determination for PASRR Level II Serious Mental Illness (SMI) Applications	
TASKS & NOTIFICATIONS				• Receives an application review task once Providers submit a PASRR Level II SMI application • Triggers an electronic notification to Providers • May trigger the LOI Task for Providers • May trigger LOC Determination Task for DBHDID by recommending Individuals that meet the criteria for PASRR Level II – ID-RC/Dual Diagnosis • May receive LOI Task from DBHDID	

Stakeholder Communication in KLOCS

KLOCS allows stakeholders to interact electronically through Tasks and Notifications during LOC application processes.

	Providers	DMS	PRO	CMHC	Department for Behavioral Health, Developmental and Intellectual Disabilities (DBHDID)
RESPONSIBILITIES					• LOC Determination for PASRR Level II Intellectual Disability (ID) Related Condition (RC) ID-RC/ Dual Diagnosis LOC applications, and State ICF applications
TASKS & NOTIFICATIONS					• Receives the DBHDID Committee LOC Determination Task once CMHCs submit a recommendation for an Individual meeting ID-RC/Dual Diagnosis criteria • Triggers electronic notification to Providers once LOC determination is concluded • May trigger the LOI Task for CMHC if more information is required

KLOCS Policy and Process Updates

With the August 3, 2020 implementation, KLOCS introduces the new functionalities below.

LOC APPLICATION INTAKE	Providers must electronically enter application intake information on KLOCS which triggers a task for the appropriate review organization to determine if the LOC is met.
CHANGE OF OWNERSHIP (CHOW)	KLOCS supports systematic Change of Ownership related actions for LOC records when facility ownership changes.
LOC TRANSFERS	KLOCS supports transferring an Individual from one facility to another.
LOC DISCHARGES	KLOCS allows discharging an Individual from a facility.
LOC CORRECTIONS	KLOCS allows users with a certain access level to make corrections to completed LOC applications.

Knowledge Check: KLOCS Overview

KLOCS goes live on what date?

Answer using the Polls box!

Knowledge Check: KLOCS Overview

<u>True or False</u>: On August 3, 2020, KLOCS will become MANDATORY and will replace the current paper-based system for Level of Care (LOC) processes.

Answer using the Polls box!

Will my Facility's Current Medicaid Members be in KLOCS?

The LOCs for active Medicaid Members and LOCs less than 365 days old are being migrated to KLOCS.

Yes. The intention is to transition all active Medicaid members into KLOCS as well as non-active Medicaid recipients with an LOC less than 365 days old (less than 1 year old).

Please Note: Non-active Medicaid recipients with an LOC more than 365 days old (over 1 year old) will not be transitioned to KLOCS.

Action Item for Facilities:

The week of August 3, 2020 Facilities **MUST** go into KLOCS to verify all their current Medicaid members and LOCs less than 365 days old were migrated to KLOCS. Go to **Member View** on the **Dashboard** screen to compare your Member Roster with the active LOCs in KLOCS.

If there are any discrepancies, then the facility must email an **encrypted excel file** to the Call Center at **Medicaidpartnerportal.info@ky.gov**

- Include the Provider ID, Individual's First and Last Name, DOB, and SSN
- Send a separate email with the password to the encrypted file

KLOCS Tips for Success

Please review the KLOCS Tips for Success for a successful transition to KLOCS.

Provide DMS the Name of Your Facility's KOG Org Admin

- Facilities **MUST** provide DMS the name of the Individual who will hold the responsibility and role as the facility's KOG Org Admin
- Email this Individual's information to: **KLOCSOrgAdmin@ky.gov**

Create KOG Accounts

- All staff who administratively handle LOC intake may create their KOG accounts before August 3, 2020
- **The KLOCS tile won't appear on the KOG My Apps page until August 3, 2020**

Verify LOCs Were Transitioned to KLOCS

- The **week of August 3rd**, verify that all active Medicaid Member LOCs AND non-active Medicaid Recipients with LOCs less than one year (365) days old are in KLOCS

LOC Start Date in KLOCS

LOC Application Submission Scenarios	LOC Start Date
If the LOC application is submitted less than 3 calendar days after the Admission Date	Admission Date
If the LOC application is submitted more than 3 calendar days after the Admission Date	Application Date

KLOCS Training Materials

https://chfs.ky.gov/agencies/dms/provider/Pages/klocs.aspx

Question: Internet Connection

Does your facility have stable internet connection to work on KLOCS related tasks?

Answer using the Polls box!

Question: Equipment

Does your facility have equipment (e.g. PC, Laptop, Tablets, Scanner, etc.) to access KLOCS?

Answer using the Polls box!

Access KLOCS

Access KLOCS

Before accessing the Kentucky Level of Care System (KLOCS), authorized Users must meet certain criteria.

To access KLOCS, Users must meet the following criteria:

Users must be part of an **organization that handles Level of Care (LOC) applications and/or determinations**

Users are required to have a **Kentucky Online Gateway (KOG) account**

Users are required to complete **Multi-Factor Authentication (MFA)** when logging into the system

KOG Account Creation:

Access to KLOCS is by invitation only.

- Each facility has a KOG Organization Administrator (Org Admin) responsible for sending the invitation to the authorized users at their facility to create a KOG account to access KLOCS.
- KOG User Guides will be available on the DMS training page prior to go-live.

Users with existing KOG can use the same account for KLOCS

- The Individual must provide the facility's Org Admin with the email address tied to their existing KOG account.

Please Note: In order to create a KOG account, Users are required to provide personal information (e.g. Social Security Number, Date of Birth, etc.) for identity verification. This information will not be stored.

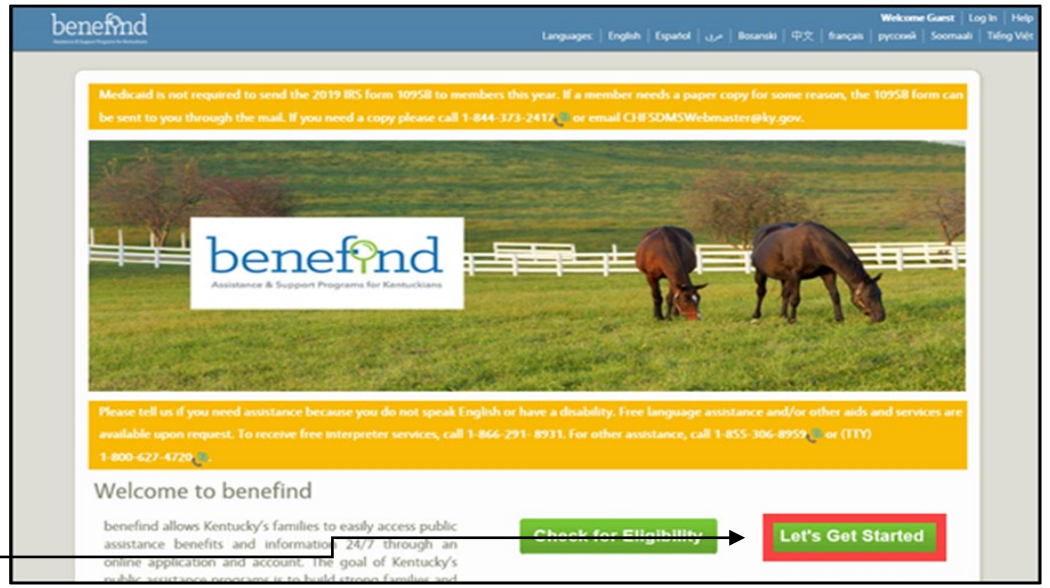
Accessing KLOCS

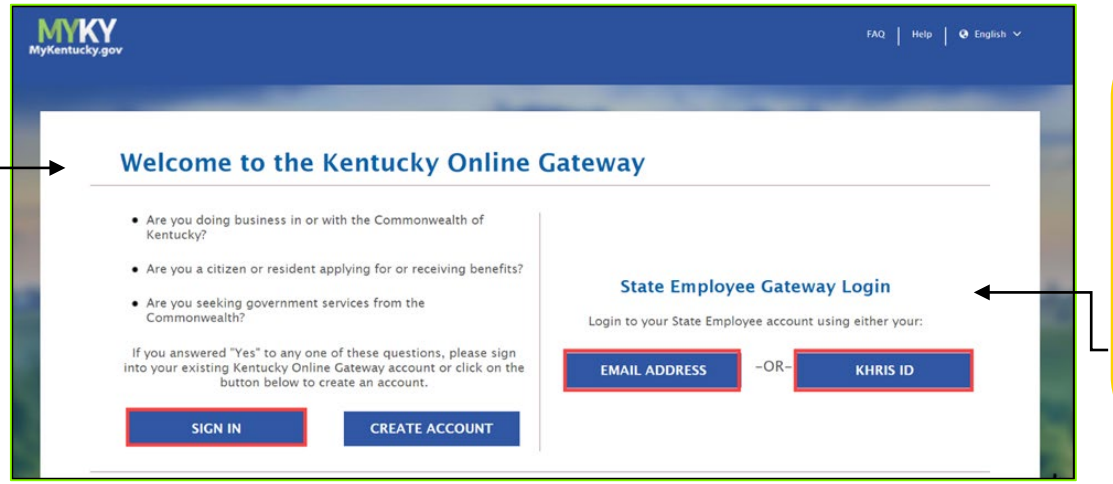
Before accessing the Kentucky Level of Care System (KLOCS), authorized Users must complete the following steps.

1. Access https://benefind.ky.gov

2. Click **Let's Get Started**.

3. **Welcome to the Kentucky Online Gateway** screen displays.





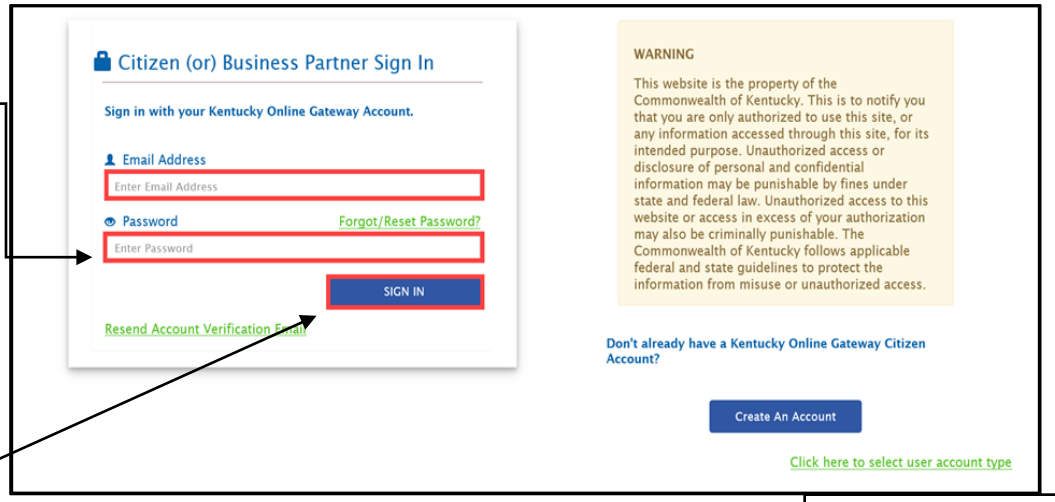
If the KLOCS User is not a state employee, click **Sign In.** If the KLOCS User is logging in with a ky.gov email address or KHRIS ID, they must type their username and password on the **State Employee Gateway Login** screen by clicking **Email Address** or **KHRIS ID**

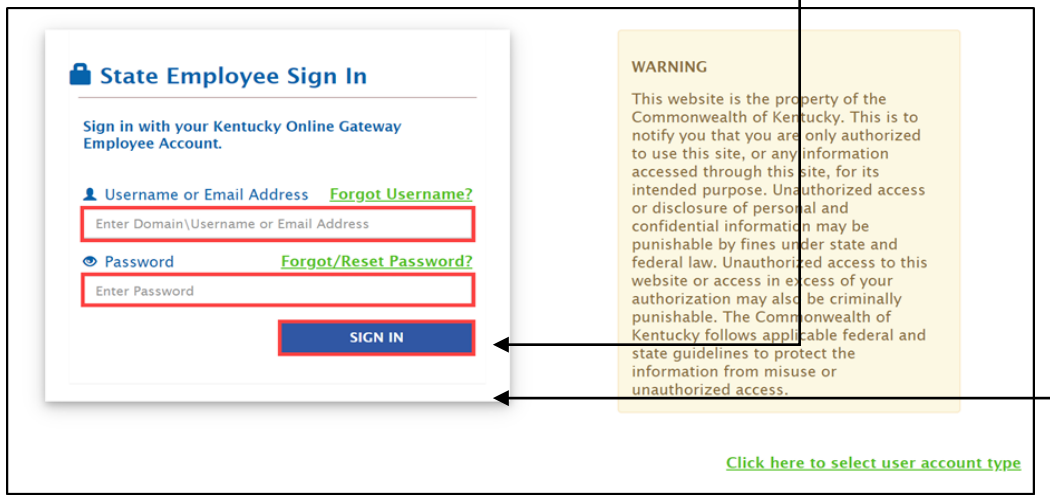
Accessing KLOCS

Before accessing the Kentucky Level of Care System (KLOCS), authorized Users must complete the following steps.

4. For non-state employees the **Citizen (or) Business Partner Sign In** screen displays, enter credentials (email address and password).

5. Click **Sign In**.





4. For state employees, the **State Employee Sign In** screen displays, enter credentials (email address and password).

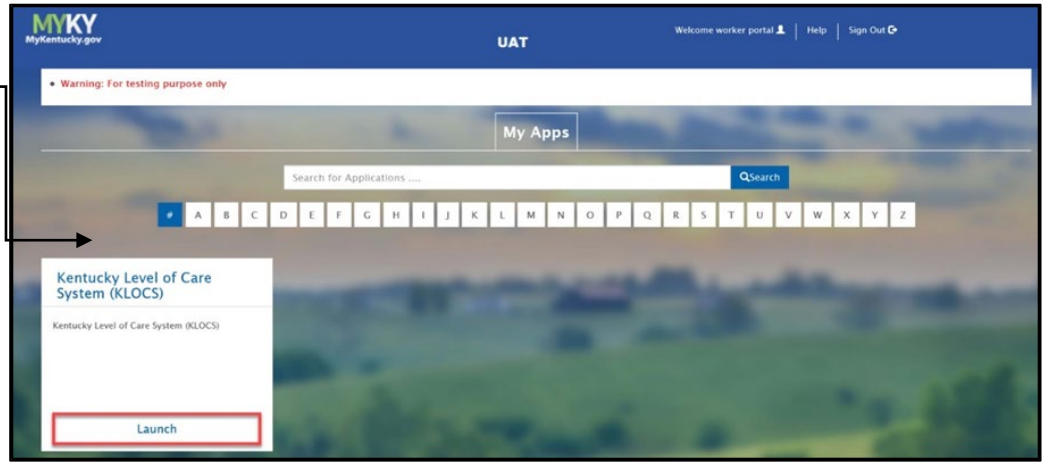
5. Click **Sign In**.

Refer To: The appropriate KLOCS KOG Guide if additional guidance is needed to set up a KOG account.

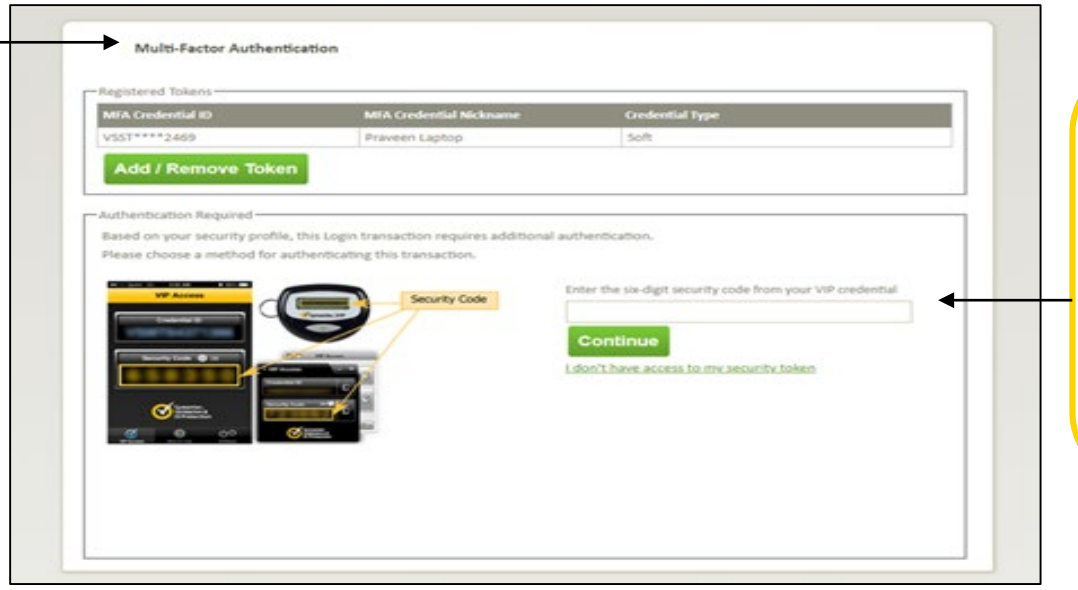
Accessing KLOCS

Before accessing the Kentucky Level of Care System (KLOCS), authorized Users must complete the following steps.

6. Click **Launch** on the *Kentucky Level of Care System (KLOCS) application*.



7. The system redirects the KLOCS User to the **MFA** screen.



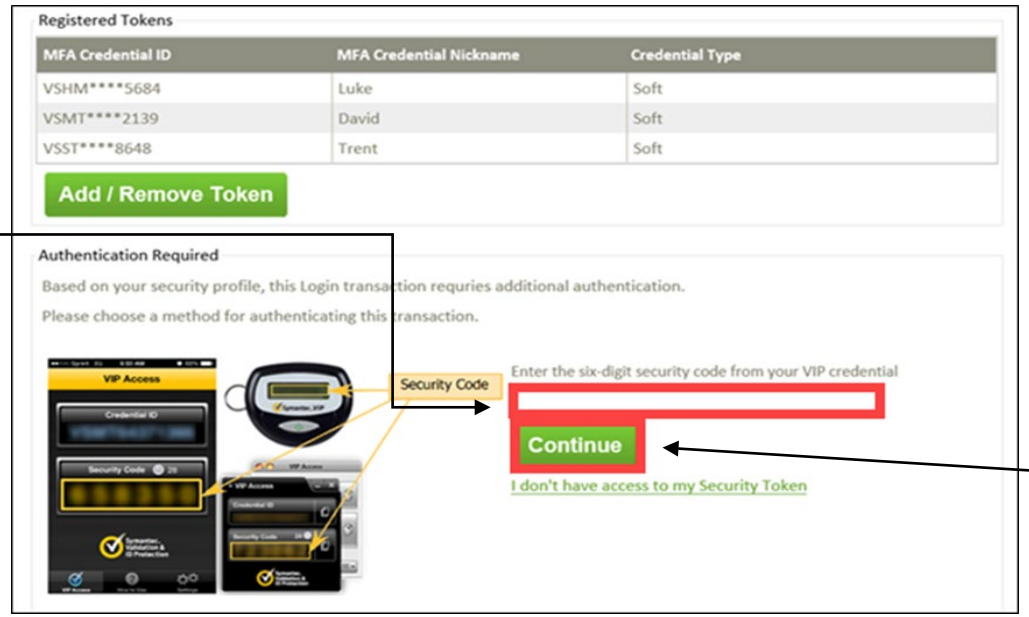
The **VIP Access Icon** should be installed on all KLOCS Users computers. KLOCS Users will need to open the **VIP Access Icon** to receive a **Security Code** to enter on the MFA screen.

Accessing KLOCS

Before accessing the Kentucky Level of Care System (KLOCS), authorized Users must complete the following steps.

8. The KLOCS User should click on the **VIP Access Icon** on their computer. This displays the VIP Access Credential ID and Security Code.

9. The KLOCS User should navigate back to the MFA screen on the browser. Enter (or copy and paste) the **Security Code** from the VIP Access from Step #8.



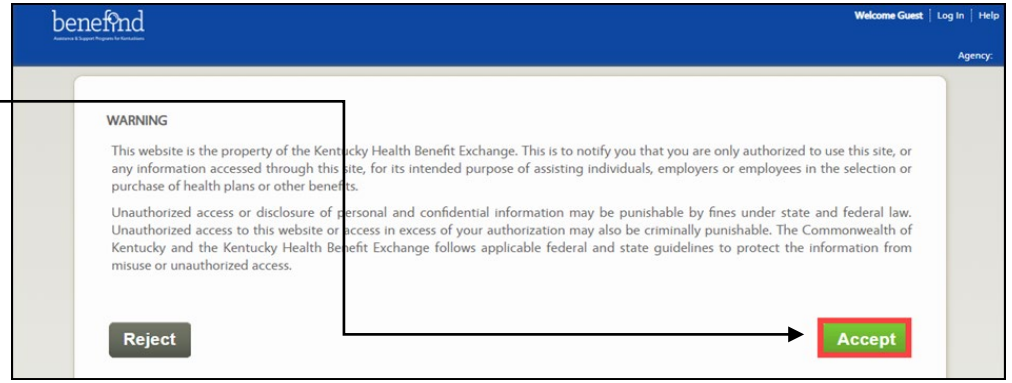
10. Click **Continue**.

Refer To: The **KLOCS Setting up Multi-Factor Authentication (MFA) Quick Reference Guide** if additional guidance is needed to set up MFA on the computer.

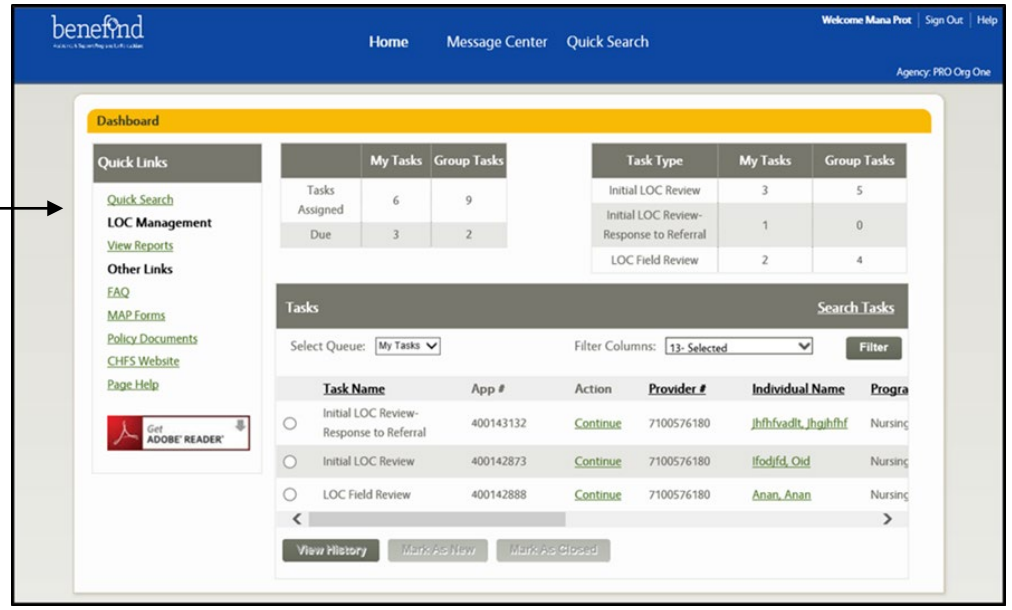
Accessing KLOCS

Before accessing the Kentucky Level of Care System (KLOCS), authorized Users must complete the following steps.

11. The **Warning** screen displays. Review the Terms and Click **Accept** to proceed to KLOCS.



12. The KLOCS User successfully navigates to the KLOCS **Dashboard** screen.



Please Note: The KLOCS User **must** complete these steps to log into KLOCS each time. Users should not share login credentials. Once a User is no longer with their respective organization, their access is revoked by the facility's Org Admin.

KLOCS Helpdesk Process Flows

Before 8/3/2020

KOG Questions?

→ Contact **KOG Helpdesk**

Phone Number: 502-564-0104 Extension: 2
Email Address: KOGhelpdesk@ky.gov

Hours of Operation:
Monday – Friday 8:30am -5:00pm ET

Starting 8/3/2020

System Issues or KOG Questions?

→ Contact **KLOCS Call Center**

Phone Number: 855-326-4650 - Select Option 2 (Providers) then Option 4 (KLOCS Technical Support)
Email Address: Medicaidpartnerportal.info@ky.gov

Hours of Operation:
Monday - Friday 8am -5pm ET

Please Note: The KLOCS Call Center requests that any emails include KLOCS and a brief description of the issue in the subject line to help triage issues. Do not include any PHI (SSN, DOB, Medical History, etc.) in the email unless it is encrypted.

Providers must answer the following questions for identity verification purposes:

- First Name and Last Name
- Name of the Organization they work for
- Medicaid Provider ID of the Organization (Note: if a facility recently transferred ownership the Medicaid ID may have changed)

Question: KOG Org Admin

Has your facility contacted DMS to request a Organization Administrator for the KLOCS application?

Answer using the Polls box!

Question: KOG Account

If you will use KLOCS starting August 3, 2020, do you already have an existing KOG account OR will you need to create a KOG account?

Answer using the Polls box!

System Navigation

Functionality Guides

The User Guide contains functionality guides that outline the accessible functions on each screen and guide system navigation.

Example of Functionality Guide:

Element	Control Type	Action
Message Center	Link	Navigate to the KLOCS User's Message Center
Manage Discharges	Link	Navigate to the **Discharge** screen
Quick Search	Link	Navigate to the **Search Individual** screen
Start New Application	Link	Navigate to the **LOC Application - Basic Information** screen
View Reports	Link	Navigate to the **Reports** screen
FAQ	Link	Navigate to the **Frequently Asked Question** screen
MAP Forms	Link	http://chfs.ky.gov/dms/forms.htm
Member View	Link	Navigate to **Member View** screen
Search Tasks	Link	Redirect to **Search Task** screen
Select Queue	Drop-down	Drop-down options vary depending on which KLOCS User is logged in
Filter Columns	Check Boxes	Allows KLOCS Users to add or remove columns from the *Task* table
Filter	Button	Applies the selected *Filter Columns* criteria
Radio Button next to each task	Radio Button	Selects a specific task on which to act
Individual Name (Tasks Table)	Link	Navigate to **Individual Summary** screen
View History	Button	**Task History** pop-up screen launches for selected task
Mark as New	Button	Marks selected task as New
Mark as Closed	Button	Marks selected task as Closed

Refer To: The System Navigation Chapter for more information and guidance for navigating specific screens in KLOCS.

System Demonstration: Basic System Navigation

Knowledge Check: KLOCS Home Page

What is the home page for all Users within KLOCS?

Answer using the Polls box!

Knowledge Check: Screen

The _____ screen is where Providers view an Individual's contact information, access the Individual's application, assessment history, notifications and uploaded documents.

Answer using the Polls box!

Knowledge Check: Facility Notifications

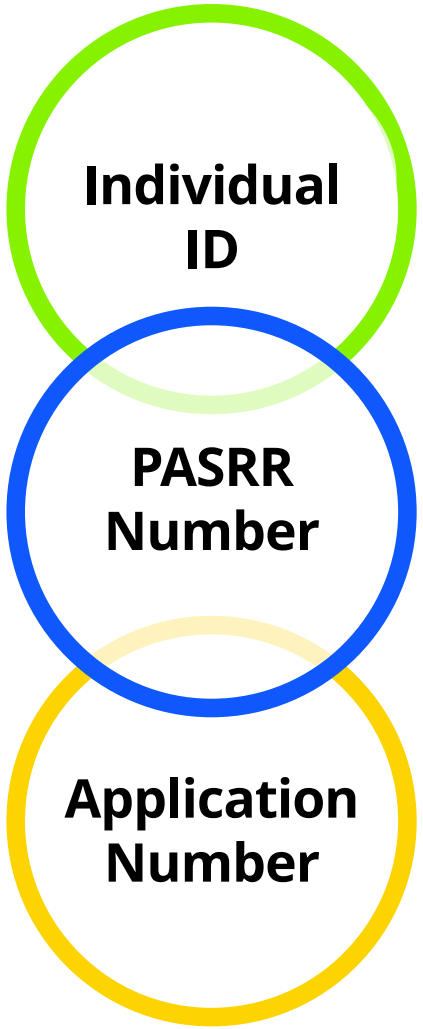
What screen should a Provider access if they want to view the Facility's notifications and correspondences?

Answer using the Polls box!

Application Intake & Document Upload

Individual Identifiers in KLOCS

KLOCS creates three unique identifiers for each Individual. These identifiers may be used to search for specific Individuals in KLOCS.



An **Individual ID** is a system-generated identification number assigned to each Individual once the Provider begins creating an LOC application for the Individual. Once created, the Individual ID should display in the yellow bar at the top of every screen during application intake.

A **PASRR Number** is a system-generated identification number assigned to each PASRR evaluation once the PASRR Level I section of the LOC application is completed. PASRR evaluation have the following statuses:

- "Complete" - After the reviewer finalizes LOC determination. Once "Complete" the PASRR number is locked and cannot be updated.
- "Incomplete" - Any time before the reviewer finalizes LOC determination.

An **Application Number** is a system-generated identification number assigned to each LOC application once the Provider begins the MAP-726A section of the LOC application. KLOCS stores 5 types of applications (e.g. ICF, NF-Swing Bed, NF-PASRR Level I, Institutionalized Hospice, NF-PASRR Level II). A new Application Number must be created for the following circumstances:

- Individual transfers to a new facility
- There is a Change of Ownership

Master Client Index (MCI)

As an Individual's information is entered by the Provider during the LOC application intake, KLOCS utilizes the Master Client Index (MCI).

The Master Client Index (MCI) is a centralized database that uses elements specific to an Individual to check if they currently exist in the Commonwealth's Integrated Eligibility and Enrollment System (IEES). KLOCS uses MCI to confirm Individuals are correctly linked between systems.

The MCI checks for possible matches using the following elements entered by the Provider during LOC application intake:

- FIRST NAME
- LAST NAME
- DATE OF BIRTH
- GENDER
- SOCIAL SECURITY NUMBER

MCI Match Outcomes:

Full Match

The MCI locates a perfect match with an already existing Individual in IEES.

An **existing Individual ID** is returned by the MCI and the LOC application will be associated with that Individual ID.

No Match

The MCI was unable to find a match with any existing Individual in IEES.

A **new Individual ID** is created for this Individual and their information is updated in IEES.

Partial Match

The MCI locates multiple potential matches with existing Individuals in IEES. A Partial Match task is sent to DMS.

A **temporary Individual ID** is created. This temporary Individual ID is updated after DMS resolves the Partial Match.

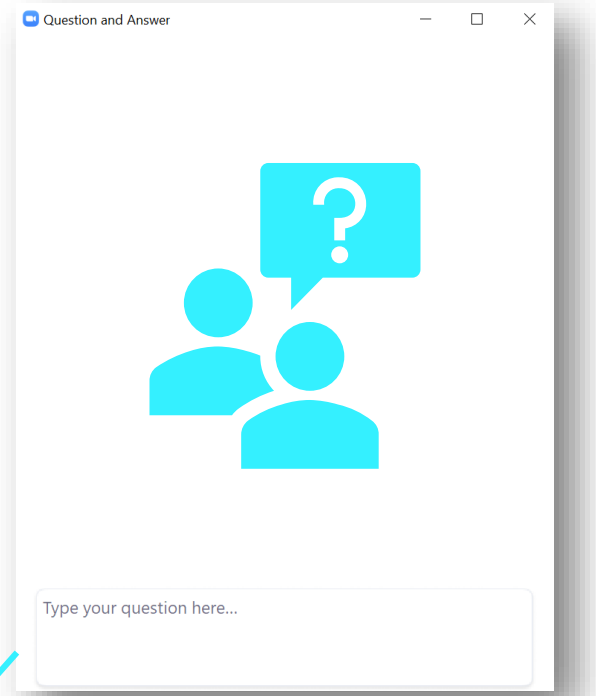
Please Note: Regardless of the Master Client Index (MCI) Match Outcome, the KLOCS user may still proceed with the LOC application intake.

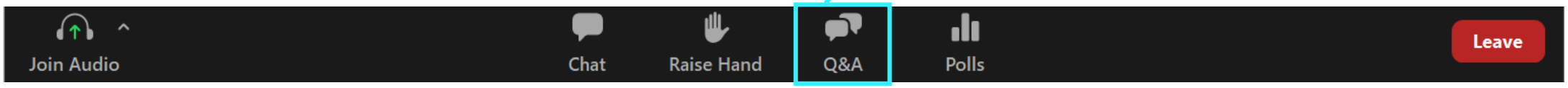
System Demonstration: Application Intake – PASRR Level I only, Non-Swing Bed LOC Application

Q&A

What if I have Questions?

Please ask questions about the webinar content using the **Q&A Icon** located at the bottom of your Zoom screen. A FAQ will be developed and distributed to all attendees after the webinar.





Thank You!

See you tomorrow for Part 2!