



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

**Matthew G. Bevin**  
Governor

275 E Main St, 6W-A  
Frankfort, KY 40621  
www.chfs.ky.gov

**Vickie Yates Brown Glisson**  
Secretary

**Stephen P. Miller**  
Commissioner

**TO:** Intermediate Care Facility - Individuals with Intellectual Disabilities (PT 11)  
Nursing Facility (PT 12)  
Community Mental Health Center (PT 30)  
Hospice (PT 44)

**FROM:** Stephen P. Miller, Commissioner *Miller*

**DATE:** August 15, 2017

**RE:** Upcoming Policy and Process Changes for Level of Care (LOC) Requests  
PT 11 – Provider Letter # A-351  
PT 12 – Provider Letter # A-254  
PT 30 – Provider Letter # A-106  
PT 44 – Provider Letter # A-204

The Department for Medicaid Services (DMS) is beginning a new project to transform the level of care (LOC) policies and processes for intermediate care facility for individuals with intellectual disabilities (ICF-IID), nursing facility, and hospice services. This project includes changes to existing requirements for submitting level of care requests and will transition paper-based LOC processes to a technology system where providers will be able to electronically submit their LOC requests through a self-service portal.

The purpose of the project is to improve the LOC process for providers and DMS by streamlining communication and coordination capabilities in addition to refreshing policy. The LOC transformation project has several anticipated benefits for providers, including:

1. Tracking ability – providers will enter LOCs electronically through a self-service portal and will have the ability to track the status of these LOCs;
2. Automatic task generation – the system will trigger LOC tasks as reminders to providers and allow them to submit reassessments electronically;
3. Streamlined processes – providers will be able to initiate discharge and LOC requests electronically, which will trigger a task for the appropriate review organization to determine if LOC is met;

4. Automatic interface with MMIS – LOC information will be exchanged electronically with Kentucky’s Medicaid Management Information System (MMIS), which will improve coordination.

DMS plans to file emergency regulations to implement the new LOC policies and processes so that the revised regulations become effective when the new electronic system is ready to process LOCs. The anticipated effective date for these changes and the system implementation is November 30th, 2017. DMS is committed to preparing our providers to be ready for these upcoming LOC changes. We will be hosting a webinar in August to explain the new LOC policies and processes. To accommodate providers’ schedules, the webinar will be offered on two dates, but the content will be the same. We encourage you to attend one of the scheduled webinars.

**Webinar Option 1**

Wednesday, August 23<sup>rd</sup>, 2017  
10:00 a.m. - 12:00 p.m. (EST)

**Webinar Option 2**

Thursday, August 31<sup>st</sup>, 2017  
10:00 a.m. - 12:00 p.m. (EST)

More information about the webinars and how to access them is provided on the DMS webpage:  
<http://www.chfs.ky.gov/dms>

Additionally, DMS will be conducting training forums throughout the state in October and November for providers to learn the new electronic system. We will also provide job-aids, a web-based training, procedure manuals, and a policy guide to support providers as they are onboarding to the system.

We will be providing regular communications about the LOC project’s status. To ensure that your organization is kept informed of our updates and is able to sign up for training, please send an email to [LOCTransformation@ky.gov](mailto:LOCTransformation@ky.gov) containing the names and email addresses of all individuals who should be included in these communications by Friday, August 25th.

If you have any questions about the LOC project, please send them to [LOCTransformation@ky.gov](mailto:LOCTransformation@ky.gov).