Thank you for joining KLOCS Webinar Part 1

Please review the Zoom Tips for Success while you wait:



Kentucky Level of Care System (KLOCS) Part 1

July 2020

KLOCS Part 1 Training Agenda

ΤΟΡΙΟ	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 SummaryOverview of Message Center & Correspondences	3:00 PM – 3:20 PM	20 Minutes
Application Intake & Document Upload	Completing Nursing Facility Application IntakeDocument 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

ΤΟΡΙϹ	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 OverviewRequest PASRR Level II	3:20 PM – 3:40 PM	20 Minutes
Wrap-Up	Recap KLOCS Roles and FunctionalitiesQuestions and Answers	3:40 PM – 4:00 PM	20 Minutes

Let's Poll

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

Polls		- 🗆	\times			
	Let's Poll!					
1. Who's your favorite l	Men's College Basketbal	l team?				
C Kentucky Wildcats						
O Louisville Cardinals						
 Let's watch football inst 	ead					
	Submit					
					.11	
		Chat	Raise Hand	Q&A	Polls	

Leave



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

What if I have Questions During the Webinar?



Question and Answer

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



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

KLOCS Overview, Purpose, & Scope



Kentucky Level of Care System (KLOCS) 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**.

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

PURPOSE

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



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TIMELINE

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Kentucky Level of Care System (KLOCS) Overview



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KLOCS Benefits

KLOCS: Kentucky Level of Care System

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



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Providers (NF, Institutionalized Hospice Service, ICF-IID)	DMS	PRO	СМНС	DBHDID
 Completes LOC applications for Individuals Manages Individual LOC applications 				
 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) 				

Providers	Department for Medicaid Services (DMS)	PRO	СМНС	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 			

	Providers	DMS	Peer Review Organization (PRO)	СМНС	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 		

	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 	

	Providers	DMS	PRO	СМНС	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
DTIFICATIONS					 Receives the DBHDID Committee LOC Determination Task once CMHCs submit a recommendation for an Individual meeting ID- RC/Dual Diagnosis criteria
TASKS & NO					 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.	



KLOCS goes live on what date?



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

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 <u>Medicaidpartnerportal.info@ky.gov</u>

- 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	Create KOG Accounts	Verify LOCs Were Transitioned to KLOCS
•	Facilities <u>MUST</u> provide DMS the name of the Individual who will hold the responsibility and role as the facility's KOG Org Admin	 All staff who administratively handle LOC intake may create their KOG accounts before August 3, 2020 	 The week of August 3rd, verify that all active Medicaid Member LOCs AND non-active Medicaid Recipients with LOCs less than
•	Email this Individual's information to: KLOCSOrgAdmin@ky.gov	 The KLOCS tile won't appear on the KOG My Apps page until August 3, 2020 	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



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



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

Access KLOCS



Access KLOCS

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

To access KLOCS, Users <u>must</u> 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.

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



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**

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



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

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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.

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



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



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. <u>Do not include any PHI (SSN, DOB, Medical History, etc.) in the email unless it is encrypted.</u>

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)



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



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?

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





What is the home page for all Users within KLOCS?



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



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

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.

Individual ID PASRR Number **Application** Number

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 <u>Application Number</u> 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

🛞 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. MCI Match Outcomes:

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.



GENDER

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

SOCIAL SECURITY NUMBER

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





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!