



February 5th 2018

Honorable Senator Vicki Schmidt
Chairperson
Kansas Senate Public Health and Welfare Committee
Kansas State Capital Building
Room 118-N
300 SW 10th Street
Topeka, Ks. 66612

RE: SB 332

Dear Senator Schmidt and Distinguished Members of the Committee:

Thank you for allowing me to provide testimony regarding SB 332. I represent Multi Community Diversified Services (MCDS) a community service provider (CSP) in McPherson Kansas. We are the original CSP in McPherson County and have provided services to persons with intellectual and developmental disabilities (I/DD) for over 43 years.

As you may know the I/DD community has been against the inclusion of the long term supports and services (LTSS) portion of Medicaid services in KanCare from the very beginning. Due to our advocacy the integration of LTSS was delayed from inclusion in KanCare for one year. I would like to tell you the delay helped with the integration of LTSS into KanCare but unfortunately this has not been the case.

While including the medical side of services in KanCare may possibly be appropriate (doctor's visits, pharmacy, hospital care, etc.) clearly LTSS is not a good fit. A person with an intellectual and/or developmental disability requires lifelong supports in order to live and work in our community. There is not a medical solution for this and imposing a medical model on the community supports side of services has been a dismal failure. Helping individuals with I/DD live and work in our community is good policy both from a fiscal and a human services standpoint. The individuals we serve are qualified for services in public and private institutions but at a greater cost both in financial and human capital. Thus serving them in the community is almost always the best outcome for everyone involved.

KanCare has unfortunately added layer upon layer of cost and complexity to the I/DD system. As a provider I now have three sets of contracts, billing systems, web sites, appeals processes, provider advocates and credentialing to add to an already complicated and burdensome system. After roughly five years of KanCare much of the billing verification and payment of claims by the three insurance companies is still a manual process. My administrative staff spends untold hours trying to get our claims paid both accurately and timely. Since our inclusion in KanCare I have had to add two additional administrative staff to bill, appeal and attempt to clean up constant mistakes and errors in payment from the insurance companies. In addition our Director



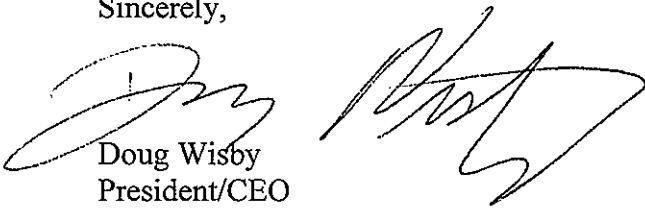
of Accounting has to spend enormous amounts of time working with insurance companies to assist MCDS Administrative staff through this process.

In addition KanCare has added a “care coordinator” as an additional layer of bureaucracy that didn’t exist before. It is our experience that care coordinators have caseloads of well over one hundred persons served and in some cases two to three hundred. They are based remotely and it is not unusual for the person served to see their care coordinator very infrequently if once a year. To somehow suggest that a care coordinator that works for an insurance company and is based out of a community hundreds of miles from McPherson is going to “coordinate” our client’s medical and behavioral care is simply not our reality. I have a nurse and two dedicated medical and behavioral appointment clerks on staff. I also have dedicated vehicles for transporting persons served to their appointments. It is somewhat ironic that while the state of Kansas is funding Managed Care Insurance Companies and their care coordinators my nurse and appointment staff are not funded.

The state cannot demonstrate **any** tangible improvements in LTSS with KanCare. When asked they simply go back to discussing **medical** outcomes like emergency room visits. I am not advocating for the removal of medical services from KanCare for those we serve, but I am advocating the removal of long term supports and services and frankly the sooner the better.

Thank you for your time and attention to this matter and for your service in the Kansas Senate.

Sincerely,



Doug Wisby
President/CEO
MCDS