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INTELLECTUAL AND DEVELOPMENTAL
DISABILITIES TECHNICAL ADVISORY
COMMITTEE (IDD TAC) MEETING
JAMES F. THOMPSON TRAINING ROOM
2ND FLOOR
275 EAST MAIN STREET
FRANKFORT, KY 40621
SEPTEMBER 9, 2016

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ORIGINAL

1 MS. DEMPSEY: I THINK WE HAVE A FEW
2 PEOPLE THAT ARE GOING TO CALL IN TODAY. CHRIS
3 STEVENSON AND I ARE CO-CHAIRS AND CHRIS COULD NOT
4 BE HERE TODAY, CHRIS KIND OF USUALLY RUNS THE
5 MEETING, AND LIKE I SAY, HE'S GETTING A FLAT TIRE
6 FIXED SO HE CAN'T BE HERE TODAY. I DON'T KNOW IF
7 ANYBODY -- IS ANYBODY ELSE ON THE PHONE?

8 MS. MCCRACKEN: IT'S SHANNON, PATTY.

9 MS. DEMPSEY: OKAY, HI, SHANNON. SO
10 WHAT WE'LL DO TO GET US STARTED, AND I THINK WE
11 HAVE SOME NEW FOLKS TODAY, WE'LL GO AHEAD AND GO
12 AROUND AND INTRODUCE OURSELVES.

13 SO, I'M PATTY DEMPSEY AND I'M WITH
14 THE ARC OF KENTUCKY, AND GLAD TO BE HERE TODAY.

15 MR. CALLEBS: I'M JOHNNY CALLEBS WITH
16 INDEPENDENT OPPORTUNITIES RICHMOND AND REPRESENTING
17 KAPP, KENTUCKY ASSOCIATION OF PRIVATE PROVIDERS.

18 MR. CHRISTMAN: I'M RICK CHRISTMAN,
19 IN LEXINGTON AND ALSO REPRESENTING KAPP.

20 MS. BEATTY: I'M JANET BEATTY WITH
21 DDID.

22 MS. BENTLEY: I'M KATIE BENTLEY, I'M
23 THE NEW PUBLIC POLICY COORDINATOR OF THE DD
24 COUNCIL.

25 MS. BAILEY: I'M DEBBIE BAILEY WITH

1 THE MICHELLE P. WAIVER.

2 MS. HOLLAND: ANN HOLLAND, DMS.

3 MS. WHEELER: DAWN WHEELER, DMS.

4 MS. CHILDS: LYRIS CHILDS, DMS.

5 MR. GRESHAM: EARL GRESHAM, MEDICAID.

6 AND ALSO, IF YOU'RE ON THE TAC, IF YOU CAN TELL ME
7 WHAT POSITION YOU HOLD ON THE TAC, I'M TRYING TO
8 FIGURE OUT WHERE WE'RE AT ON THAT WHEN WE GET
9 THROUGH WITH THE INTRODUCTIONS.

10 MS. DEMPSEY: THAT'S FINE.

11 MS. GRESHAM: LORI GRESHAM, DMS.

12 MR. CLARK: ALICIA CLARK, DMS.

13 MR. BROWN: DARIN BROWN, DAIL.

14 MR. CHATELAIN: JUSTIN CHATELAIN,

15 DAIL.

16 MR. BOLES: JACK BOLES, PASSPORT.

17 MS. SANDERS: LAURA SANDERS, DCBS.

18 MS. MCGRATH: LAUREN MCGRATH, SEVEN

19 COUNTIES.

20 MS. MAGRE: LEANN MAGRE WITH

21 WELLCARE.

22 MS. WERLINE: DEE WERLINE, DAIL.

23 MR. SHANNON: STEVE SHANNON.

24 MS. DEMPSEY: SO, EARL DO YOU WANT US

25 TO --

1 MR. GRESHAM: YES, I JUST WONDER WHO
2 IS HERE REPRESENTING THE TAC.

3 MS. DEMPSEY: WHO REPRESENTS THE TAC?

4 MR. GRESHAM: YES, MA'AM.

5 MS. DEMPSEY: I'M ON THE TAC AS PART
6 OF THAT LEGISLATION. THE REASON I'M HERE, THE ARC
7 OF KENTUCKY IS ONE OF THE ADVOCACY -- IT'S AN
8 ADVOCACY ORGANIZATION, SO I'M REPRESENTING THE
9 STATEWIDE ADVOCACY ORGANIZATION.

10 MR. GRESHAM: OKAY.

11 MR. CALLEBS: I'M REPRESENTING KAPP
12 AS A FOR-PROFIT PROVIDER.

13 MR. CHRISTMAN: I REPRESENT KAPP AS A
14 NONPROFIT PROVIDER.

15 MR. GRESHAM: OKAY.

16 MR. STEVENSON: AND THIS IS CHRIS
17 STEVENSON AND I REPRESENT THE TAC AS A LEADING AGE
18 MEMBER.

19 MS. DEMPSEY: AND I THINK THAT --
20 KATIE, ARE YOU REPRESENTING THE DD COUNCIL?

21 MS. BENTLEY: MARYLEE COULDN'T BE
22 HERE TODAY, SHE'S HAD A DEATH IN HER FAMILY, SO
23 I'LL BE REPRESENTING MARYLEE'S POSITION FOR THE DD
24 COUNCIL.

25 MS. DEMPSEY: SO THEY WERE PART --

1 THE DD COUNCIL --

2 MR. GRESHAM: HAS ONE SEAT.

3 MS. DEMPSEY: HAS ONE SEAT, YEAH.
4 ONE.

5 MR. GRESHAM: ANYBODY ELSE THAT'S
6 HERE?

7 MS. DEMPSEY: WELL -- WELL, SHE'S NOT
8 HERE, YEAH.

9 MR. GRESHAM: I JUST WANT TO MAKE A
10 COMMENT THAT WE DON'T HAVE A QUORUM TODAY, SO WE
11 WON'T BE ABLE TO DO ANY ACTUAL BUSINESS. AND JUST
12 TO REMIND YOU, ALL MEMBERS HAVE TO BE PRESENT TO
13 CONSTITUTE A QUORUM, YOU HAVE TO HAVE FIVE OUT OF
14 NINE PRESENT.

15 MS. DEMPSEY: ACTUALLY HERE?

16 MR. GRESHAM: YES, MA'AM.

17 MR. CALLEBS: I WOULD LIKE TO
18 DISAGREE WITH THAT, IF I MAY.

19

20 (CHRISTAN STEWART JOINS THE MEETING)

21

22 MS. DEMPSEY: DO YOU WANT TO TELL US
23 WHO YOU ARE.

24 MR. STEWART: CHRISTAN STEWART,
25 PARENT WITH MICHELLE P. RECIPIENT.

1 MS. DEMPSEY: SO HE REPRESENTS A
2 PARENT POSITION, RIGHT, THE PARENT POSITION ON THE
3 --

4 MR. STEWART: CORRECT.

5 MR. GRESHAM: AND HE DOES MAKE THE
6 QUORUM.

7 MS. DEMPSEY: SO WE DO HAVE A QUORUM?

8 MR. GRESHAM: YEAH.

9 MR. CALLEBS: AND I BELIEVE IT'S
10 ACTUALLY A MAJORITY OF APPOINTED MEMBERS, AS I'VE
11 READ IT.

12 MS. DEMPSEY: ACTUALLY PRESENT OR CAN
13 THEY BE ON THE PHONE?

14 MR. CALLEBS: YEAH.

15 MR. GRESHAM: PARDON ME?

16 MS. DEMPSEY: IF SOMEONE'S ON THE
17 PHONE, DO YOU ACTUALLY HAVE TO BE HERE IN PERSON?

18 MR. GRESHAM: YOU HAVE TO BE HERE IN
19 PERSON.

20 MS. DEMPSEY: SO THE PHONE DOESN'T
21 COUNT?

22 MR. GRESHAM: THAT'S CORRECT.

23 MS. DEMPSEY: SO DO WE HAVE A QUORUM?

24 MR. GRESHAM: YES, MA'AM.

25 MR. CHRISTMAN: BUT YOUR POINT IS THE

1 NUMERATOR ARE THE NUMBERS OF PEOPLE ACTUALLY ON THE
2 BOARD? I MEAN THE DENOMINATOR.

3 MR. GRESHAM: YES.

4 MR. STEVENSON: WHERE DOES IT STATE
5 THAT THOSE THAT ARE ON THE PHONE CANNOT BE COUNTED?

6 MR. GRESHAM: IT'S THE INFORMATION
7 THAT I RECEIVED FROM MY COMMISSIONER'S OFFICE.
8 I'LL FIND IT AND SEND IT TO YOU. I HAD SENT IT
9 BEFORE, BUT I'LL SEND IT AGAIN.

10 MR. STEVENSON: OKAY.

11 MR. CALLEBS: BUT THE STATUTE DOES
12 NOT EXCLUDE PEOPLE FROM CALLING IN.

13 MS. DEMPSEY: NO, IT DOESN'T. DOES
14 IT? I DON'T THINK IT DOES.

15 MR. GRESHAM: I DON'T BELIEVE IT
16 DOES.

17 MS. WHEELER: YOU MEAN THE STATUTE
18 THAT ESTABLISHES THE TAC?

19 MS. DEMPSEY: YEAH.

20 MS. WHEELER: IT STRICTLY JUST SAYS
21 HOW MANY MEMBERS YOU'RE TO HAVE AND WHO -- BY WHO.
22 IT DOESN'T SAY ANYTHING ABOUT A QUORUM.

23 MR. CALLEBS: I THINK THERE'S A
24 SEPARATE STATUTE ABOUT TECHNICAL ADVISORY COMMITTEE
25 MEETINGS AND QUORUM CONSTITUTE THE MAJORITY OF

1 APPOINTED MEMBERS AND DOES NOT EXCLUDE PEOPLE WHO
2 WOULD CALL IN, YOU KNOW, BE IT TELEPHONIC
3 PARTICIPATION.

4 MS. DEMPSEY: SO WE'RE OKAY?

5 MR. CALLEBS: I BELIEVE SO.

6 MR. GRESHAM: WE ARE FOR THIS
7 MEETING, YES. FOR FUTURE MEETINGS WE'LL HAVE TO
8 DETERMINE IT AT THAT TIME.

9 MS. DEMPSEY: OKAY. ALL RIGHT.
10 WELL, THANK YOU VERY MUCH.

11 SO, I RECEIVED A COPY OF THE MINUTES,
12 AND THANK YOU VERY MUCH, DAWN, FOR GETTING THOSE
13 OUT TO US PROMPTLY. THANK YOU VERY MUCH FOR THAT.

14 AND ACTUALLY I GUESS WE'LL MOVE ON
15 DOWN THE AGENDA, AND THE FIRST THING ON THE AGENDA
16 IS COMMISSIONER DEBORAH ANDERSON IS THE NEW
17 DIRECTOR FOR THE DIVISION OF COMMUNITY
18 ALTERNATIVES. SO, I DON'T KNOW WHO HAS PUT THAT ON
19 HERE. DO WE WANT TO TALK ABOUT THAT?

20 MS. WHEELER: CHRIS HAD SENT THAT.

21 MS. DEMPSEY: CHRIS REQUESTED THAT,
22 DIDN'T HE?

23 MS. WHEELER: YES.

24 MS. DEMPSEY: CHRIS? CHRIS, CAN YOU
25 HEAR US?

1 MR. STEVENSON: YES.

2 MS. DEMPSEY: OKAY. THE FIRST THING
3 ON THE AGENDA IS COMMISSIONER DEBORAH ANDERSON IS
4 THE NEW DIRECTOR FOR THE DIVISION OF COMMUNITY
5 ALTERNATIVES. SO YOU HAD REQUESTED THAT ON THE
6 AGENDA. SO, DO YOU WANT TO TALK ABOUT THAT?

7 MR. STEVENSON: YEAH. ACTUALLY I'M
8 GOING TO DEFER TO JOHNNY. JOHNNY HAS THAT ON THE
9 AGENDA. JOHNNY, ANYTHING SPECIFIC YOU WANT TO
10 REPORT ABOUT?

11 MR. CALLEBS: WELL, I JUST THOUGHT IT
12 WAS SIGNIFICANT THAT COMMISSIONER ANDERSON -- AND
13 MAYBE DEE CAN SAY SOMETHING ABOUT IT AS WELL -- BUT
14 COMMISSIONER ANDERSON IS NOW HOLDING A DUAL ROLE IN
15 THAT SHE REMAINS THE COMMISSIONER FOR THE
16 DEPARTMENT OF AGING AND INDEPENDENT LIVING AND
17 SIMULTANEOUSLY IS HOLDING THE ROLE OF DIRECTOR FOR
18 THE MEDICAID COMMUNITY-BASED WAIVERS AND AS SUCH
19 WILL BE OVERSEEING ALL WAIVER OPERATIONS IN
20 MEDICAID GOING FORWARD, IS MY UNDERSTANDING. IS
21 THAT CORRECT, DEE?

22 MS. WERLINE: YES.

23 MR. CALLEBS: SO, JUST TO CLARIFY,
24 SINCE WE DEAL A LOT IN THE WAIVER WORLD HERE AT THE
25 IDD TAC, AND THEN, JUST A LITTLE BIT ABOUT WHAT

1 SHE'S DONE SO FAR, SHE -- I THINK ONE OF THE FIRST
2 THINGS SHE DID WAS REACH OUT TO PROVIDER GROUPS AND
3 STARTED CONVERSATIONS ABOUT WAIVER REFORM, NOT JUST
4 SCL, BUT ALSO ABI WAIVER, HCB, I THINK ALL OF THE
5 WAIVERS AND WHERE THERE ARE SOME SIGNIFICANT FLAWS
6 OR THINGS THAT NEED TO BE REVISED OR REDONE,
7 REWRITTEN, AND SO, SHE IS WORKING WITH DMS STAFF,
8 DBHDID, PROVIDER COMMUNITY, FAMILIES, ADVOCATES TO
9 GET INPUT ON WHAT THE ISSUES ARE AND THE
10 MODIFICATIONS THAT NEED TO BE MADE TO WAIVER
11 APPLICATION AND THE ACCOMPANYING REGULATION.

12 SO, I THINK THAT'S VERY PROMISING.
13 THERE ARE SIGNIFICANT PROBLEMS WITH MANY OF THE
14 WAIVERS, IF NOT ALL, THAT NEED TO BE CORRECTED AND
15 REVISED, LOOKED AT TO BETTER SERVE RECIPIENTS. SO
16 I THINK THAT'S PROMISING GOING FORWARD.

17 MS. DEMPSEY: SO THAT'S ALREADY IN
18 EFFECT, RIGHT? EFFECTIVE WHEN?

19 MR. CALLEBS: HER ROLE?

20 MS. DEMPSEY: UH-HUH, (INDICATING
21 YES).

22 MR. CALLEBS: I DON'T KNOW THE
23 EFFECTIVE DATE, BUT, YES, IT'S, WHAT, A COUPLE OF
24 WEEKS AGO?

25 MR. STEVENSON: YEAH, MAYBE THE FIRST

1 FRIDAY IN AUGUST.

2 MR. GRESHAM: I BELIEVE THAT'S RIGHT.

3 MR. CALLEBS: SO I THINK THERE WILL
4 BE A LOT OF ACTIVITY, YOU KNOW, AS FAR AS LOOKING
5 AT REVISIONS TO BE MADE IN THE WAIVERS WHERE, YOU
6 KNOW, ALL THE PLAYERS COME TOGETHER TO MAKE
7 IMPROVEMENTS.

8 MR. STEWART: EARL, WASN'T THAT
9 ALREADY IN THE WORKS AS FAR AS RE-LOOKING AT THE
10 MICHELLE P. WAIVER AND NCO WAIVERS?

11 MR. GRESHAM: YES, ALTHOUGH WE'LL
12 PROBABLY BE RE-LOOKING AT IT BECAUSE OF THIS.

13 MR. STEWART: OKAY. SOUNDS LIKE IT'S
14 GOING TO BE A GOOD THING MAYBE.

15 MR. GRESHAM: I THINK IT WILL BE.

16 MS. DEMPSEY: SO, MICHELLE P. WAIVER
17 IS ON HOLD RIGHT NOW? THERE WAS -- IS THAT RIGHT?
18 YEAH. I THINK IT'S MICHELLE P. SO THAT'S KIND OF
19 LIKE ON HOLD AGAIN. SO, IS THAT WHY, BECAUSE
20 RE-LOOKING AT --

21 MR. GRESHAM: YES.

22 MS. MCCRACKEN: PATTY, THIS IS
23 SHANNON ON THE PHONE. CAN I ADD SOMETHING?

24 MS. DEMPSEY: SURE.

25 MS. MCCRACKEN: I JUST WANTED TO SAY

1 THAT A PROVIDER LETTER DID GO OUT TWO DAYS AGO, AND
2 I KNOW THAT DBHDID ANNOUNCED THAT YESTERDAY THROUGH
3 EMAIL TO PROVIDERS, SCL AND MICHELLE P. PROVIDERS,
4 THE PROVIDER LETTER WAS FROM COMMISSIONER MILLER
5 AND DEBORAH ANDERSON AND IT DID SPECIFICALLY
6 ADDRESS THREE IMMEDIATE FIXES THAT PROVIDERS HAD
7 ASKED FOR ASSISTANCE WITH AND THERE ARE THINGS THAT
8 WE HAVEN'T -- I THINK IT'S APPROPRIATE TO UPDATE
9 EVERYONE AND WE APPRECIATE IT VERY MUCH.

10 NUMBER ONE IS THE RECRUITMENT
11 PROCESS. THOSE NONMATERIAL RECRUITMENTS THAT
12 PROVIDERS HAVE BEEN PLAGUED WITH SINCE 2014,
13 COMMISSIONER ANDERSON HAS AGREED TO REVIEW ALL OF
14 THOSE. SHE CREATED A SMALL WORK GROUP, AND I
15 BELIEVE LORI GRESHAM IS THE LINK ON THAT WHO WORKS
16 WITH THE SMALL PROVIDER GROUP, AND OTHERS TO LOOK
17 AT ALL OF THOSE AND AT THE SAME TIME TO ESTABLISH
18 -- TO LOOK AT AUDITING PRACTICES AND WHAT'S
19 EXPECTED AND REQUIRED IN MOVING FORWARD. I'M
20 GREATLY PARAPHRASING THIS, BUT THAT'S THE GIST OF
21 IT.

22 THE SECOND WAS ENDING THE PROCESS OF
23 DAILY NOTES FOR SERVICES WHERE THEY ARE NOT
24 REQUIRED, WE'VE ADDED IN THOSE REQUIREMENTS IN
25 KENTUCKY, BUT WE'VE FINALLY BEEN HEARD AND IT'S

1 BEEN AGREED THAT THOSE ARE AN EXCESSIVE
2 ADMINISTRATIVE BURDEN AND UNNECESSARY. SO DAILY
3 NOTES WILL GO AWAY AND WE WILL GO BACK TO THE
4 MONTHLY SUMMARY REQUIREMENTS.

5 WE'VE ALSO ESTABLISHED A WORK GROUP
6 WITH THE CABINET, TERESA LAYBAR (PHONETIC) IS
7 HEADING THAT UP AND WILL BE WORKING ON THE
8 EXPECTATIONS SO PROVIDERS KNOW WHAT THAT LOOKS
9 LIKE, WHAT IS TO BE EXPECTED.

10 THE THIRD IS THE EXCEPTIONAL RATE
11 PROTOCOL WHICH HAS NEVER WORKED FOR PROVIDERS IN
12 EFFECTIVELY REQUESTING SUPPORT AND ENHANCED RATE
13 WHEN NECESSARY FOR PEOPLE WHO REQUIRE INTENSIVE
14 SUPERVISION DUE TO EITHER MEDICAL OR BEHAVIORAL,
15 PARTICULARLY ONGOING ISSUES, AND WE'RE GOING TO
16 LOOK AT THAT IN ANOTHER WORK GROUP, AND I CAN'T
17 RIGHT OFF THE TOP OF MY HEAD RECALL WHO IS HEADING
18 THAT GROUP -- OH, I BELIEVE IT'S ALICIA, IS THAT
19 RIGHT, ALICIA?

20 MS. CLARK: YES, THAT'S CORRECT.

21 MS. MCCRACKEN: OKAY, GREAT. AND WE
22 WILL BE STREAMLINING THAT PROCESS. SO THOSE ARE
23 THINGS THAT WE ARE LOOKING AT ALONG WITH THE
24 CABINET ADDRESSING, ROLLING UP OUR SLEEVES AND
25 WORKING ON THOSE THINGS TO GET SOME IMMEDIATE FIXES

1 PRIOR TO ANY WAIVER REDESIGN, AND THAT -- I THINK
2 THE TARGET ON THAT WAS OCTOBER 15TH TO REALLY HAVE
3 THE WORK GROUP PART DONE, TO HAVE THE PRODUCT OUT
4 TO PROVIDERS FOR FEEDBACK, AND HOPEFULLY BY YEAR
5 END THOSE PROCESSES WILL BE IN MUCH BETTER SHAPE
6 AND THEN WE CAN MOVE FORWARD IN LOOKING AT WAIVER
7 REDESIGN.

8 SO, I THINK THAT'S VERY SIGNIFICANT,
9 I'M SO GRATEFUL TO COMMISSIONER ANDERSON AND MILLER
10 FOR LISTENING AND ADDRESSING THAT, SO -- AND I KNOW
11 A LOT OF PROVIDERS FEEL LIKE THEY'VE BEEN HEARD FOR
12 THE FIRST TIME IN OVER A DECADE, NOT TO BE DRAMATIC
13 ABOUT IT, BUT THAT'S TRUTHFUL. SO, I JUST WANTED
14 TO GIVE THAT UPDATE. THANK YOU.

15 MS. DEMPSEY: OKAY, GREAT. THANK
16 YOU, SHANNON. OKAY, THAT'S GOOD NEWS. I DON'T
17 KNOW, I'M NOT SURE THERE MAY BE -- I THINK SOME OF
18 THE FAMILY GROUPS AND SELF-ADVOCACY GROUPS ARE
19 TRYING TO GET IN TOUCH WITH COMMISSIONER ANDERSON
20 AS WELL. I DON'T KNOW IF ANY OF THAT'S BEEN SET UP
21 YET, SO -- NOT THAT I KNOW OF, I DON'T THINK. SO,
22 WE'LL BE WORKING ON THAT AS WELL.

23 OKAY. ANYBODY ELSE, ANY COMMENTS ON
24 COMMISSIONER ANDERSON OR THE WAIVERS? I DON'T
25 SUPPOSE SHE'S LOOKED AT THAT 40 HOURS YET, DO YOU?

1 MR. CALLEBS: PROBABLY NOT THAT FAR
2 DOWN.

3 MS. DEMPSEY: YEAH. OKAY. WELL, IF
4 THERE'S NO OTHER COMMENTS THERE, WE'LL MOVE ON TO
5 THE AGENDA, POTENTIAL IDD TAC MEMBERS. DID YOU PUT
6 THAT ON THE AGENDA, CHRIS OR DAWN? IS THAT YOU,
7 DAWN?

8 MS. WHEELER: WELL, IT WAS SENT, BUT
9 I DID CHECK ON DEBORAH COWENS (PHONETIC) --

10 MS. DEMPSEY: DAWN COOMES (PHONETIC).

11 MS. WHEELER: DAWN COOMES. SHE HAS
12 NOT BEEN SENT TO THE GOVERNOR'S OFFICE YET, I'M
13 PRETTY SURE. SO THEY ARE LOOKING INTO IT, WORKING
14 ON IT.

15 MS. DEMPSEY: BUT YOU ALL FOUND THE
16 APPLICATION?

17 MS. WHEELER: YES, AND I SENT IT TO
18 THEM, YES.

19 MR. CALLEBS: WHAT POSITION WOULD
20 THAT FILL?

21 MS. DEMPSEY: WELL, ACTUALLY I THINK
22 THERE WAS -- WE DISCUSSED, I THINK THERE WAS TWO
23 POSITIONS OPEN THE LAST TIME -- OR THE LAST COUPLE
24 TIMES WE WERE HERE. I THINK THERE'S STILL TWO
25 POSITIONS THAT HAVEN'T BEEN FILLED ON AS TAC.

1 MS. WHEELER: SHE WOULD BE THE
2 CONSUMER WHO PARTICIPATES IN A RESIDENTIAL
3 COMMUNITY MEDICAID WAIVER PROGRAM. AND THEN, IT
4 LOOKS LIKE WE DON'T HAVE ONE FOR THE CONSUMER
5 REPRESENTATIVE OF THE FAMILY MEMBER WHO RESIDES IN
6 A ICF IV FACILITY THAT ASSESS MEDICAID PAYMENTS.

7 MR. STEVENSON: YEAH, THIS IS CHRIS.
8 I'VE GOT A FAMILY MEMBER THAT'S GOING TO BE
9 APPLYING FOR THAT AND I HAD TO GO THROUGH A FEW
10 FOLKS TO FIND ONE THAT WAS INTERESTED.

11 MS. DEMPSEY: SO THAT WOULD FILL BOTH
12 OF THE POSITIONS THAT ARE VACANT?

13 MS. WHEELER: UH-HUH, (INDICATING
14 YES).

15 MS. DEMPSEY: OKAY, GREAT. SO, DAWN,
16 THE APPLICANT, THEN, WOULD GO OVER TO THE
17 GOVERNOR'S OFFICE, CAUSE IT'S BEEN SITTING HERE FOR
18 AWHILE, ACTUALLY FOR SOME TIME, MEDICAID OR CABINET
19 OR SOME PLACE.

20 MR. CALLEBS: VERY LONG TIME.

21 MS. DEMPSEY: THAT'S BEEN A LONG
22 TIME.

23 MS. WHEELER: SINCE JANUARY.

24 MS. DEMPSEY: OKAY. GREAT. OKAY.

25 NEXT ON THE AGENDA, UPDATE ON

1 SUPPORTS FOR COMMUNITY LIVING WAITING LIST.

2 MS. BEATTY: THE WAITING LIST AS --
3 THESE WERE THE STATISTICS GIVEN TO HOUSE BILL 144
4 COMMITTEE YESTERDAY, WE'RE 2,341 PEOPLE ON THE
5 WAITING LIST. I THINK THE EMERGENCY LIST I ASKED
6 ABOUT THIS MORNING, AND THERE'S 195, AND IN THE
7 WAIVER AS OF JULY 31ST, 4,604, UNLESS THERE'S A
8 DIFFERENT FIGURE FROM SOMEONE ELSE.

9 MS. DEMPSEY: 4,604, IS THAT MICHELLE
10 P.?

11 MS. BEATTY: NO. THIS IS SCL.

12 MS. DEMPSEY: ALL RIGHT. GOTCHA.

13 MR. CALLEBS: AND SO, DEE, THE 195
14 PEOPLE ON THE EMERGENCY LIST, SO REALLY NOTHING
15 THAT CAN HAPPEN THERE UNTIL THE 240 SLOTS ARE
16 RELEASED FROM ONCE CMS APPROVES THE WAIVER RENEWAL.
17 SO WE'RE STILL KIND OF IN A HOLDING PATTERN?

18 MR. GRESHAM: YES.

19 MR. CALLEBS: SO, I GUESS THERE'S A
20 GOOD CHANCE THAT IF THERE'S A MUCH LONGER DELAY,
21 THE ENTIRE 240 WILL BE TAKEN IMMEDIATELY BY THOSE
22 IN EMERGENCY STATUS PRESUMABLY IF WE'RE AT 195
23 ALREADY?

24 MS. BEATTY: THAT'S REASONABLE TO
25 ASSUME.

1 MR. CALLEBS: IS THERE AN AVERAGE
2 NUMBER PER MONTH GOING INTO EMERGENCY STATUS?

3 MS. BEATTY: NO. I WOULD IMAGINE
4 THAT WE GET APPLICATIONS EVERY WEEK AND THEY'RE
5 REVIEWED BY THE GROUP AND ADDED TO THE LIST
6 APPROPRIATELY.

7 MR. CALLEBS: IF THERE ARE ANY LEFT
8 OVER ON THE 240, WILL ANY OF THOSE GO TO PEOPLE IN
9 URGENT STATUS OR WILL THEY JUST BE HELD IN RESERVE
10 FOR FUTURE EMERGENCIES?

11 MS. BEATTY: I CAN'T SPEAK TO THAT.

12 MR. CALLEBS: DON'T KNOW, OKAY. AND
13 ROUGHLY WHEN WILL THE SLOTS PER CMS BE AVAILABLE?

14 MR. GRESHAM: WE DON'T KNOW.
15 HONESTLY WE'VE BEEN TRYING FOR THE LAST SIX MONTHS.
16 SO HOPEFULLY IN THE NEXT FEW MONTHS IT'LL BE
17 AVAILABLE. HOPEFULLY BEFORE THE END OF THE YEAR.
18 WE'RE ASKING CMS TO HURRY, BUT WE DON'T HAVE AN
19 ESTIMATED DATE.

20 MR. CALLEBS: IS THE DELAY AT CMS, IS
21 THAT STILL BECAUSE OF ALL THE QUESTIONS THEY SENT
22 THAT IT HAD TO RESPOND TO AND SEND BACK OR IS IT
23 STILL BASED PRIMARILY ON THE THERAPIST ISSUE?

24 MR. GRESHAM: IT'S BOTH.

25 MR. CALLEBS: HAVE WE RESPONDED TO

1 THE -- I THINK THE LAST TIME 36 PAGES OF QUESTIONS
2 OR COMMENTS?

3 MR. GRESHAM: THAT'S CORRECT. WE
4 HAVE A MEETING TUESDAY TO FINALIZE THOSE AND SEND
5 THEM TO CMS.

6 MR. CALLEBS: OKAY. AND THEN THAT
7 WILL START THE CLOCK AGAIN ON CMS'S END?

8 MR. GRESHAM: YES.

9 MR. CALLEBS: ANOTHER THIRTY-DAY
10 CLOCK?

11 MR. GRESHAM: YES. IT'S A NINETY-DAY
12 CLOCK. WE'VE ASKED THEM TO SPEED UP.

13 MR. CALLEBS: SO IT COULD GO ON MUCH
14 LONGER INTO THE WINTER MONTHS BEFORE APPROVAL?

15 MR. GRESHAM: IT'S POSSIBLE.

16 MR. CALLEBS: POSSIBLE. HOPEFULLY
17 NOT, BUT IT'S POSSIBLE.

18 MR. GRESHAM: HOPEFULLY NOT. WE'RE
19 TRYING TO AVOID IT.

20 MR. CALLEBS: UNDERSTOOD. OKAY.
21 THANK YOU.

22 MR. CHRISTMAN: THAT 240, DOES THAT
23 INCLUDE THE ADDITIONAL SLOTS FOR THIS FISCAL YEAR?

24 MR. GRESHAM: NO, SIR.

25 MR. CHRISTMAN: SO THERE'S ACTUALLY

1 -- WHEN ALL THIS PROCESS GETS DONE, THERE MAY BE
2 MORE THAN 240.

3 MR. GRESHAM: WE WILL HAVE TO AMEND
4 THE WAIVER TO ADD THOSE SLOTS.

5 MR. CHRISTMAN: OKAY. AND THAT'S
6 GOING TO HAPPEN AT THE SAME TIME, WE HOPE?

7 MR. GRESHAM: IT WON'T HAPPEN DURING
8 THIS 240 SLOTS, IT WILL HAPPEN SOMETIME NEXT YEAR.
9 HOPEFULLY WITH THE REDESIGN OF THE SCL WAIVER AS
10 WELL, ALL THE WAIVERS ARE BEING REDESIGNED.

11 MR. CALLEBS: EARL, IS THERE ANYWAY
12 TO PROJECT HOW MANY MORE SLOTS THAT WILL BE NEXT
13 YEAR, ANY BALLPARK IDEA?

14 MR. GRESHAM: NO, NO. I MEAN, THE
15 BUDGET THAT WAS APPROVED DID ALLOW FOR A CERTAIN
16 NUMBER OF SLOTS, BUT DID NOT INCLUDE THE FUNDING.
17 SO, WE HAVE TO FIGURE OUT THE FUNDING PORTION IN
18 ORDER TO BE ABLE TO IMPLEMENT THE SLOTS.

19 MR. CALLEBS: THAT SOUNDS LIKE THAT'S
20 ALL FLUENT BECAUSE OF THE REDESIGN.

21 MR. GRESHAM: YES.

22 MS. DEMPSEY: I HAD GOTTEN SOME
23 INFORMATION THAT SOMEBODY HAD SENT TO ME AND IT
24 SAID THAT -- THE INFORMATION WAS THEY HAD TALKED
25 WITH MEDICAID AND THAT OF THE 240 SLOTS, THAT THEY

1 PROBABLY WOULD GO TOWARD THE EMERGENCY, AND THAT
2 THE TIME WOULD BE -- THE TIMEFRAME THAT WAS LOOKING
3 ON THAT WAS PROBABLY GOING TO BE OCTOBER THAT WOULD
4 BE APPROVED. SO, THAT'S PROBABLY NOT GOING TO BE
5 OCTOBER, RIGHT, PROBABLY GOING TO BE LATER THAN
6 THAT?

7 MR. GRESHAM: BEST CASE SCENARIO
8 WOULD BE OCTOBER. MORE THAN LIKELY IT'S GOING TO
9 BE NOVEMBER.

10 MR. DEMPSEY: OKAY, PROBABLY
11 NOVEMBER.

12 AND THEN, THE OTHER THING, TOO, THE
13 INFORMATION SAID THAT THERE WAS AN ADDITIONAL 130
14 FOR SCL SLOTS IN NEXT YEAR, BUT THOSE PROBABLY --
15 THOSE WILL COME OUT IN THE NEXT BUDGET YEAR.

16 MR. GRESHAM: IF WE'RE ABLE TO FIND
17 FUNDING FOR IT, BECAUSE WE WERE ALLOWED --

18 MS. DEMPSEY: ACTUALLY I THOUGHT
19 BUDGET MEANT MONEY.

20 MR. GRESHAM: YES, BUT NO FUNDING WAS
21 ALLOTTED TO IT.

22 MR. CHRISTMAN: ACTUALLY THE LANGUAGE
23 WAS IN THE BUDGET, THE MONEY WAS NOT.

24 MR. CALLEBS: THAT'S A BIG PROBLEM.

25 MS. DEMPSEY: THE MONEY WASN'T

1 INCLUDED, OKAY. OKAY, GREAT. SOMEBODY SENT THAT
2 TO ME TO ASK TODAY. OKAY, THANK YOU.

3 MR. CALLEBS: IS IT POSSIBLE FOR THE
4 ADVISORY COMMITTEE TO GET A COPY OF THE CMS
5 QUESTIONS, LIKE, THE 36 PAGES OF ISSUES, JUST TO
6 SEE WHAT THEY ARE?

7 MR. GRESHAM: YES. AS SOON AS WE
8 SEND IT, I'M GOING TO SEND A COPY TO YOU ALL.

9 MR. CALLEBS: OKAY. THANK YOU.

10 MS. DEMPSEY: GREAT. THANK YOU.

11 MR. CALLEBS: SEE WHAT ALL CMS IS
12 ASKING ABOUT.

13 MS. DEMPSEY: YEAH, SEE WHAT THE
14 QUESTIONS ARE.

15 OKAY. ANYMORE QUESTIONS ON SCL?
16 THANK YOU, JANET.

17 OKAY. MICHELLE P. WAIVER WAITING
18 LIST.

19 MS. MCGRATH: THERE ARE CURRENTLY
20 5,433 ON THE WAITING LIST WITH 63 PERCENT, WHICH IS
21 3,430 THAT ARE LESS THAN 18 YEARS OF AGE, AND WE
22 WILL BE SENDING OUT 300, UNLESS SOMETHING CHANGES,
23 THAT'S OUR PLAN, STILL TO BE DETERMINED, BUT 300
24 ALLOCATION LETTERS BY SEPTEMBER THE 15TH. THESE
25 ARE NOT NEW SLOTS, THESE ARE AFTER WE'VE

1 RECONCILED, PEOPLE HAVE EITHER MOVED OUT OF STATE,
2 THEY DON'T MEET LEVEL OF CARE OR THEY'RE RECEIVING
3 OTHER SERVICES AND THEY DON'T WISH TO HAVE THE
4 MICHELLE P. WAIVER.

5 MR. CALLEBS: CAN I ASK A QUESTION?

6 MS. DEMPSEY: YOU MAY.

7 MR. CALLEBS: COULD WE GET AN UPDATE
8 ON THE PILOT PROJECT FOR THE CHILDREN'S ASSESSMENT?

9 MS. DEMPSEY: ACTUALLY THAT'S ON
10 HERE. THAT'S NEXT.

11 MR. CALLEBS: OH, I'M SORRY. I
12 APOLOGIZE. I STEPPED OUT OF TURN. I DIDN'T SEE
13 IT.

14 MS. DEMPSEY: YEAH, IF THERE'S NO
15 MORE QUESTIONS ON MICHELLE P. WAIVER, WE WILL MOVE
16 RIGHT ALONG. ANY QUESTIONS ON MICHELLE P.,
17 ANYTHING ELSE TO REPORT ON MICHELLE P.?

18 MR. GRESHAM: I THINK WE'RE GOOD.

19 MS. DEMPSEY: ALL RIGHT. SO THEN,
20 WE'LL MOVE ON TO THE ASSESSMENT TOOL, CAUSE THAT'S
21 ONE OF THE THINGS WE WANTED TO ASK ABOUT.

22 MR. GRESHAM: THE PILOT PROJECT WAS
23 INCONCLUSIVE, THEY COULDN'T FIND VERY MANY MEMBERS
24 WHO WANTED TO PARTICIPATE, AND AS A RESULT, ONLY
25 TEN PARTICIPATED. SO, WE DIDN'T GET ANYTHING OUT

1 OF IT.

2 MS. DEMPSEY: SO THAT ACTUALLY DIDN'T
3 TAKE PLACE. I THINK WE HEARD THAT -- THAT WAS AT
4 144, SOMEBODY COMMENTED ON THAT AT 144 COMMISSION
5 MEETING YESTERDAY THAT -- I THINK IS WHERE I HEARD
6 THAT, THAT THERE WAS NOT ENOUGH PEOPLE.

7 MR. GRESHAM: YES, THERE WAS ONLY
8 TEN.

9 MS. DEMPSEY: BUT IT WAS VOLUNTARY
10 FOR PEOPLE TO SIGN UP?

11 MR. GRESHAM: CORRECT.

12 MS. DEMPSEY: AND SO, THAT ACTUALLY
13 DIDN'T TAKE PLACE, RIGHT?

14 MR. GRESHAM: IT DID FOR TEN PEOPLE,
15 BUT IT WASN'T CONCLUSIVE.

16 MS. DEMPSEY: OH, FOR TEN. OKAY.

17 MR. CALLEBS: SO THAT'S -- IS THERE A
18 NEXT STEP TO LOOK AT THE -- CONTINUE LOOKING AT THE
19 ICAP IN SOME WAY OR SOME OTHER TOOL, CAUSE RIGHT
20 NOW ABSENT THAT, THE ONLY THING WE HAVE IS THE 351
21 WHICH IS KNOWN TO BE NOT MEASURED FOR CHILDREN.
22 SO, I'M WONDERING JUST KIND OF FAST FORWARD ON
23 THAT, HOW DO WE --

24 MR. GRESHAM: I DON'T KNOW WHAT THE
25 NEXT STEP IS FOR IT SPECIFICALLY, IT'S PART OF THE

1 REDESIGN PLAN.

2 UNKNOWN SPEAKER: WE'RE LOOKING AT
3 ASSESSMENTS ACROSS WAIVER TO KIND OF FIGURE OUT
4 BEST PLANS, AND THAT'S PART OF LOOKING AT ALL THE
5 WAIVERS.

6 MR. CALLEBS: SO, UNTIL THERE'S A
7 MOVE ON THAT WE COULD EXPECT TO SEE STILL A KIND OF
8 PILING ON OF THOSE UNDER 18 ON THE WAITING LIST?

9 MR. GRESHAM: WELL, ACTUALLY IT WON'T
10 SHOW UP AS MUCH ON THE WAITING LIST BECAUSE
11 MICHELLE P. IS REQUIRED TO USE MWMA NOW TO ONBOARD
12 ANYBODY. BY DOING THAT, GOING THROUGH THE
13 APPLICATION SCREENING PROCESS AND USING THE
14 TARGETING CRITERIA THAT ARE USED, A LOT OF THE
15 CHILDREN ARE NOT GETTING ON THE WAITING LIST
16 BECAUSE WE'RE ABLE TO EVALUATE WHETHER, PER REG,
17 THEY WOULD MEET LEVEL OF CARE.

18 MR. CHRISTMAN: WELL, 3,000 ARE
19 ALREADY ON THE WAITING LIST, RIGHT?

20 MR. GRESHAM: 3,000 ARE ALREADY ON
21 THE WAITING LIST BECAUSE AT THE TIME WE CREATED THE
22 WAITING LIST WE WEREN'T ABLE TO PUT ANYTHING
23 SUBSTANTIAL TO AVOID THAT ISSUE. SO, WE'VE BEEN
24 ISSUING ABOUT 250 TO 300 SLOTS EVERY QUARTER TO GO
25 THROUGH THOSE CHILDREN, A LOT OF THEM DON'T MEET,

1 SO THEN WE GET TO DO ANOTHER SET OF ALLOCATION
2 LETTERS THE FOLLOWING QUARTER.

3 SO, WE'RE GETTING THROUGH THEM, BUT
4 IT'S STILL A MATTER OF TIME TO GET -- BUT I GUESS
5 MY POINT RIGHT NOW, AS FAR AS MWMA GOES, THAT'S
6 KEEPING THAT LIST FROM GROWING LIKE IT WAS. IT WAS
7 GROWING 100, 200 A MONTH, NOW IT'S TEN.

8 MR. CALLEBS: OKAY. BECAUSE THERE
9 ARE QUESTIONS TO ANSWER IN MWMA THAT --

10 MR. GRESHAM: RIGHT, AND SHOW THAT
11 THEY DON'T MEET. SO, I MEAN, IT MIGHT DIVERT THEM
12 TO HDB BECAUSE THEY MIGHT MEET SOMETHING WITH HDB
13 OR ONE OF THE OTHER WAIVERS FOR A DIFFERENT WAITING
14 LIST, BUT IT HAS SLOWED DOWN THE WAITING LIST FOR
15 MICHELLE P.

16 MR. CHRISTMAN: UNLESS THOSE SLOTS
17 OPEN UP, THOUGH, THOSE 3,000 ARE STILL ELIGIBLE TO
18 OBTAIN SERVICES AS SLOTS?

19 MR. GRESHAM: THEY ARE STILL ABLE TO
20 GET ALLOCATION LETTERS AND REQUEST AN ASSESSMENT,
21 YES.

22 MR. CALLEBS: BUT EVEN STILL, IF YOU
23 DO GET AN ALLOCATION LETTER, BECAUSE YOU'RE ON THE
24 WAITING LIST AND A SLOT OPENS UP, YOU WOULD STILL
25 BE SUBJECT TO THE SCREENING MECHANISM AND END UP --

1 MR. CHRISTMAN: OH, REALLY?

2 MR. CALLEBS: IS THAT CORRECT? YOU
3 CAN STILL GET AN ALLOCATION LETTER, BUT NOT MEET.

4 MR. GRESHAM: CORRECT. FOR INSTANCE,
5 ONE OF THE PEOPLE ON THE WAITING LIST WAS SKINNY
6 AND TOOTHLESS, SHE WAS AN EIGHT-YEAR-OLD GIRL, AND
7 THAT WAS A PERSON THAT WAS ON THE WAITING LIST,
8 THAT WAS THE DIAGNOSIS. WE HAD TO SEND HER AN
9 ALLOCATION LETTER, BUT SHE OBVIOUSLY DOES NOT MEET
10 LOC, SO SHE WILL GET THE ALLOCATION LETTER, IT'S AN
11 UNFORTUNATE PROCESS OF SIXTY DAYS THAT WE -- THEY
12 GET TO GET THEIR ASSESSMENT AND ALL THAT STUFF, BUT
13 THEN WE REALLOCATE THE SLOT BECAUSE SHE'S NOT GOING
14 TO MEET. DOES THAT MAKE SENSE?

15 MR. CALLEBS: YES. SO THAT'S YOUR
16 WAY OF GOING BACK THROUGH THE CURRENT WAITING LIST
17 AND ASSESSING TO SEE WHO IS ELIGIBLE AND WHO'S NOT?

18 MR. GRESHAM: CORRECT.

19 MR. CALLEBS: OKAY. SO THAT WAITING
20 LIST MOST LIKELY, THEN, WILL CONTINUE TO GO DOWN?

21 MR. GRESHAM: IT WILL.

22 MR. STEWART: BUT IT DOES TIE UP THAT
23 SLIGHT FOR A COUPLE THREE MONTHS OR WHATEVER?

24 MR. GRESHAM: THAT'S CORRECT.

25 MR. CALLEBS: JUST WHILE YOU WORK THE

1 PROCESS AND MAKE SURE EVERYBODY'S RIGHTS ARE INTACT
2 AND ALL THAT?

3 MR. GRESHAM: YES.

4 MR. CALLEBS: OKAY, APPRECIATE IT.
5 THANK YOU. I DIDN'T KNOW ANY OF THAT.

6 MS. DEMPSEY: I HAD A QUESTION. SO
7 THE ASSESSMENT PROCESS NOW FOR -- LIKE, IS IT FOR
8 MICHELLE P. WAIVERS OR IT MAY BE RE-ASSESSED, I
9 DON'T KNOW, I'VE JUST HEARD THESE COMMENTS LATELY.
10 SO, ARE THE ASSESSMENTS NOW DOWN THROUGH -- WHERE
11 ARE THE ASSESSMENTS DONE, ARE THEY DONE THROUGH
12 MWMA AND NOT THROUGH --

13 MR. GRESHAM: THEY'RE DONE THROUGH
14 THE CMHC. WE CONTRACT WITH EACH CMHC TO PERFORM
15 THE ASSESSMENTS. IT'S NOT HAPPENING FOR HCB.

16 MS. DEMPSEY: OH, IS IT JUST HCB?

17 MR. GRESHAM: HCB HAS NURSE
18 ASSESSORS, INDEPENDENT NURSE ASSESSORS THAT ARE
19 COMPLETING THE ASSESSMENTS AS OF LEVEL OF CARE
20 DATE, SEPTEMBER 15TH.

21 MS. DEMPSEY: OKAY. SO, THE
22 INFORMATION I GOT YESTERDAY, WHICH WAS AFTER 144,
23 IT WAS THAT THE LOCAL CMC'S ARE NOT DOING THE
24 ASSESSMENTS AND THEY ARE GOING THROUGH -- AND
25 THERE'S KIND OF A BIG MIXUP, THAT THEY ARE GOING

1 THROUGH THE MWMA. SO THAT'S NOT TRUE FOR MICHELLE
2 P. IS WHAT I HAD HEARD.

3 MR. GRESHAM: THE CMHC'S ARE DOING
4 THE ASSESSMENT AND THEN UPLOADING THE ASSESSMENT
5 INTO MWMA.

6 MS. DEMPSEY: OKAY. THANKS.

7 OKAY. SO, I GUESS NEXT ON OUR LIST,
8 THEN, IS -- I GUESS THIS IS CHRIS, OR MAYBE YOU,
9 JOHNNY, THE MWMA PROGRESS.

10 MR. CALLEBS: I'M GOING TO DEFER TO
11 SHANNON, SHE'S BEEN WORKING CLOSELY WITH OATS STAFF
12 ON THAT. IF YOU'RE STILL THERE, SHANNON, CAN YOU
13 SPEAK ABOUT THAT?

14 MS. MCCRACKEN: SURE, I'M HERE. I
15 DIDN'T HEAR IF ANYBODY WAS THERE FROM OATS TODAY.
16 I DIDN'T THINK I DID; IS THAT RIGHT?

17 MR. CALLEBS: I DON'T THINK ANYONE
18 IS.

19 MS. MCCRACKEN: OKAY. I DID WANT TO
20 FOLLOW UP, A LOT HAS HAPPENED AND WE APPRECIATE,
21 AGAIN, SO MUCH COMMISSIONER MILLER IN THIS PROJECT
22 IN CONNECTING US WITH STACY FISH.

23 THE FIRST THING WE DID WAS AGREE TO
24 BRING TOGETHER A GROUP OF CASE MANAGERS -- WELL,
25 LET ME BACK UP AND SAY, FIRST OF ALL, MR. MILLER'S

1 DECISION TO SLOW THIS DOWN AS FAR AS THE DIRECT
2 SERVICE PROVIDERS PART OF MWMA AND ANSWERING NOTES
3 AND INCIDENT REPORTS IS OVERWHELMING AND WE JUST
4 HAD A TRAINING ISSUE AND HE AGREED WITH THAT IN
5 THAT WE NEEDED TO TURN OFF THAT PORTION INITIALLY.
6 SO, THAT'S SOMETHING WE HAVE BEEN ASKING FOR AND
7 ADVOCATING FOR FOR A COUPLE OF YEARS AND NOT TO
8 KILL THE PROCESS, WE UNDERSTAND THE IMPORTANCE
9 MOVING FORWARD, BUT WE JUST WERE NOT READY FOR IT.
10 AND SO, WE APPRECIATE THAT. SO THAT HAPPENS AND
11 YOU WOULDN'T BELIEVE THE CUTTING DOWN OF EMAILS
12 THAT I WAS GETTING FROM PROVIDERS ABOUT THIS.

13 BUT STOPPING BACK AND FOCUSING ON THE
14 CASE MANAGEMENT PIECE, THAT'S WHERE THE APPLICATION
15 PROCESS GOES, THE LEVEL OF CARE, THE PLAN OF CARE,
16 WE HAD TO SLOW DOWN AND MAKE SURE THAT THAT WAS
17 WORKING. BETTER LATE THAN NEVER, WE DECIDED TO --
18 STACY AND I AGREED TO BRING CASE MANAGERS TO THE
19 TABLE TO SEE WHAT WAS WORKING, WHAT WASN'T, AND
20 WORK THROUGH REAL ISSUES. THIS WAS NOT A TRAINING
21 AS MUCH AS JUST A WORKSHOP.

22 SO, WE HAD SIX KAPP CASE MANAGERS
23 FROM DIFFERENT PARTS OF THE STATE, DIFFERENT WAIVER
24 EXPERIENCES, MANY OF THEM WERE CASE MANAGEMENT
25 SUPERVISORS TO COME TO THE TABLE, THEY BROUGHT

1 THEIR OWN LAPTOPS, THEY ACTUALLY HAD CASES THAT
2 THEY WERE WORKING OR SUPERVISING THAT THEY COULD
3 GET IN AND LOOK AT. ALL OF THEM TOLD ME THAT IT
4 WAS WELL WORTH THEIR TIME, THAT THE TEAM, STACY AND
5 BIKASH (PHONETIC), ALL OF THE STAFF WERE SO
6 HELPFUL, IT WAS A REALLY POSITIVE EXPERIENCE.

7 THEY TALKED THROUGH SOME THINGS THAT
8 WERE JUST NOT USER FRIENDLY, AND I WAS TRYING TO BE
9 AS POSITIVE AS I CAN, BUT A LOT OF THIS CAME FROM
10 THE FACT THAT IT WAS BUILT WITHOUT PROVIDER INPUT
11 TO START WITH, THE ACTUAL USERS WEREN'T CONSULTED.
12 SO, NOW THEY'RE TALKING THROUGH SOME THINGS AND
13 AGREEING THAT THERE'S A LOT OF THINGS THAT JUST
14 DON'T MAKE SENSE TO CASE MANAGERS, THERE'S A LOT OF
15 THINKING THAT'S UNNECESSARY, TRYING TO RESOLVE
16 THAT.

17 STACY WAS GREAT, SAID SHE WOULD TAKE
18 BACK A LOT OF THESE SUGGESTIONS, BUT IT WAS VERY
19 CLEAR THAT DELOITTE WOULD HAVE TO DETERMINE WHETHER
20 OR NOT THEY WOULD DO THIS, MAKE ANY CHANGES, AND IT
21 WOULD COST MONEY, LIKELY ANY SIGNIFICANT CHANGES.
22 SO, THAT'S WHERE WE ARE, THE SUGGESTIONS WERE TAKEN
23 BACK AND STACY AND I WILL FOLLOW UP.

24 WE DID AGREE THAT THIS NEEDED TO
25 CONTINUE, THIS DIALOGUE SHOULD BE CONTINUED.

1 SEVERAL THINGS THEY TALKED THROUGH WITHOUT
2 FRUSTRATIONS AND CALLING THE HELP DESK AND SOME OF
3 THE TERMINOLOGY THAT'S USED BY THE HELP DESK THAT
4 IT WAS NOT UNDERSTOOD OR USED BY CASE MANAGERS.
5 SO, SOME OF THOSE THINGS CAN BE CLARIFIED THROUGH
6 JUST SOME TRAINING AND ON BOTH ENDS TO UNDERSTAND
7 EACH OTHER.

8 ONE ISSUE -- AND I KNOW I HEARD LAURA
9 IN THE ROOM AND WE'VE DISCUSSED THIS -- BUT ONE
10 PROBLEM THAT CASE MANAGERS CAN'T ONBOARD PEOPLE
11 BECAUSE OF ADDRESS AND PHONE NUMBERS AND THINGS
12 THAT THEY CAN'T CHANGE THEMSELVES WITHIN MWMA,
13 PARTICULARLY THE FOUR-DIGIT EXTENSION ON THE ZIP
14 CODE, AND THE ANSWER BY THE OATS TEAM IS THAT THE
15 CASE MANAGER HAS TO WORK THAT OUT WITH THE LOCAL
16 DCBS OFFICE, AND THAT IS AN ONGOING COMPLAINT BY
17 CASE MANAGERS, THAT THEY SPEND HOURS ON THE PHONE
18 WITH DCBS TRYING TO FIX THAT AND MAKE THEM
19 UNDERSTAND THAT. SO, THAT'S A FRUSTRATING PROCESS.

20 THE OATS TEAM THAT DAY TOOK SEVERAL
21 OF THESE -- THE SIX PEOPLE WHO WERE THERE TOOK
22 SEVERAL OF THOSE CASES DIRECTLY TO DCBS TO TRY TO
23 JUST WORK THROUGH THEM, AND THAT'S WHAT WE WOULD
24 LOVE TO SEE IS JUST, YOU KNOW, FOCUS ON THAT, GET
25 EVERYBODY ON BOARD WITHOUT THOSE PHONE CALLS.

1 LOTS OF MISUNDERSTANDING OF WHETHER
2 OR NOT THINGS ARE SUBMITTED, IT'S JUST NOT CLEAR
3 WHEN YOU SUBMIT SOMETHING WHETHER IT WAS SUBMITTED
4 OR IT WENT INTO A BLACK HOLE OR -- SO THERE'S JUST
5 SOME THINGS THAT I THINK THAT THE TEAM LISTENING TO
6 THE CASE MANAGERS AND VICE VERSA HELP TO CLEAR UP
7 SOME MISUNDERSTANDINGS AND HOPEFULLY EASE SOME
8 FRUSTRATION.

9 THEY DID -- THE OATS TEAM DID
10 ANNOUNCE SOME CHANGES THAT THEY HAD BEEN WORKING
11 ON, WHICH CASE MANAGERS WERE HAPPY TO HEAR THAT
12 MADE THEIR -- THE PROCESSING AND THE TASKS -- I
13 WON'T GET INTO ALL THE DETAILS THAT WOULD BORE YOU
14 IF YOU'RE NOT A CASE MANAGER, BUT SOME THINGS I HAD
15 A LOT OF EXCITED PEOPLE ABOUT SOME OF THE CHANGES
16 THAT WERE BEING DONE, APPARENTLY THROUGH EASY
17 FIXES.

18 SO, THAT'S -- I MEAN, IT REALLY WAS A
19 POSITIVE EXPERIENCE. IT DEFINITELY CAN'T BE A ONE
20 AND DONE, AND SO, IN AN EMAIL EXCHANGE LAST NIGHT
21 STACY AND I AGREED THAT WE REALLY NEEDED TO
22 CONTINUE THAT DIALOGUE. BUT I CAN TELL YOU THAT IT
23 HAS GREATLY ALLEVIATED THE STRESS AND THAT WE'RE
24 ABLE TO ACTUALLY BE ABLE TO WORK WITH THE OATS TEAM
25 AND THEY'VE BEEN VERY HELPFUL. WE'VE GOT TO

1 ELIMINATE SOME OF THE UNNECESSARY TIME-CONSUMING
2 THINGS THAT ARE HINDERING PEOPLE FROM SUCCEEDING IN
3 THE SYSTEM, BUT EVERYBODY IS TRYING AND I THINK
4 THEY SEE THE BENEFIT OF THE SYSTEM, THAT IT'S
5 WORKING PROPERLY, SO, I THINK THAT'S A VERY
6 POSITIVE REPORT THAT I'M HAPPY TO MAKE.

7 MS. DEMPSEY: OKAY, GREAT. THANK
8 YOU, SHANNON. DID YOU HAVE ANYTHING TO ADD TO
9 THAT?

10 MR. CALLEBS: NO.

11 MS. DEMPSEY: ANYTHING ELSE ON THAT?
12 CHRIS, DID YOU HAVE ANYTHING TO ADD ON THE MWMA?

13 MR. STEVENSON: NO, I DON'T. THANK
14 YOU.

15 MS. DEMPSEY: OKAY. I'M NOT SURE IF
16 THIS TIES IN WITH -- CAUSE I GET CONFUSED, BUT THE
17 MWMA, THE BENEFIND PROGRAM OR THE BENEFIND -- WELL,
18 AT THE LAST MEETING I WAS ON THE PHONE ON A
19 CONFERENCE CALL, BUT WE TALKED ABOUT THAT QUITE A
20 BIT -- AND I THINK THAT CAME UP IN THE 144 MEETING
21 YESTERDAY, TOO, I DON'T KNOW IF ANY OF YOU ALL WERE
22 THERE, BUT THERE'S A LOT OF PROBLEMS STILL WITH
23 BENEFIND AND I DON'T KNOW IF THAT TIES INTO THE
24 MWMA, BUT SUPPOSEDLY PARENTS ARE HAVING A REALLY
25 HARD TIME ACCESSING THAT PROGRAM, AND I KNOW WE

1 TALKED ABOUT IT AT THE LAST MEETING HERE, TOO, THAT
2 PEOPLE ARE GETTING LETTERS AND THAT THEY'RE NOT
3 RECEIVING -- THAT THEY'RE NO LONGER ELIGIBLE, AND
4 SOME FAMILY MEMBERS THROUGHOUT THE STATE HAVE
5 GOTTEN A COUPLE LETTERS AND THEN -- I THINK AT THE
6 LAST MEETING YOU ALL HAD GIVEN US, YOU SAID THERE
7 WAS SOMEONE THAT WE SHOULD CONTACT IF WE'RE STILL
8 HAVING PROBLEMS OR IF FAMILY MEMBERS ARE STILL
9 HAVING PROBLEMS, AND THERE STILL ARE PROBLEMS GOING
10 ON CAUSE WE HEARD THEM EVEN THROUGH YESTERDAY. SO,
11 THAT IS -- AND THAT'S PARTICULARLY THIS WAS SOME
12 PEOPLE THAT ARE ON THE HCBS WAIVER. SO, ANYBODY
13 HEARING ANYTHING?

14 MR. GRESHAM: IT'S ACROSS THE BOARD
15 THAT IT'S HAPPENING. THERE ARE A COUPLE OF SPECIAL
16 TASK GROUPS WORKING ON TRYING TO FIGURE OUT WHAT'S
17 CAUSING THE PROBLEM. THE NUMBER THAT YOU MENTIONED
18 AWHILE AGO, I'M NOT SURE. DO YOU HAVE A NUMBER?

19 MS. DEMPSEY: WELL, ACTUALLY THERE
20 WAS ONE PERSON -- I THINK WHAT WE HEARD IS THERE
21 WAS, LIKE, ONE PERSON IN MEDICAID THAT WE SHOULD
22 CONTACT AND THE PHONE NUMBER FOR THAT.

23 MS. SANDERS: WELL, WE SENT OUT A
24 PROVIDER NUMBER THAT WAS A DCBS PROVIDER NUMBER AT
25 THE END OF THE LAST MEETING, I BELIEVE WE DID. I'M

1 WITH DCBS, SO I DON'T KNOW IF YOU GOT A DMS CONTACT
2 OR NOT. YOU CAN CONTACT ME, LAURA SANDERS.

3 MS. DEMPSEY: SO ARE YOU GETTING
4 CALLS.

5 MS. SANDERS: YES, YES, YES.

6 MS. DEMPSEY: JUST OUT OF CURIOSITY.

7 MS. SANDERS: YES, YES. AND I'M
8 GETTING THEM FROM EVERYBODY.

9 MS. DEMPSEY: BUT PEOPLE ARE GETTING,
10 LIKE, THE LETTERS THAT THEY'RE NO LONGER ELIGIBLE
11 BECAUSE THEY LOADED INFORMATION INCORRECTLY OR
12 THAT --

13 MS. SANDERS: YES. AND FIRST OF ALL,
14 LET ME -- I JUST WANT TO DIFFERENTIATE BETWEEN
15 BENEFIND, AND JUST FOR MY PURPOSES, WHEN WE REFER
16 TO BENEFIND, TO US, THAT IS THE SELF-SERVICE
17 PORTAL. THAT IS SOMEBODY GOING ON THERE AND TRYING
18 TO APPLY OR LOOK AT THEIR ELIGIBILITY OR MAKE A
19 CHANGE OR WHATEVER.

20 FOR US, IN DCBS, IT'S THE WORKER
21 PORTAL, AND THAT'S THE ELIGIBILITY SYSTEM. THAT'S
22 WHERE THE ELIGIBILITY IS HOUSED. SO, IF IT'S AN
23 ISSUE WITH BENEFIND THAT SOMEBODY'S TRYING TO
24 ACCESS THE SELF-SERVICE PORTAL AND THEY CAN'T,
25 THAT'S A DIFFERENT ISSUE THAN THEIR ELIGIBILITY IS

1 BEING INCORRECTLY DETERMINED. SO, IT'S LIKE WE'VE
2 GOT TWO THINGS HERE.

3 MS. DEMPSEY: AND BOTH OF THOSE ARE
4 GOING ON.

5 MS. SANDERS: PROBABLY. THE
6 BENEFIND, THE SELF-SERVICE PORTAL, I REALLY CAN'T
7 SPEAK TO. SO, I DON'T KNOW IF SOMEBODY'S HAVING
8 NECESSARILY PROBLEMS WITH THAT.

9 BUT, YEAH, THERE ARE ISSUES, THERE
10 HAVE BEEN ISSUES SINCE WE WENT LIVE, THEY'RE
11 WORKING ON THEM. ONE BY ONE THEY FIXED A WHOLE
12 LOT, BUT IT'S ONE OF THESE THINGS THAT WHEN YOU FIX
13 ONE THING AND YOU GET THAT FIXED, THEN IT BRINGS TO
14 LIGHT ANOTHER ISSUE THAT HAS TO BE FIXED.

15 I WILL SPEAK TO WHAT SHANNON SAID
16 ABOUT THE FRUSTRATION WITH CALL SERVICES, AND ONE
17 THING THAT THEY HAVE DONE, IT'S BEEN, I THINK ABOUT
18 THREE WEEKS, IS COMMISSIONER JOHNSON RECOGNIZED
19 THAT PROVIDERS WERE GETTING FRUSTRATED TRYING TO
20 GET THE ON CALL SERVICES AND GETTING A DIFFERENT
21 PERSON EVERY TIME, THEY MAY NOT GET A PERSON THAT
22 UNDERSTOOD WHAT THEIR ISSUE WAS AND THEY HAD TO BE
23 TRANSFERRED AND DROPPED. IT'S JUST A BIG MESS.

24 SO, WHAT THEY HAVE DONE IS PUT
25 TOGETHER FOR ALL 120 COUNTIES A CONTACT LIST. YOU

1 HAVE A WORKER THAT IS -- HAS BEEN TRAINED IN WHAT
2 WE REFER TO -- WE USED TO REFER TO AS ADULT
3 MEDICAL, NOW WE'RE SUPPOSED TO SAY NON-MAGI
4 (PHONETIC), BUT, YOU KNOW, THAT TYPE OF MEDICAID, A
5 BACKUP AND A SUPERVISOR. AND IF THE COUNTY IS BIG,
6 YOU MAY HAVE EVEN MORE THAN THAT, JUST DEPENDS ON
7 THE SIZE OF THE COUNTY. AND THAT CONTACT LIST HAS
8 THEIR EMAIL ADDRESSES SO THE PROVIDERS CAN EMAIL
9 THEM WITH AN ISSUE, EVEN IF IT'S -- IF THEY CAN'T
10 SEND ANYTHING OVER THE EMAIL BECAUSE OF
11 CONFIDENTIALITY, THEY CAN REQUEST A PHONE CALL AND
12 SAY, COULD YOU PLEASE CONTACT ME, YOU KNOW, I HAVE
13 SOME ISSUES, AND THEN THEY CAN RESPOND, THEY CAN
14 PICK UP THE PHONE AND CALL OUT AND CALL THESE
15 PROVIDERS. SO, IT KIND OF SHORTENS THE PROCESS OF
16 HAVING CENTER CALL SERVICES.

17 SO, WE HAVE THAT LIST. I DON'T HAVE
18 THAT LIST, BUT I WILL GO BACK AND CHECK TO SEE IF
19 THAT LIST CAN BE SHARED WITH THIS GROUP. WE'VE
20 SHARED IT WITH OTHER GROUPS, SO I DON'T SEE A
21 PROBLEM. AND THEN, YOU CAN LOOK UP YOUR COUNTY AND
22 THEN YOU CAN LOOK UP YOUR CONTACTS AND YOU COULD
23 SEND AN EMAIL.

24 MS. DEMPSEY: SO IF SOMEBODY'S HAVING
25 A PROBLEM IN THAT COUNTY, THEN YOU HAVE A CONTACT

1 PERSON THAT THEY -- THAT WOULD BE VERY HELPFUL.

2 MS. SANDERS: YEAH, YEAH.

3 MS. DEMPSEY: THAT'S SOME INFORMATION
4 WE COULD REALLY USE.

5 MS. SANDERS: YES, YES, I AGREE. I
6 JUST DON'T HAVE THE LIST, BUT I WILL GO BACK AND
7 CHECK WITH CHRISTY PUTNAM WHO IS COMMISSIONER
8 JOHNSON'S ADVISOR AND ASK HER TO SHARE THAT LIST
9 WITH YOU ALL. AND I THINK THAT WILL BE REALLY
10 HELPFUL.

11 NOW, HAVING SAID THAT, A COUPLE
12 SUGGESTIONS, I WOULDN'T JUST EMAIL ONE PERSON, I
13 WOULD EMAIL THE SUPERVISOR AND THE BACKUP, JUST IN
14 CASE THAT PERSON IS OUT. YOU KNOW, LIKE ANYTHING
15 ELSE, WE'RE GETTING FEEDBACK, BUT IT'S REALLY
16 WORKING FOR SOME PEOPLE, IN OTHER COUNTIES, EH,
17 IT'S NOT WORKING SO WELL.

18 SO, IF YOU SEND AN EMAIL AND YOU
19 DON'T GET A RESPONSE, YOU CAN FOLLOW UP WITH ME OR
20 WHOEVER AND WE'LL SEE WHAT THE PROBLEM IS, YOU
21 KNOW. OF COURSE, THE BIGGER COUNTY, IF YOU'RE
22 DEALING WITH JEFFERSON COUNTY, THEY'RE OVERLOADED
23 RIGHT NOW. SO THEY MAY NOT RESPOND AS QUICKLY AS,
24 YOU KNOW, A COUNTY THAT DOESN'T HAVE THAT KIND OF
25 TRAFFIC. BUT THAT WILL CUT DOWN ON CALL SERVICES.

1 THE OTHER THING THAT WE'VE DONE IS
2 WE'VE SET UP A LONG-TERM CARE TASK FORCE MAILBOX
3 WHICH IS BEING MONITORED BY MY SECTION, I HAVE
4 SOMEBODY ON THAT FULL TIME EVERY DAY. SO THE IDEA
5 IS THAT YOU EMAIL A WORKER AND YOU HAVE AN ISSUE,
6 LET'S SAY, THEY'VE BEEN INCORRECTLY ASSIGNED AN MCO
7 AND THAT CAUSES ALL SORTS OF PROBLEMS, AND THE
8 WORKER CAN'T FIX IT, THEIR PROGRAM SPECIALIST CAN'T
9 FIX IT, THEN THEY'RE TO SEND THAT EMAIL DIRECTLY UP
10 TO THE LONG-TERM CARE TASK FORCE AND THEN WE CAN
11 ESCALATE THE ISSUE EITHER TO THE HELP DESK OR TO
12 DMS OR TO CAREWISE, WHEREVER IT NEEDS TO GO TO
13 FIGURE OUT WHAT THE PROBLEM IS. AND SO, THAT
14 SPECIAL IN-BOX HAS BEEN IN EFFECT FOR ABOUT THREE
15 WEEKS NOW. SO, LIKE I SAID, I HAVE SOMEBODY ON
16 THAT FULL TIME EVERY DAY.

17 MR. CALLEBS: AND WHAT IS THE
18 ADDRESS?

19 MS. SANDERS: WELL, WE WOULD PREFER
20 THAT WORKERS USE IT BECAUSE WE WANT YOU TO CONTACT
21 THE WORKER, BECAUSE IF WE GET OVERFLOWED, THEN
22 WE'RE NOT GOING TO BE ABLE TO RESPOND, AND A LOT OF
23 THESE TIMES THE WORKERS CAN FIX IT, YOU KNOW, THEY
24 JUST DON'T KNOW ABOUT IT. YOU JUST NEED TO TALK TO
25 SOMEBODY WHO KNOWS WHAT THEY'RE DOING, AND THAT

1 NINE TIMES OUT OF TEN CAN FIX THE PROBLEM. FOR
2 THOSE PROBLEMS THAT THEY CAN'T FIX, THEN THEY SEND
3 IT TO US.

4 BUT IF YOU HAVE AN ISSUE AND YOU'RE
5 TALKING TO THEM AND YOU SAY, YOU KNOW, "I'VE BEEN
6 DEALING WITH THIS FOR MONTHS," YOU CAN ASK THE
7 WORKER, "CAN YOU SEND THAT UP TO THAT TASK FORCE
8 MAILBOX." YOU KNOW, CAUSE I'VE BEEN -- YOU KNOW,
9 WE'VE BEEN GOING BACK AND FORTH AND IT'S NOT
10 GETTING FIXED. THE WORKERS SHOULD KNOW TO DO THAT,
11 BUT IT WOULDN'T HURT TO ASK THEM, "COULD YOU GO
12 AHEAD AND FORWARD THAT UP SO WE CAN GET THIS TAKEN
13 CARE OF."

14 MS. DEMPSEY: SO YOU HAVE TO CALL THE
15 WORKER THAT'S ON THE LIST?

16 MS. SANDERS: WELL, YOU EMAIL THEM,
17 BECAUSE THEY DON'T HAVE PHONE LINES, YOU KNOW, WHEN
18 THEY WENT TO STATEWIDE CALL SERVICES, THOSE PHONE
19 LINE AREN'T OPEN ANYMORE IN LOCAL OFFICE.

20 MS. DEMPSEY: SO YOU EMAIL THE PERSON
21 THAT'S ON THE LIST FOR THE 120 COUNTIES, AND THEN
22 THAT WORKER --

23 MS. SANDERS: CAN CALL THE PROVIDER,
24 SEE WHAT THE ISSUE IS, AND YOU CAN EVEN USE THAT IF
25 YOU NEED TO SCHEDULE AN APPOINTMENT, YOU CAN USE

1 THAT EMAIL IF YOU NEED TO SCHEDULE AN APPOINTMENT,
2 AND IT JUST TAKES CALL SERVICES OUT OF THE MIX.
3 THAT WAY THE WORKER CAN CALL YOU BACK DIRECTLY AND
4 YOU'RE NOT SITTING ON HOLD FOR THREE HOURS.

5 MR. CALLEBS: AND THEN, IF THEY CAN'T
6 FIX IT, YOU ASK THAT THEY REFER IT TO THE TASK
7 FORCE?

8 MS. SANDERS: YEAH. IF IT'S OLDER --
9 WE ASK THAT THE ISSUES BE OLDER THAN THIRTY DAYS
10 RIGHT NOW JUST BECAUSE WE'RE DOING SO MUCH CLEANUP.
11 WE'RE TRYING TO PRIORITIZE THE OLDEST ONES FIRST
12 AND GET THOSE TAKEN CARE OF.

13 AND IT CAN BE, YOU KNOW, ANY ISSUE
14 THAT YOU'RE HAVING. I MEAN, THERE'S NOT ONE ISSUE,
15 SO IT'S HARD -- YOU KNOW, IT'S NOT ONE PROBLEM,
16 IT'S A LOT OF -- YOU KNOW, IT'S DIFFERENT THINGS.
17 AND SOME OF IT IS WORKER EDUCATION, YOU KNOW, WE'VE
18 GOT A LOT OF NEW WORKERS, WE'VE HAD MASSIVE
19 TURNOVER IN THE LAST COUPLE OF YEARS.

20 TYPICALLY THIS TYPE OF MEDICAID WOULD
21 GO TO YOUR MORE TENURED PEOPLE BECAUSE IT'S A
22 LITTLE BIT MORE COMPLICATED. WELL, WHEN WE HAD
23 PEOPLE START RETIRING, THOSE PEOPLE WERE GONE, SO
24 WE'RE HAVING TO TRAIN NEW PEOPLE. SO WE'RE WORKING
25 ON THAT ALSO.

1 WE'VE HAD A POLICY PANEL, WE'RE
2 SENDING OUT INFORMATION EVERY DAY. I KNOW THEY'RE
3 GOING TO START SOME DIRECT TRAINING WITH
4 SUPERVISORS AND STUFF IN THE NEXT COUPLE WEEKS, SO
5 THAT PIECE IS BEING TAKEN CARE OF. RIGHT NOW WE'VE
6 JUST GOT MASSIVE CLEANUP. AND UNFORTUNATELY WITH
7 CLEANUP YOU HAVE TO DO IT ONE CASE AT A TIME. SO
8 THAT'S WHAT THEY'RE DOING.

9 MR. CALLEBS: LAURA, THE PROBLEM I
10 THINK THAT PROVIDERS ARE SEEING IS THAT SOME OF
11 THESE EFFORTS ARE SUCCESSFUL FOR SOME AND THEN NOT
12 FOR OTHERS --

13 MS. SANDERS: ABSOLUTELY.

14 MR. CALLEBS: THE PROBLEM IS, THE
15 NUMBER OF NEW PEOPLE WHO ARE BEING RANDOMLY TAKEN
16 OUT OF WAIVER STATUS AND PLACED -- AND ASSIGNED AN
17 MCO IS OUTPACING THE NUMBER OF CASES THAT GET
18 FIXED. SO IF YOU FIX THREE THIS WEEK, SEVEN OR
19 EIGHT TAKE THEIR PLACE. SO IT SEEMS LIKE YOU NEVER
20 GET AHEAD.

21 I KNOW MYSELF, I GET AN EMAIL FROM
22 OUR BUSINESS OFFICE PRACTICALLY DAILY, BUT AT LEAST
23 SEVERAL TIMES A WEEK OF PEOPLE WHO ARE JUST
24 RANDOMLY SWITCHED INTO AN MCO. SO, WHAT IT DOES IS
25 AUTOMATICALLY CUT OFF THEIR TRANSPORTATION, ACCESS

1 TO DOCTORS, ACCESS TO DENTISTS, PHARMACY, THEY
2 CAN'T GET MEDICINE, AND THEN, YOU KNOW, ONE
3 EXAMPLE, A PHARMACIST ALLOWED A \$7,000 TAB TO BE
4 RUN OUT OF THE GOODNESS OF THEIR HEART AND THEY
5 SAID NO MORE, WE CAN'T DO IT ANYMORE, AND -- WHICH
6 UNFORTUNATELY THIS PERSON WAS ON ANTI-CANCER DRUGS,
7 IT'S A CANCER SURVIVOR, AND MANY OTHER DRUGS THAT
8 --

9 MS. SANDERS: DID THAT GET RESOLVED?

10 MR. CALLEBS: IT GOT RESOLVED FOR A
11 WEEK OR SO. NOW SHE'S BACK IN INELIGIBLE STATUS
12 AGAIN. AND SHE WENT SEVERAL DAYS -- MORE THAN A
13 WEEK, I THINK, WITHOUT -- NEEDING MEDICINE BECAUSE
14 THERE WAS NO WAY TO GET IT.

15 MS. SANDERS: HAVE YOU SENT THAT ON
16 OR IS SOMEBODY WORKING ON THAT BECAUSE --

17 MR. CALLEBS: IT'S MADE IT TO THE
18 COMMISSIONER LEVEL.

19 MS. SANDERS: OKAY. WELL, IF YOU --

20 MR. CALLEBS: IT WAS RESOLVED.

21 MS. SANDERS: IT WAS RESOLVED, BUT
22 NOW IT'S BACK AGAIN?

23 MR. CALLEBS: YES, MA'AM, YES, MA'AM.

24 MS. SANDERS: IF YOU WILL SEND ME
25 THAT NAME -- WE MAY HAVE ALREADY GOTTEN IT,

1 SOMEBODY MAY BE WORKING ON IT, BUT I'LL SEE WHERE
2 THAT IS. LIKE I SAID, IT'S HARD TO -- THERE'S NOT
3 ONE ISSUE. SO, WE CAN'T SAY, OH, WE'LL FIX THIS
4 AND THAT'LL TAKE CARE OF ALL OF IT, BECAUSE IT'S
5 DIFFERENT ISSUES.

6 ONE OF THE ISSUES AS FAR AS PEOPLE
7 FLIPPING IN AND OUT OF MCO STATUS FOR DCBS IS THAT
8 BEFORE WHEN YOU GOT ADMITTED TO WAIVER ON OUR OTHER
9 SYSTEM, ON THE CANE (PHONETIC) SYSTEM, WE GOT A PRO
10 CERT, WE MANUALLY ENTERED THAT INFORMATION. NOBODY
11 TOUCHED IT UNTIL WE GOT INFORMATION THAT THAT
12 PERSON WAS DISCHARGED.

13 WE DID NOT SEE YOUR ALL'S PRIOR
14 AUTHORIZATION PERIODS THAT YOU HAVE, YOU KNOW, WE
15 NEVER SAW THEM. WE DIDN'T EVEN KNOW THEY EXISTED,
16 BECAUSE TO US, IT WAS ADMITTED AND DISCHARGED.
17 WELL, ON WORKER PORTAL, BECAUSE THESE LEVEL OF
18 CARES ARE INTERFACING AND SET UP TO INTERFACE,
19 WORKERS CAN NOW SEE THOSE PRIOR AUTHORIZATION
20 PERIODS. WELL, IF THE SYSTEM -- IF THE PAPERWORK
21 HASN'T COME IN -- IF MY PRIOR AUTHORIZATION SYSTEM
22 -- MY PRIOR AUTHORIZATION IS ENDING, LET'S SAY,
23 8/27, AND THE NEW ONE HASN'T COME IN YET FOR 8/28
24 ONGOING, THE SYSTEM IS GOING OUT THERE AND LOOKING
25 AT THAT PERSON AND GOING, OH, THEY'RE OUT OF

1 WAIVER, AND IT'S AUTOMATICALLY ASSIGNING THAT MCO.

2 SO, THEY'RE WORKING ON SYNCING THE
3 SYSTEM SO THAT THAT DOESN'T HAPPEN, BECAUSE THAT
4 SHOULD NOT HAPPEN, YOU SHOULD HAVE ENOUGH TIME TO
5 GET THAT PRIOR AUTHORIZATION PERIOD IN THERE AND BE
6 UPDATED, BUT IT'S ALL A SYSTEMS THING RIGHT NOW.

7 MR. CALLEBS: SO THAT'S A FREQUENT
8 CAUSE?

9 MS. SANDERS: THAT'S A FREQUENT CAUSE
10 THAT I SEE.

11 MR. CALLEBS: THAT YOU SEE.

12 MS. SANDERS: THAT I SEE.

13 MR. CALLEBS: THAT YOU SEE. AND
14 THERE MAY BE OTHERS.

15 MS. SANDERS: YEAH. AND IT MAY BE
16 THEIR WORKER HAS ENTERED SOMETHING INCORRECTLY AND
17 THE ELIGIBILITY HAS ENDED, OR IT COULD BE -- YOU
18 KNOW, IT COULD BE SOMETHING ELSE, BUT THE MAIN ONE
19 I KNOW IS THAT PRIOR AUTHORIZATION, THAT'S THE MAIN
20 ONE RIGHT NOW.

21 I'M NOT A SYSTEMS PERSON, DON'T EVEN
22 ATTEMPT TO BE ONE, BUT TO ME, IT SHOULD NOT BE
23 LOOKING THAT FOR AHEAD. THERE SHOULD BE A PERIOD
24 OF TIME BETWEEN -- TO ALLOW FOR THAT NEW PRIOR
25 AUTHORIZATION PERIOD TO COME IN BEFORE IT

1 AUTOMATICALLY ASSIGNS THAT MCO.

2 MR. CALLEBS: AGREED.

3 MS. SANDERS: AND I KNOW THAT THEY'RE
4 LOOKING AT IT AND I KNOW THAT THEY'RE WORKING ON
5 TRYING TO SYNC ALL THAT.

6 MR. SHANNON: RE-DISCHARGE FROM THE
7 WAIVER.

8 MR. CALLEBS: WHAT ARE YOU SAYING,
9 STEVE?

10 MR. SHANNON: INSTEAD OF READING THE
11 DATE OF THE PLAN AND CARE, RE-DISCHARGE. SO
12 THEY'RE NOT DISCHARGED FROM THE WAIVER, THEN --

13 MS. SANDERS: I UNDERSTAND THAT, BUT
14 THAT'S WHAT THE SYSTEM IS SEEING. IT'S LOOKING AT
15 THAT PRIOR AUTHORIZATION PERIOD --

16 MR. SHANNON: RIGHT, THAT'S WHAT I'M
17 SAYING. I GET THESE SAME CALLS. I GET THEM FROM
18 OWENSBORO ABOUT EVERY NINETY DAYS, WE'LL HAVE FIVE,
19 SIX, SEVEN, EIGHT PEOPLE THAT ARE -- AND IT'S
20 OWENSBORO A LOT, OUT OF WAIVER, MCO, NO
21 EXPLANATION. THIS KIND OF MAKES SENSE, CAUSE
22 THEY'RE IN THAT WINDOW, THAT PERIOD OF TIME FROM
23 ONE TO THE OTHER, BUT THEY'RE NOT DISCHARGED FROM
24 THE WAIVER.

25 MS. SANDERS: NO, THEY ARE NOT, THEY

1 ARE NOT, BUT THE SYSTEM IS LOOKING AT IT AS IF THEY
2 ARE, BECAUSE THAT NEW PRIOR AUTHORIZATION PERIOD
3 HASN'T INTERFACED YET.

4 SO, TO ME, THAT'S A SYNCING ISSUE AND
5 THAT'S A SYSTEMS ISSUE, IT'S CAUSING A LOT OF
6 FRUSTRATION, I KNOW FOR YOU ALL, BUT IT'S ALSO
7 FRUSTRATING FOR OUR WORKERS BECAUSE THERE'S NOTHING
8 THEY CAN TO DO FIX THAT UNTIL THE NEW PRIOR
9 AUTHORIZATION PERIOD DISPLAYS ON THE SYSTEM.

10 MR. CALLEBS: YES, AND WE APPRECIATE
11 YOUR --

12 MS. MCCRACKEN: LAURA, JOHNNY, I'M
13 SORRY, THIS IS SHANNON, I'M LISTENING, I MAY BE
14 MISSING THINGS, TOO, IT'S DIFFICULT TO DO IT FROM
15 AFAR AND I APOLOGIZE WHEN YOU CAN'T SEE WHAT'S
16 HAPPENING, BUT I KEEP HEARING SYSTEM ISSUES AND I
17 JUST -- WHAT IS BEING DONE TO ATTACK AND ADDRESS
18 THE SYSTEM?

19 MS. SANDERS: THEY HAVE PUT TOGETHER
20 A TASK FORCE WITH OATS PEOPLE, DELOITTE PEOPLE,
21 DCBS AND EVERYBODY. I WAS IN THE MEETING LAST
22 FRIDAY WHERE THEY WENT THROUGH ALL THOSE ISSUES,
23 THEY'RE WORKING WITH DELOITTE, THEY'RE ADDRESSING
24 THEM ONE BY ONE, THEY'RE SUPPOSED TO BE RUNNING
25 SOME NEW SYNCs, AND I'M NOT GOING TO SAY ANYMORE

1 THAN THAT BECAUSE I DON'T UNDERSTAND IT ALL. ALL I
2 KNOW IS IT DOESN'T WORK, YOU KNOW. THAT'S AS FAR
3 AS -- I DON'T WANT TO GET TOO DETAILED AND SAY
4 SOMETHING WRONG.

5 MS. MCCRACKEN: YOU KNOW, LET ME JUST
6 SAY THIS, IF THERE IS ANYTHING I CAN DO AS FAR AS
7 GATHERING DATA TO PUT THE EMPHASIS ON THIS, BECAUSE
8 I CAN'T SAY ENOUGH, AND I KNOW YOU UNDERSTAND IT,
9 LAURA, ALICIA AND OTHERS, BUT WE CAN'T KEEP UP WITH
10 THIS. AND IT IS NOT AN EXAGGERATION TO SAY THAT
11 PROVIDERS ARE KEEPING PEOPLE ALIVE AND OFF THE
12 STREET FOR FREE. WE'RE JUST DOING THAT AS A FAVOR
13 BECAUSE WE CARE.

14 THERE ARE PROVIDERS THAT HAVE
15 PARTICIPANTS IN THEIR HOMES RIGHT NOW, THERE IS
16 STAFF THAT HAVE TAKEN PEOPLE HOME, THERE ARE -- I
17 CAN'T EVEN GIVE YOU EXAMPLES THAT EFFECTIVELY
18 CONVEY THIS, THE LEVEL OF COMMITMENT THAT PEOPLE
19 HAVE TO SUPPORT PEOPLE, BUT WE'RE DOING IT FOR
20 NOTHING AND MONEY THAT MAY -- PEOPLE MAY NEVER SEE.
21 I MEAN, THIS IS JUST ASKING US TO COME TO WORK FOR
22 FREE EVERY DAY, AND I DON'T KNOW HOW MANY OF YOU
23 AROUND THE TABLE DO THAT, BUT I THINK THAT, YOU
24 KNOW, SYSTEM ISSUES AND ALL THAT, WE CAN APPRECIATE
25 THAT, BUT IF I CAN PUT ANY HEIGHTENED LEVEL OF

1 IMPORTANCE ON THIS IN THE FORM OF DATA OR NUMBERS
2 AND URGENCY, SOMEBODY TELL ME WHAT TO DO AND HOW TO
3 DO IT AND I WILL DO IT. WE HAVE 106 MEMBERS AND
4 ALL OF THEM HAVE PEOPLE WITH THESE ISSUES, AND THEY
5 CONTINUE.

6 SO, WE ASKED LAST TIME, YOU KNOW,
7 THIS PROBLEM APPARENTLY HAS FALLEN SOMEWHERE
8 BETWEEN -- POSSIBLY BETWEEN MWMA, BETWEEN DCBS,
9 BETWEEN DMS, SO I ESTABLISHED A SPREADSHEET, PRETTY
10 SIMPLE INFORMATION, AND HAD PROVIDERS PUT THAT
11 INFORMATION ON IT, PARTICULARLY PEOPLE WHO WERE
12 BEING DUMPED INTO MCO AND EMAIL THE THREE
13 DEPARTMENTS, AND I THINK PROVIDERS HAVE BEEN PRETTY
14 CONSISTENT ABOUT THAT, AND THE FEEDBACK IS, LIKE
15 JOHNNY REPORTED, IS SOME WERE FIXED, SOME WERE JUST
16 SENT OFF FOR RECERTS, I MEAN, THAT'S THE FEEDBACK,
17 AND WE UNDERSTAND, BUT VERY FEW ARE ACTUALLY FIXED.
18 AND LIKE JOHNNY SAID, YOU FIX TWO, YOU GET TEN MORE
19 PEOPLE ADDED. WE CAN'T KEEP UP WITH IT, AND I KNOW
20 YOU ALL CAN'T EITHER.

21 SO, ANYWAY, BACK TO THE FIX, IS THERE
22 ANYTHING I CAN DO TO ADD INFORMATION OR URGENCY TO
23 THIS? IT IS A CRITICAL SITUATION.

24 MS. SANDERS: IT ABSOLUTELY IS, AND I
25 WILL CERTAINLY CONVEY THAT ON UP, ALTHOUGH, I WILL

1 SAY, SHANNON, THEY DO REALLY RECOGNIZE HOW CRITICAL
2 IT IS. THEY'RE THROWING EVERYTHING THEY HAVE AT IT
3 RIGHT NOW AS FAR AS TRYING TO FIGURE OUT, YOU KNOW,
4 WHAT CAN BE DONE TO GET THE SYSTEM TO RESPOND
5 BETTER, TO GET WORKERS BETTER EDUCATED. SO THEY DO
6 RECOGNIZE IT, AND I RECOGNIZE IT. IT'S FRUSTRATING
7 FOR ME, IT'S FRUSTRATING FOR YOU ALL, BUT I DON'T
8 LOSE SIGHT OF THE FACT THAT WE HAVE PEOPLE OUT
9 THERE THAT CAN'T ACCESS SERVICES THAT DESPERATELY
10 NEED THEM. I MEAN, I TAKE THAT HOME WITH ME EVERY
11 NIGHT.

12 MR. SHANNON: THEY'RE ACCESSING
13 SERVICES IS THE PROBLEM. I MEAN, PEOPLE ARE
14 ACCESSING SERVICES, PROVIDERS AREN'T ACCESSING
15 REIMBURSEMENT.

16 MS. SANDERS: WELL, AND I --

17 MR. SHANNON: I MEAN, THERE'S NO ONE
18 THAT I KNOW OF THAT IS NOT GETTING A WAIVER SUPPORT
19 SERVICE, THEY'RE THERE NOT GETTING IT, BUT WE'RE
20 NOT BILLING FOR IT.

21 MS. SANDERS: YEAH, I'M SAYING THAT
22 IT'S GENERIC ACCESSING SERVICES. AND YOU ALL NEED
23 TO GET PAID, I NEED TO GET PAID, BUT PEOPLE -- YOU
24 KNOW, IT'S JUST A -- IT'S A WHOLE BUNCH OF STUFF.
25 BUT THEY ARE LOOKING AT IT, THEY'VE PUT THAT

1 TOGETHER, THEY'RE MEETING EVERY FRIDAY. YOU KNOW,
2 WE WENT DOWN TO THE LOCAL CONTACTS TO TRY AND
3 IMPROVE COMMUNICATION, IT'S GOING TO BE -- YOU
4 KNOW, IT'S A SLOW PROCESS, AND LIKE I SAID, WHEN
5 YOU START CLEANING UP, YOU HAVE TO DO IT ONE CASE
6 AT A TIME, AND THAT TAKES TIME AND THAT TAKES
7 BODIES.

8 MR. CALLEBS: AND ANOTHER OLD NEMESIS
9 IS THE MAP 552, AND THAT IS STILL AN ISSUE THAT,
10 YOU KNOW, PEOPLE WILL RANDOMLY, AGAIN, FALL OUT OF
11 PAYMENT STATUS, OUT OF ELIGIBILITY BECAUSE OF 552
12 PROBLEMS, AND THEN, AGAIN, YOU START THE -- YOU
13 KNOW, THE EFFORT TO TRY TO REACH SOMEBODY TO FIX
14 THE 552, AND YOU MAY RUN INTO A WORKER WHO SAYS,
15 WELL, WHAT'S A 552 --

16 MS. SANDERS: YOU VERY WELL MAY.

17 MR. CALLEBS: AND NOTHING HAPPENS
18 WITHOUT A 552 ON FILE. EVERYTHING, ALL ELIGIBILITY
19 STOPS, ALL SERVICES STOP, SO THEN YOU GO ON A HUNT
20 FOR THE --

21 MS. SANDERS: I KNOW THAT THE 552 WAS
22 ONE OF THE ISSUES THAT THEY DISCUSSED AT THE
23 MEETING LAST FRIDAY, AND THEY'RE LOOKING AT WAYS TO
24 -- I'M NOT GOING TO GET INTO THE SYSTEM AND TALK
25 ABOUT IT, BUT LOOKING AT WAYS SO THAT -- BECAUSE

1 IT'S NOT GENERATING LIKE IT SHOULD FOR YOU ALL TO
2 SEE ON KYHEALTH-NET. SO THEY'RE WORKING ON THAT.

3 THERE'S A LOT OF THINGS GOING ON,
4 BUT, YEAH, IT -- NO, I AM COMPLETELY SYMPATHETIC TO
5 EVERY ISSUE. THERE'S 1.3 MILLION PEOPLE ON
6 MEDICAID IN KENTUCKY, AND I KID YOU NOT, I
7 PERSONALLY FEEL LIKE I HAVE EITHER TALKED TO EVERY
8 ONE OF THEM, SEEN THEIR NAMES OR FIXED THEIR CASES
9 IN THE LAST, YOU KNOW, TWO OR THREE MONTHS. I KNOW
10 THAT'S AN EXAGGERATION, I'M JUST SAYING THAT'S HOW
11 I FEEL.

12 MR. CALLEBS: I'LL BET. JUST ONE
13 OTHER ISSUE THAT I KEEP HEARING A LOT OF ARE THE, I
14 GUESS, RECERTS OR NOTIFICATIONS FOR RECERTS THAT
15 PEOPLE DON'T GET THE NOTIFICATION LETTERS FOR
16 RECERTIFICATION, AND SO, THEIR COVERAGE WILL JUST
17 LAPSE BECAUSE THEY WERE NEVER TOLD TO COME IN OR
18 THEY WEREN'T TOLD THAT AN APPOINTMENT WAS SET.

19 MS. SANDERS: I HAVEN'T HEARD A
20 WIDESPREAD ISSUE OF PEOPLE NOT RECEIVING THE
21 RENEWAL LETTERS, I HAVEN'T HEARD THAT, BUT IT COULD
22 BE AN ISSUE, THAT'S JUST NOT AN ISSUE THAT'S COME
23 ACROSS MY THING AS FAR AS BEING A WIDESPREAD ISSUE.

24 MR. CALLEBS: OKAY. I DO HEAR IT
25 QUITE A BIT.

1 MS. SANDERS: SO YOU SENSE THAT
2 THAT'S -- IF YOU COULD SEND ME A COUPLE OF NAMES,
3 YOU KNOW, I DON'T KNOW WHAT YOU CAN SEND VIA EMAIL.
4 I NEED AT LEAST THE NAME AND THE DATE OF BIRTH, YOU
5 CAN GIVE ME A MEDICAID NUMBER. I KNOW A LOT OF
6 PEOPLE DON'T HAVE ENCRYPTED EMAILS, THEY CAN'T SEND
7 A SOCIAL, BUT IF YOU JUST SEND ME A NAME, IT'S HARD
8 TO LOOK UP SOMETIMES BECAUSE -- ESPECIALLY IF IT'S
9 A COMMON NAME, BUT YOU CAN SEND ME ANY OF THOSE
10 IDENTIFIERS AND I CAN PULL THEM.

11 I HAVE PEOPLE THAT SAID, "HEY, I
12 DIDN'T GET A RENEWAL LETTER, BUT THEN I GOT A
13 LETTER SAYING MY CASE STOPPED BECAUSE I FAILED TO
14 KEEP MY RENEWAL." YOU KNOW, IF YOU CAN SEND ME
15 SOME OF THOSE, AND I CAN LOOK AT THOSE CASES AND
16 SEE IF I CAN IDENTIFY THAT THERE'S A PROBLEM.

17 MR. CALLEBS: SURE. SHANNON, ARE YOU
18 HEARING THAT FROM OTHERS?

19 MS. MCCRACKEN: OH, YES. I CAN'T
20 EVEN --

21 MS. SANDERS: JUST SEND ME SOMETHING.
22 I CAN TELL YOU, TOO, THAT DMA -- THEY'RE PULLING
23 PEOPLE WHO -- HEALTH AND WELFARE COMMITTEE TO TELL
24 STORIES ON THIS. AND THIS IS NOT AN ATTACK ON ANY
25 ONE PERSON OR ANY ONE DEPARTMENT, I JUST THINK THAT

1 WE'VE GOT TO GO BEYOND -- WITH ALL DUE RESPECT --
2 GO BEYOND MEETING EVERY FRIDAY AS IF THIS IS, YOU
3 KNOW, NOT AN URGENT CRISIS, AND I DON'T MEAN THAT
4 DISRESPECTFULLY, BUT THIS HAS GOT TO BE LIT UP LIKE
5 A FUSE.

6 MR. CHRISTMAN: ARE THERE ANY
7 CONCERNS ABOUT THE EVENTS ON RETROACTIVITY OF THESE
8 PAYMENTS ONCE IT'S RESOLVED?

9 MS. MCCRACKEN: OH, YES.

10 MR. CHRISTMAN: THERE'S A DEADLINE,
11 THERE'S A TIMELINE?

12 MS. MCCRACKEN: YES, THERE'S BEEN
13 PEOPLE THAT HAVE GONE BEYOND THE POINT THAT THEY
14 CAN EVEN, YOU KNOW, GO BACK AND GET PAID FOR SOME
15 THINGS. I MEAN, URGING RIGHT NOW IS TO MAKE SURE
16 PROVIDERS ARE NOT JUST SUFFERING IN SILENCE, YOU
17 KNOW, THEY'RE SO BUSY THEY HAVE GIVEN UP THAT THEY
18 CAN'T EVEN DEAL WITH IT. THAT SOUNDS RIDICULOUS,
19 BUT IT'S A REALITY, PEOPLE DON'T KNOW WHAT TO DO.

20 MR. CALLEBS: WELL, AND SOME CASES DO
21 GO BEYOND A YEAR.

22 MR. CHRISTMAN: IF IT GOES BEYOND A
23 YEAR, THEN IT'S NO LONGER --

24 MR. CALLEBS: WELL, YOU'RE SUPPOSED
25 TO HAVE A YEAR TO BILL FOR MEDICAID SERVICE, BUT I

1 GUESS IT TAKES A SPECIAL OVERRIDE TO GET PAYMENT.

2 MR. GRESHAM: ANYTHING BEYOND A YEAR,
3 YOU HAVE TO SEND US THE PAPER CLAIMS AND THE
4 SITUATION THAT OCCURRED, AND THEN WE REVIEW THAT.

5 MR. CHRISTMAN: SO IT'S STILL NOT
6 OVER.

7 MR. GRESHAM: IT'S STILL NOT OVER.
8 PREFERABLY NOT FIVE YEARS, BUT, YES, WE CAN STILL
9 OVERRIDE AND PAY CLAIMS AFTER A YEAR WHEN SPECIAL
10 CIRCUMSTANCES OCCUR, AND THIS WOULD BE ONE OF
11 THOSE.

12 MR. CALLEBS: OKAY. THE LIST THAT --
13 LAURA, THAT YOU SAID, THE COUNTY BY COUNTY CONTACT
14 LIST, SUPERVISOR, BACKUP, WOULD YOU BE ABLE TO
15 MAYBE SEND THAT TO DAWN AND THEN DAWN CAN
16 DISTRIBUTE IT TO THE COMMITTEE?

17 MS. SANDERS: YES, I WILL GO BACK AND
18 CHECK WITH CHRISTY PUTNAM AND -- YES, YES. I FEEL
19 LIKE IT'S NOT GOING TO BE A PROBLEM BECAUSE WE HAVE
20 SHARED THAT LIST WITH A LOT OF OTHER PEOPLE. I
21 JUST DON'T HAVE THE AUTHORITY TO SHARE THAT LIST,
22 BUT I WILL TALK TO WHO DOES AS SOON AS I GET BACK.

23 MR. CALLEBS: OKAY. AND IF THEY DO
24 NOT AUTHORIZE IT TO BE RELEASED, CAN WE --

25 MS. SANDERS: I WILL HAVE THEM TELL

1 ME WHY.

2 MR. CALLEBS: YEAH, I WOULD LIKE TO
3 TALK TO WHOEVER --

4 MS. SANDERS: YEAH, IT WON'T BE ME
5 THAT SAYS NO. SO, IF SOMEBODY SAYS NO, I WILL SAY,
6 WELL, YOU NEED TO -- CAN YOU PLEASE TELL THEM WHY.
7 BUT I DON'T THINK IT'S GOING TO BE A PROBLEM.

8 MR. CALLEBS: YEAH, WE NEED HELP, WE
9 HAVE TO TALK TO SOMEBODY.

10 MS. SANDERS: YES, YOU DO. YEAH.

11 MS. DEMPSEY: AND YOUR EMAIL ADDRESS
12 IS LAURIE.SANDERS --

13 MS. SANDERS: IT'S LAURA, L-A-U-R-A.

14 MS. DEMPSEY: OH, LAURA, L-A-U-R-A.

15 MR. CALLEBS: THANK YOU, LAURA. I
16 APPRECIATE ALL YOUR HELP ON THIS.

17 MS. SANDERS: YOU'RE WELCOME.

18 MS. DEMPSEY: AND ANOTHER SIDE OF
19 THAT, TOO, THERE'S PEOPLE ON MEDICAID THAT ARE NOT
20 ON THE WAIVER, AND ACTUALLY I THINK THESE PEOPLE
21 HAVE BEEN WAITING FOR TWO MONTHS. AND THEN, WHEN
22 THEY GO TO THE DCBS OFFICE, AND I KNOW THAT THERE'S
23 A LOT OF TURNOVER, THEY GO INTO THE DCBS OFFICE TO
24 GET RECERTIFIED, AND THIS WAS LIKE ELDERLY PEOPLE
25 THAT ARE ON MEDICAID ARE SOME EXAMPLES THAT WE'VE

1 HEARD, AND THEY'RE NOT GETTING THE INFORMATION BACK
2 IF THEY'VE BEEN APPROVED OR NOT APPROVED, OR -- SO,
3 I KNOW ONE PERSON THAT'S CALLED THEIR DCBS OFFICES
4 THREE TIMES, AND THE COMMENT THEY GET IS, YOU
5 SHOULD GET A NOTIFICATION LETTER IN SEVEN TO
6 TEN DAYS. SO THEY STILL HAVE NOTHING. SO, I'VE
7 HEARD THAT FROM A COUPLE PEOPLE, TWO DIFFERENT
8 COUNTIES, AND -- CAUSE ONE OF THEM I'M FAMILIAR
9 WITH, BUT -- SO THEY HAVE NO IDEA, LIKE, IF THEY'RE
10 STILL -- THEY'RE STILL GETTING SERVICES FOR RIGHT
11 NOW, BUT THEY'RE NOT SURE HOW LONG THEY'RE GOING TO
12 GET THOSE OR IS IT GOING TO END UP WHERE THEY'RE
13 GOING TO OWE A LOT OF MONEY.

14 SO, YOU HAVE NOT ONLY THE WAIVER
15 SITUATION GOING ON THROUGH MEDICAID, BUT YOU'VE GOT
16 JUST MEDICAID SERVICES PARTICULARLY FOR ELDERLY,
17 SENIORS.

18 MS. SANDERS: SO THESE ARE SENIORS IN
19 SOME TYPE OF WAIVER?

20 MS. DEMPSEY: WELL, THEY'RE NOT
21 WAIVER, BUT ARE MEDICAID ELIGIBLE.

22 MS. SANDERS: BECAUSE MOST OF OUR
23 SENIORS ARE NOT MEDICAID ELIGIBLE UNLESS THEY'RE IN
24 WAIVER, BECAUSE THE INCOME LIMITS FOR MEDICAID, FOR
25 YOU KNOW, AN ADULT NOT IN WAIVER --

1 MS. DEMPSEY: ACTUALLY THIS WOULD
2 PROBABLY GO TO -- IT WOULD PROBABLY HAVE TO DO
3 WITH, LIKE, NURSING HOME SITUATIONS.

4 MS. SANDERS: OH, OKAY. SO THEY'RE
5 IN A NURSING FACILITY?

6 MS. DEMPSEY: YEAH. ONE THAT I'M
7 FAMILIAR WITH, YEAH. BUT THEN, THEY'RE NOT GETTING
8 INFORMATION BACK FROM THEIR DCBS OFFICE.

9 MS. SANDERS: TO LET THEM KNOW
10 WHETHER THEY'RE ELIGIBLE OR NOT?

11 MS. DEMPSEY: RIGHT, RIGHT.

12 MS. SANDERS: YOU CAN SEND ME THOSE
13 NAMES.

14 MS. DEMPSEY: WELL, THAT'S WHY I WAS
15 ASKING FOR YOUR EMAIL ADDRESS. SO, IN ADDITION TO
16 THE WAIVERS, YOU'VE GOT THOSE SITUATIONS GOING ON
17 AS WELL AT THE DCBS OFFICES, AND SO, WHEN A PERSON
18 GOES TO THE DCBS OFFICE, THEY CAN'T MAKE
19 APPOINTMENTS ANYMORE, I GUESS BECAUSE OF ALL THE
20 CHANGES, SO THEY GO AND WAIT, AND IT'S USUALLY A
21 DIFFERENT PERSON EACH TIME.

22 MS. SANDERS: THEY CAN MAKE
23 APPOINTMENTS. YOU CAN STILL REQUEST AN
24 APPOINTMENT. SO, IF THEY HAVE A LOCAL OFFICE
25 SAYING, NO, WE'RE NOT GOING TO SCHEDULE YOU AN

1 APPOINTMENT, THAT NEEDS TO COME UP.

2 MS. DEMPSEY: I THINK THEY WERE TOLD
3 THEY HAD TO COME IN AND WAIT.

4 MS. SANDERS: YEAH, YOU CAN, AND
5 YOU'VE ALWAYS BEEN ABLE TO DO THAT, YOU CAN COME IN
6 AND WAIT, BUT YOU CAN ALSO SAY, YOU KNOW, I'D LIKE
7 TO SCHEDULE AN APPOINTMENT, BECAUSE SOMETIMES IF
8 YOU'RE ELDERLY, THEY DON'T NEED TO SIT IN A LOBBY
9 FOR FOUR OR FIVE HOURS WAITING TO SEE SOMEONE. SO
10 IF THEY'RE BEING TOLD, NO, WE CANNOT SCHEDULE YOU
11 AN APPOINTMENT, WE NEED TO ADDRESS THAT.

12 MS. DEMPSEY: OKAY. SO I'LL SEND YOU
13 AN EMAIL.

14 MS. SANDERS: YEAH.

15 MS. DEMPSEY: OKAY. SO IS THAT THE
16 LAST --

17 MS. MCCracken: THANK YOU, LAURA, AND
18 THANK YOU EVERYBODY THAT'S HELPED WITH THESE
19 ISSUES. I MEAN, IT'S FRUSTRATING, BUT I WANT TO
20 THANK YOU ALL. I KNOW EVERYBODY'S TRYING.

21 MS. DEMPSEY: OKAY. THANK YOU VERY
22 MUCH. I APPRECIATE IT.

23 WELL, ACTUALLY THAT WAS THE LAST
24 THING THAT WE ACTUALLY HAVE ON OUR AGENDA, BUT I
25 DON'T KNOW IF ANYBODY HAS ANYTHING ELSE OR NOT. I

1 DO WANT TO MENTION PARTICIPANT DIRECTED SERVICES TO
2 MAYBE DAIL OR WHOEVER. I KNOW WITH THE WAIVERS
3 BEING LOOKED AT, I WONDERED IF, LIKE, PDS SERVICES
4 ARE ALSO BEING LOOKED AT AS WELL I ASSUME IN THOSE
5 WAIVERS. ARE THEY, EARL?

6 MR. GRESHAM: YES, THAT'S CORRECT.

7 MS. DEMPSEY: ANY BIG CHANGES SO FAR?

8 MR. GRESHAM: WE HAVEN'T STARTED
9 MEETINGS YET.

10 MS. DEMPSEY: YOU WOULD KNOW THAT,
11 WOULDN'T YOU? OKAY. THANK YOU VERY MUCH.

12 DOES ANYBODY ELSE HAVE ANYTHING ELSE?
13 WE'RE AT THE END OF OUR AGENDA, SO DOES ANYBODY
14 HAVE ANYTHING ELSE?

15 MR. CALLEBS: JUST CONFIRM THE NEXT
16 MEETING DATE.

17 MS. DEMPSEY: NOVEMBER 18TH. IS THAT
18 OKAY WITH EVERYBODY? SO, NOVEMBER 18TH IS OUR NEXT
19 DATE. AND I GUESS ONE OF US WILL GO TO THE --
20 WHICH IS ON THE 22ND -- THE ADVISORY MEETING AND
21 REPORT THAT THE PACK NET --

22 MR. CALLEBS: THE MAC.

23 MS. DEMPSEY: YEAH, THE MAC. DAWN,
24 IS THE MAC MEETING THE 22ND, I THINK?

25 MS. WHEELER: I'M NOT SURE.

1 MR. GRESHAM: I CAN TELL YOU HERE IN
2 A SECOND.

3 MS. MCCRACKEN: ARE THERE ANY
4 RECOMMENDATIONS MADE TODAY?

5 MS. DEMPSEY: I DON'T HAVE ANY. DO
6 YOU ALL HAVE ANY KIND OF RECOMMENDATIONS FOR TODAY?

7 MR. GRESHAM: THE MAC IS THE 22ND AT
8 TEN.

9 MS. DEMPSEY: 22ND AT TEN O'CLOCK,
10 OKAY.

11 MR. CALLEBS: I DON'T KNOW IF WE WANT
12 TO, BUT MAYBE AT THE REPORTING WE COULD EMPHASIZE
13 THE ELIGIBILITY ISSUES AND THAT WE ARE WORKING WITH
14 DCBS OFFICIALS ON IT, BUT IT IS A PERSISTENT AND
15 SERIOUS PROBLEM, IT'S REALLY AFFECTING CARE OF
16 PEOPLE. I JUST DON'T KNOW WHAT TO RECOMMEND, SO I
17 DON'T KNOW WHAT THE FIX IS.

18 MS. DEMPSEY: YEAH. I DO WANT TO SAY
19 ONE THING BEFORE WE DO END TODAY, I WANT TO THANK
20 ALL THE STAFF, DCBS, SCL, DEPARTMENT OF IDD AND
21 DAIL FOR -- WE HAVE FORMED A FAMILY SUPPORT
22 COALITION, AND I DON'T KNOW IF A LOT OF YOU ALL ARE
23 AWARE OF THAT, BUT WE DID -- WHEN I SAY, "WE," THE
24 COALITION GROUP DID SIX EVENTS ACROSS THE STATE --
25 UNFORTUNATELY WE DID THEM IN JUNE AND JULY, WHEN

1 EVERYBODY WAS ON VACATION -- BUT ANYWAY, I DID WANT
2 TO TELL YOU ALL THAT IT IS A COALITION GROUP, WE
3 MET, LIKE, THE END OF AUGUST AND IT'S A LOT OF
4 DIFFERENT GROUPS THAT -- IT'S AGENCIES AND IT'S
5 STATE DEPARTMENTS, AND WE ACTUALLY HAD MORE
6 AGENCIES PARTICIPATING AND IT WAS TO GET
7 INFORMATION TO FAMILIES THAT -- NOT ONLY
8 DISABILITIES, BUT THE SENIOR POPULATION AS WELL,
9 AND WE JUST -- I JUST WANT TO THANK YOU ALL FOR
10 SENDING AGENCIES TO COME AND PRESENT AT ROUND
11 TABLES TO GET INFORMATION TO FAMILIES. LIKE I
12 SAID, WE DID THAT IN JUNE AND JULY, PROBABLY WASN'T
13 THE BEST TIME OF THE YEAR TO DO THAT, BUT THEY WENT
14 ACROSS THE STATE AND THERE WERE SIX OF THEM, AND WE
15 TEAMED UP, LIKE I SAY, WITH SEVERAL COALITION
16 MEMBERS, THE KENTUCKY AUTISM TRAINING CENTER AND A
17 LOT OF DIFFERENT CENTERS, BUT WE DIDN'T GET AS MUCH
18 PARTICIPATION FROM FAMILY MEMBERS TO GET
19 INFORMATION OUT TO THEM AS WE WERE HOPING, BUT THE
20 ONES THAT WERE THERE, THEIR COMMENTS WERE -- THE
21 FEEDBACK WAS -- ESPECIALLY IN THE LEXINGTON AREA,
22 E-TOWN AND EASTERN KENTUCKY -- WELL, ALL OF THEM
23 ACTUALLY -- FOR THE FAMILIES AND THE INDIVIDUALS
24 THAT WERE THERE, THEY REALLY APPRECIATED MEETING
25 STATE AGENCIES OF PEOPLE THAT THEY DON'T OFTEN GET

1 A CHANCE TO HEAR FROM, AND SO, I JUST WANTED TO
2 THANK ALL THE DEPARTMENTS THAT HAD PEOPLE THERE TO
3 TALK ABOUT WAIVER SERVICES, AND I DON'T KNOW HOW
4 MANY PEOPLE HERE ACTUALLY WENT TO ANY OF THOSE.
5 BUT ANYWAY, I JUST WANT TO THANK YOU ALL FOR
6 PARTICIPATING.

7 MR. CALLEBS: LAURA, CAN I ASK ONE
8 MORE QUESTION?

9 MS. SANDERS: SURE.

10 MR. CALLEBS: ARE THE DEPARTMENTS
11 INVOLVED IN ELIGIBILITY, I MEAN, MEETING AT, YOU
12 KNOW, AT PRETTY HIGH LEVELS, LIKE, MEDICAID, DCBS,
13 OATS OR HP, WHOEVER'S INVOLVED IN THE SYSTEMS?

14 MS. SANDERS: ARE THEY MEETING?

15 MR. CALLEBS: YES, AT HIGH LEVELS TO
16 FIGURE OUT ALL OF THESE GLITCHES.

17 MS. SANDERS: YES, YES.
18 UNEQUIVOCALLY, YES, THEY ARE MEETING. THEY ARE
19 MEETING. IT FEELS LIKE ALL TIME. OF COURSE, I'M
20 NOT IN ALL THE MEETINGS, BUT, YES, EVERYBODY IS
21 BEING BROUGHT IN ON THAT, DMS, OATS, DELOITTE,
22 EVERYBODY, AND THAT'S -- YOU KNOW, THEY WERE ALL
23 REPRESENTED AT THE MEETING ON FRIDAY WHEN THEY WERE
24 GOING THROUGH THE LIST OF SYSTEM ISSUES THAT WERE
25 IDENTIFIED THAT NEEDED TO BE CORRECTED AND HOW

1 COULD THEY BE CORRECTED. THEY HAD SOME OF THE TOP
2 DELOITTE PEOPLE IN THE ROOM SO THAT THEY COULD
3 SPEAK, YOU KNOW, DIRECTLY TO SYSTEMS PEOPLE AND
4 PROGRAMMING ON HOW TO FIX THESE. SO, YES, YEAH.

5 MR. CALLEBS: OKAY. AND THIS IS
6 GOING TO CONTINUE?

7 MS. SANDERS: IT WILL CONTINUE UNTIL
8 IT'S FIXED, IS MY UNDERSTANDING, UNTIL WE RESOLVE
9 THESE ISSUES. HOPEFULLY IT WILL BE SOONER RATHER
10 THAN LATER, BUT, YES, THAT WILL CONTINUE.

11 MR. CALLEBS: IS THERE ANY -- DO YOU
12 HAVE ANY SUGGESTIONS FOR ANY KIND OF
13 RECOMMENDATIONS THIS GROUP COULD PUT FORWARD TO THE
14 MAC THAT WOULD HELP CALL ATTENTION TO IT OR IS
15 THERE ANY KIND OF NEW, YOU KNOW, GROUPS OR -- THAT
16 COULD COME TOGETHER TO MAYBE SPUR THINGS ALONG?

17 MS. SANDERS: NOT THAT I'M AWARE OF,
18 BUT YOU CAN CERTAINLY EMAIL ME, LIKE, A SUMMARY OF
19 CONCERNS, AND I WILL PASS IT ON. I THINK, YOU
20 KNOW, IT'S PRETTY MUCH ACROSS THE BOARD, THE SAME
21 CONCERN FOR EVERYONE, EITHER PEOPLE ARE NOT GETTING
22 THE CORRECT TYPE OF ELIGIBILITY OR PROVIDERS ARE
23 NOT GETTING PAID OR THEY'RE NOT ABLE TO ACCESS
24 SERVICES. SO IT ALL GOES BACK TO THE SAME GROUP --
25 IT'S THE SAME ROOT PROBLEM, BUT WHAT'S CAUSING THAT

1 PROBLEM IS DIFFERENT THINGS.

2 SO, YOU KNOW, WE HAVE NURSING
3 FACILITIES THAT HAVE THE SAME ISSUES THAT, YOU
4 KNOW, THIS ROOM WOULD HAVE, AND SO, I DON'T KNOW OF
5 ANYTHING ELSE. I JUST DON'T KNOW, BUT YOU CAN SEND
6 IT TO ME AND I'LL SEND IT ON. IT MIGHT BE
7 SOMETHING DIFFERENT, YOU KNOW, YOU MIGHT BE ABLE TO
8 SHED SOME NEW LIGHT ON IT, I DON'T KNOW. I KIND OF
9 HAVE MY HEAD IN THE GROUND RIGHT NOW TRYING TO WORK
10 OFF ONE CASE AT A TIME.

11 MR. CALLEBS: WELL, FOR THE MEMBERS
12 PRESENT AND ON THE PHONE, IS THERE ANYTHING THAT --
13 I MEAN, IT'S A HUGE PROBLEM, I'M JUST NOT SURE WHAT
14 TO RECOMMEND TO THE MAC AS FAR AS, YOU KNOW, FIX OR
15 ADDITIONAL PEOPLE OR DEPARTMENTS MEETING ON IT
16 BECAUSE IT SOUNDS LIKE THE KEY PLAYERS ALREADY ARE.

17 MS. SANDERS: THEY ALREADY ARE.

18 MR. CALLEBS: DMS, DELOITTE, OATS.

19 MS. SANDERS: YEAH, EVERYBODY'S
20 INVOLVED.

21 MR. CALLEBS: IT JUST DOESN'T SEEM
22 LIKE WE'RE GAINING MUCH GROUND, EVEN THOUGH A LOT
23 OF WORK IS BEING DONE, A LOT OF EFFORT AND TIME AND
24 CONCERN IS BEING PUT IN, BUT WE'RE NOT GAINING MUCH
25 GROUND BECAUSE WE STILL HAVE JUST WIDESPREAD

1 ELIGIBILITY PROBLEMS, PEOPLE FALLING OUT OF
2 ELIGIBILITY AND GOING OUT OF PAYMENT STATUS FOR NO
3 KNOWN REASON, AND WHEN YOU DO DISCOVER IT, IT'S
4 ALMOST IMPOSSIBLE TO GET IT FIXED, AND I DON'T -- I
5 MEAN, I'M NOT SURE WHAT THE NEXT STEP IS.

6 MS. SANDERS: I'M NOT SURE EITHER.
7 HONESTLY, I DON'T KNOW, BECAUSE A LOT OF THIS IS
8 JUST WAY OVER MY HEAD AS FAR AS WHEN YOU TALK ABOUT
9 SYSTEM PROBLEMS. YOU KNOW, YOU'RE WELCOME TO SEND
10 ME SOMETHING. MY SUGGESTION, SINCE THERE IS A LOT
11 OF THINGS IN PLACE RIGHT NOW AND A LOT GOING ON, IS
12 THAT MAYBE THIS IS ASSESSED AT THE NEXT MEETING TO
13 SEE WHERE WE ARE, BECAUSE HOPEFULLY BY THAT TIME
14 SOME OF THE THINGS THAT THEY'RE PUTTING IN PLACE
15 WILL HAVE HAD TIME TO, YOU KNOW, BE FIXED AND ALL
16 THAT STUFF SO WE CAN SEE IF IT'S -- IF THAT DID
17 INDEED IMPROVE ANYTHING.

18 MR. CALLEBS: OKAY.

19 MS. SANDERS: BUT THAT'S JUST A
20 SUGGESTION. I DON'T -- YOU KNOW, I HATE TO SAY
21 GIVE IT MORE TIME, BUT I DO KNOW THERE'S A LOT OF
22 THINGS GOING ON THAT HAVEN'T ACTUALLY BEEN
23 IMPLEMENTED YET BECAUSE THEY'RE WORKING THROUGH ALL
24 THE INS AND OUTS. SO, MAYBE IN A FEW MONTHS WHEN
25 THOSE GET IMPLEMENTED -- AND IT'S NOT GOING TO BE A

1 FEW MONTHS BEFORE THEY GET IMPLEMENTED, IT'LL BE
2 VERY SOON, BUT ESPECIALLY SOME OF THESE SYSTEMS
3 SYNC'S THAT THEY'RE GOING TO RUN AND SOME OF THAT, A
4 COUPLE OF MONTHS WOULD LET US KNOW FROM YOU ALL,
5 DID THIS WORK. WE'RE STILL GOING TO HAVE THE
6 CLEANUP, I MEAN, WE'RE STILL GOING TO HAVE THE
7 CLEANUP, BUT AT THAT TIME YOU SHOULD BE ABLE TO
8 TELL ME, WE'RE SEEING LESS NEW PROBLEMS, OR WE'RE
9 STILL SEEING NEW PROBLEMS, AND SO, THAT MIGHT SHED
10 A BETTER LIGHT ON IT.

11 MR. CALLEBS: AND IS THE TASK FORCE
12 THAT'S MEETING, IS THAT JUST AN INTERNAL MEETING OR
13 IS THAT A PUBLIC MEETING?

14 MS. SANDERS: IT'S INTERNAL.

15 MR. CALLEBS: IT'S INTERNAL, OKAY.
16 ALL RIGHT. ANY OTHER COMMENTS FROM THE CALLERS, OR
17 SHANNON OR CHRIS?

18 MR. STEVENSON: NO, WE'RE GOOD HERE.
19 THANKS, JOHNNY.

20 MS. SANDERS: AND I WANT TO SAY YOU
21 COULD ALSO RELAY THOSE ISSUES TO STACY FISH, SHE
22 WOULD BE A GOOD PERSON, TOO. I'M SURE SHE'S
23 GETTING THE ISSUES CAUSE SHANNON'S BEEN IN
24 COMMUNICATION WITH HER. SHE WOULD BE A GOOD
25 PERSON, TOO.

1 MR. CALLEBS: WOULD DELOITTE BE THE
2 PRIMARY ENTITY THAT WOULD GET THE SYSTEM FIX DONE?

3 MS. SANDERS: THEY ARE, OATS AND
4 DELOITTE, YEAH.

5 MR. CALLEBS: COULD WE GET DELOITTE
6 TO COME TO THE MAC AND EXPLAIN EFFORTS THAT ARE --

7 MS. SANDERS: I DON'T KNOW. I CAN
8 ASK. I DON'T KNOW.

9 MR. CALLEBS: MAYBE WE CAN ASK THE
10 MAC TO REQUEST OR REPORT AN UPDATE FROM DELOITTE AT
11 THEIR NEXT MEETING, LIKE, TOO SOON FOR THIS ONE,
12 BUT --

13 MS. DEMPSEY: YEAH, THEY WOULDN'T
14 MAKE IT FOR THIS ONE, BUT MAYBE FOR THE NEXT ONE.

15 MS. SANDERS: YOU MIGHT ASK STACY
16 THAT, THAT MIGHT -- STACY FISH, SHE'S IN CLOSE
17 CONTACT WITH DELOITTE, SO SHE WOULD PROBABLY BE THE
18 MORE APPROPRIATE PERSON TO ANSWER THAT. YOU CAN
19 HAVE SOMEBODY MORE SYSTEM KNOWLEDGEABLE THAN ME,
20 CAUSE I WANT THE SYSTEM TO WORK. IF IT DOESN'T,
21 THAT'S AS FAR AS I WANT TO GO, IT'S NOT WORKING,
22 FIX IT. SO THAT'S ABOUT AS FAR AS I CAN GO WITH
23 TELLING YOU ABOUT SYSTEM PROBLEMS.

24 MS. MCCRACKEN: I LIKE THAT, LAURA.

25 MS. SANDERS: YEAH, JUST FIX IT. I

1 DON'T CARE, JUST FIX IT.

2 MS. MCCRACKEN: I'M WITH YOU, FIX IT.
3 AND ALSO, THE LEGISLATORS, HEALTH AND WELFARE,
4 COULD PROBABLY GET THEM TO REPORT ON IT AS WELL.
5 WE'RE ALL IN THIS ONE TOGETHER, THAT'S FOR SURE.
6 YOU KNOW, IT SEEMS LIKE WHEN IT WAS INCREASE IN
7 POPULATION AND THINGS LIKE THAT, THE MEDIA IS ALL
8 OVER IT AND IT GETS ALL THE ATTENTION, AND, YOU
9 KNOW, LIKE I SAID, THE TERM, SUFFERING IN SILENCE,
10 I MEAN, WE'RE REALLY TAKEN FOR GRANTED OUT THERE.
11 I KNOW YOU ALL ARE STARTING TO UNDERSTAND IT, BUT
12 PROVIDERS JUST CANNOT KEEP DOING THIS. SO, I
13 APPRECIATE ALL THE EFFORT.

14 MS. DEMPSEY: OKAY. THEN, IF NOBODY
15 HAS ANYTHING ELSE, I THINK THAT WE ARE ADJOURNED.

16

17

18

19

20

(MEETING ADJOURNED AT 11:28 A.M.)

21

22

23

24

25

1 COMMONWEALTH OF KENTUCKY)
 2 COUNTY OF JEFFERSON) : SS

3

4 I, JOYCE NEWTON, A NOTARY PUBLIC IN AND FOR
 5 THE STATE OF KENTUCKY AT LARGE, DO HEREBY CERTIFY
 6 THAT THE FOREGOING MEETING WAS TAKEN BEFORE ME AT
 7 THE TIME AND PLACE AS STATED IN THE CAPTION; THAT
 8 THE SAID PROCEEDINGS WERE TAKEN DOWN BY ME IN
 9 STENOGRAPHIC NOTES AND AFTERWARDS TRANSCRIBED UNDER
 10 MY DIRECTION; THAT IT IS A TRUE, COMPLETE AND
 11 CORRECT TRANSCRIPT OF THE SAID PROCEEDINGS SO HAD.

12

13

14

15 WITNESS MY SIGNATURE THIS THE 5TH DAY OF
 16 OCTOBER, 2016.

17

18

19

20 MY COMMISSION EXPIRES JULY 16, 2018.

21

22

23

Joyce Newton
 JOYCE NEWTON
 COURT REPORTER AND NOTARY PUBLIC
 STATE OF KENTUCKY AT LARGE

24

25

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