

# KHA VIRTUAL District Meeting Spring 2023













# Today's Agenda

- Financial Stability
  - -All Payers Scorecard and Medicaid RFP Process
- Health Care Workforce Shortages
  - -HPSA Designation, Apprenticeships, Incentives, Workforce Data
- Member Discussion
  - Preventative Health Services Making an Impact
- State and Federal Advocacy
- KHSC and APS Spotlight Services
- Member Discussion on Current Topics



# Hospital Financial Viability Addressing Insurance Payer Issues

# PAYERS SCORECARD REDUCING ADMINSTRATIVE BURDEN





# Why Consider an All Payers Scorecard?

- Increasingly challenging reimbursement environment
- Cost containment pressures
- Lack critical data to address the challenges with payers
- Pinpoints internal process improvements
- · Helps understand who is thriving and who needs help
- Helps understand which payers are good or bad actors to aid in state policy
- Hospitals will now know:
  - 1. Hospital claim processing challenges
  - 2. Payers who have prompt-pay timing issues
  - 3. Hospital denial issues
  - 4. Payers who have denial issues
  - 5. Reimbursement % across the state and from what providers



# What is the value in an All Payers Scorecard?

# All Payers Streamline Processes

Clear expectations from providers to reduce initial errors
Exempt providers from processes based on performance (e.g., gold card programs)

#### Communication

 Timely announcement of new/revised policies
 Assigned provider reps for every hospital
 Encourage provider education
 Best practices
 Checklists



#### Commercial & Medicare Advantage

#### Prior Authorization

 Look for opportunities to reduce PA requirements for services & transfers to post-acute settings

#### Medicaid

#### Standardization

Mirror FFS processes & forms
 Align processes among MCOs
 Implement similar prior authorization & medical necessity criteria

- Build individual relationships with payers to address findings, streamline processes, encourage provider education, align processes, and collaborate on opportunities to reduce PA requirements
- Reduce initial denied charges by identifying internal process improvements such as coding errors or documentation denials
- Advocate for legislative changes with the data available

# What is the American Hospital Association Vitality Index

National Benchmarking and analytics solution tool
De-Identified claims and remittance files from hospitals across the country

## Operational metrics, focused on revenue flow

Divided into four quadrants



#### Velocity

measures the speed related to claims, remits and cash



### Visibility

reviews aging AR and denials by payer



#### Volatility

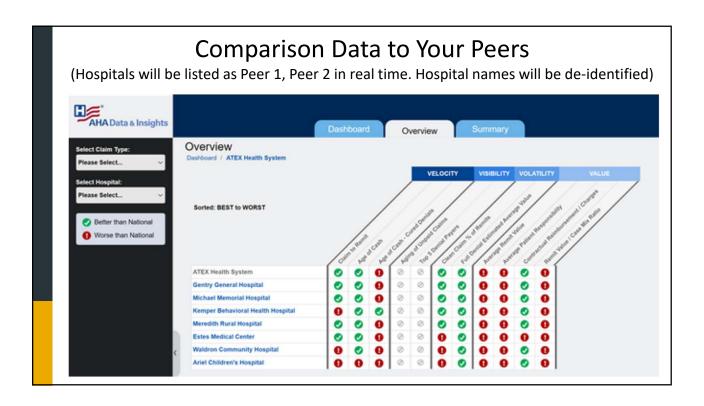
looks at the risk that could impact the speed and amount of cash

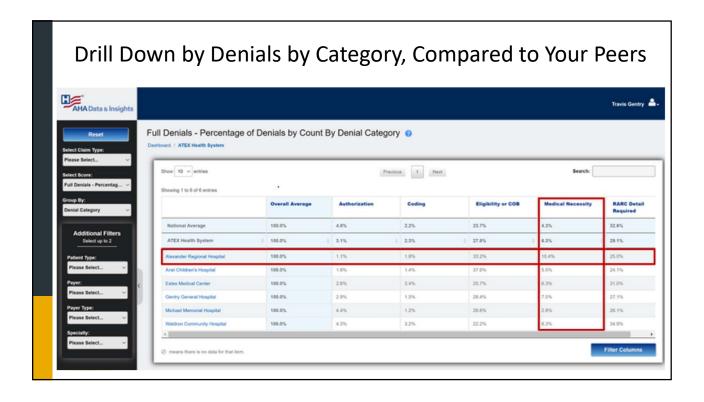


#### Value

evaluates the amount collected by payer, patient type, specialty and denials



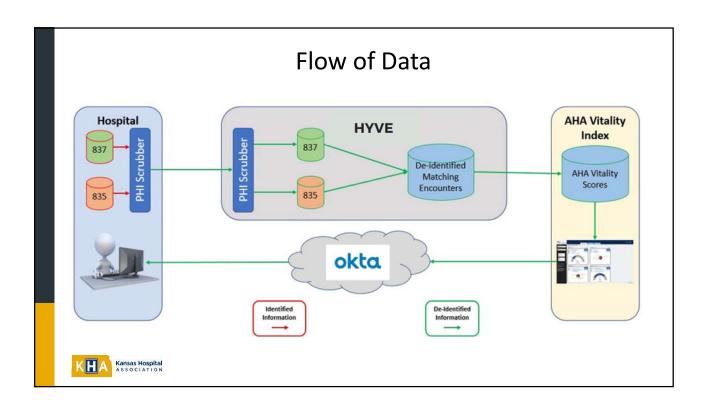




# **AHA Vitality References**

- No IT installation, so no burden on hospitals. There is no need to create custom reports or extracts.
- 2. Vitality utilizes a PHI Scrubber that removes all PHI data before it leaves your hospital environment. All data is encrypted.
- 3. Raw 835 and 837 claims files are uploaded to Vitality once a month (similar to the claims files that are uploaded to Health Exchange Networks).
- 4. They can backload three years of claims files ASAP to give immediate comparison data.
- 5. Hospital has shown a quadruple+ return on investment compared to the monthly cost they pay for the program.
- 6. Finance and Audit Board Committee is pleased with the detail shown from the program.
- 7. Program is objective and pulls denial data straight from the claims files, so there is no subjective justifications made.





# **Moving Forward**

- KHA partnership with Vitality Product
- Cost to hospitals:

Months 1-12

CAH, \$250/month per facility

PPS, \$500/month per facility

Months 13-36

CAH, \$500/month per facility PPS, \$1,000/month per facility





# KHA Strategically Using the Payers Scorecard

- 1. KHA distribute scorecards to insurance payers, Kansas Insurance Department and key policymakers quarterly.
- 2. Follow up phone calls with key insurance payers to address the scorecard and highlight the common patterns.
- 3. Ask the insurance payer to provide a quarterly summary about the scorecard what are the top five documentation denials by Kansas hospitals, what are the top five coding errors seen this quarter, what are the top five medical necessity denials seen this quarter.
- 4. Educational and communication strategies (marketing, advocating, external informational and educational briefs, etc.).



## Hospitals Strategically Using the Payers Scorecard

- Hospital individually reaching out to payers on scorecard.
- Working one-on-one with the payer on highlighted issues.
- Implement internal process improvements.
- Utilize the data to benchmark against similar sized hospitals. Outreach to those hospitals.
- Use the data to share with your key community partners and policymakers.
- Partner with payers to pinpoint hospital areas for improvement and payers areas for improvement.



## Strategic Opportunities to Consider

- Work directly with health plans to address issues collaboratively
- Consider legislation to address issues.
- Petition regulators to provide better oversight.
- Establish more health plan transparency through implementing payer scorecard.
- Partner with employers and other purchasers to influence health insurance payers.
- Explore legal avenues.
- Increase media campaign to make the issues more public.





# KANCARE 3.0 Tentative Timelines

KanCare Public Forums – Spring 2023

RFP Formation - Summer 2023

RFP Open - Fall 2023

Bids Closed – February 2024

New Contracts Announced – May 2024

New Contracts Start – January 2025



# KanCare 3.0 Public Forum Dates



Kansas is preparing to develop a Request for Proposal (RFP) for the 2025 KanCare Managed Care Organizations' (MCOs) contracts. The State needs your input about potential changes that are being considered.

The Kansas Department of Health and Environment (KDHE) invites KanCare providers and advocates to attend one of the information and feedback sessions listed below. State staff will provide you with updates and information about KanCare. We want to hear your ideas about how the program can be improved. You will have the opportunity to provide feedback and ask questions about how your input will be used to create the RFP.

To learn more about KanCare, please visit kancare.ks.gov.

Dates	Times	Locations
Tuesday, April 11	6:00 p.m 8:00 p.m.	Zoom: Click here to register.
Thursday, April 13	1:00 p.m 3:00 p.m.	Zoom: Click here to register.



If you do not wish to attend one of these meetings, or if you would like to provide your ideas in writing via e-mail, please contact Amy Gajda at KDHE at kancarerenewal@ks.gov.



# **RFP Change Recommendations**

- Collaboration and Partnerships
- Ensuring Timely Response
- Closing Accountability Gaps
- Instituting Standardization
- Outlining a Formal Appeals Process
- Care Coordination





## **Interested KanCare Bidders**

- Sunflower
- UnitedHealthcare
- Aetna
- Healthy Blue (BCBSKS/BCBSKC)
- UCare
- Molina Health
- CareSource







# Health Professional Shortage Areas (HPSA) 101

Ashley Wallace, Coordinator
Office of Primary Care and Rural Health
Bureau of Community Health Systems
Ashley.Wallace@ks.gov











The Kansas Office of Primary Care and Rural Health (SOPC-RH) aids Kansas' rural and medically underserved communities in building sustainable access to quality, patient-centered primary health care services.

Supporting recruitment and retention of the healthcare workforce



Connecting local providers and partners to resources and programs



Strengthening system-wide performance improvement capacity



## **Topics:**

- Health Professional Shortage Area (HPSA) Designations
- How Provider & Demographic Data Affect Scoring
- Why Are HPSA Scores Important?
- What Can Hospitals Do To Keep Designations Active?

To protect and improve the health and environment of all Kansans



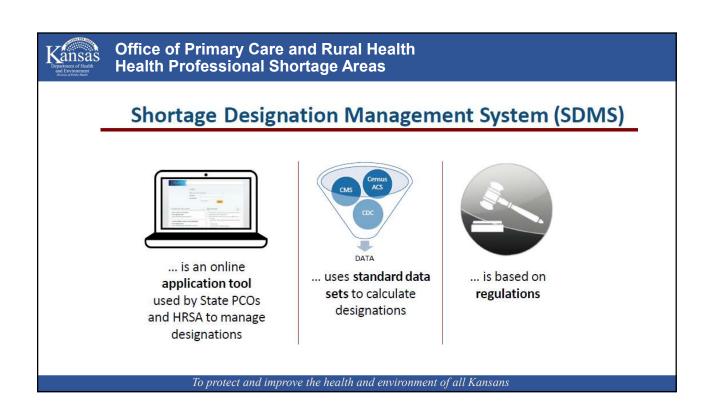
## What is a HPSA?

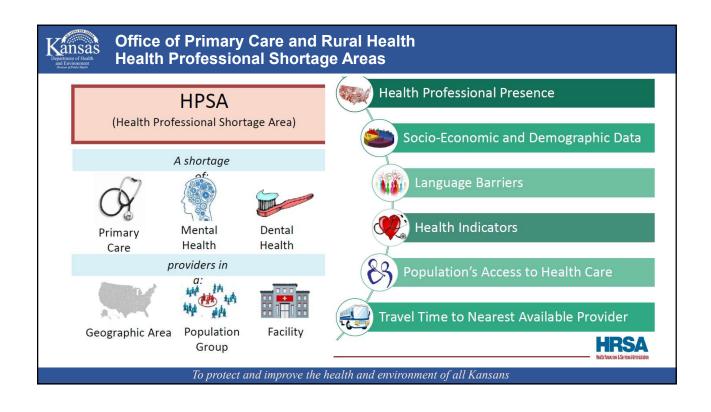
Health Professional Shortage Area (HPSA) designations identify areas facing a critical shortage of health care professionals.

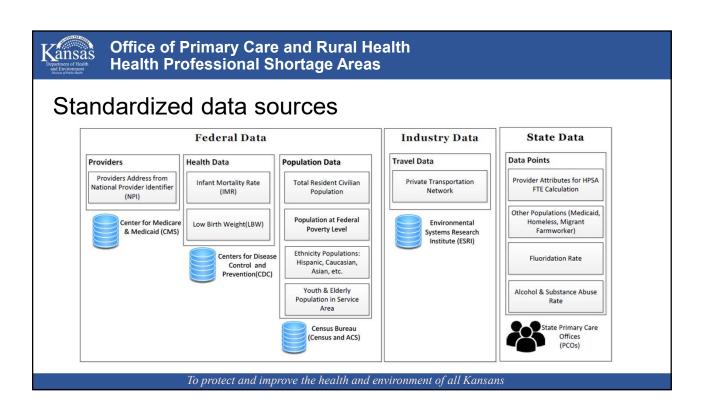
State and federal agencies use HPSAs to prioritize and direct limited resources to areas with unmet primary, dental, and mental health care needs.

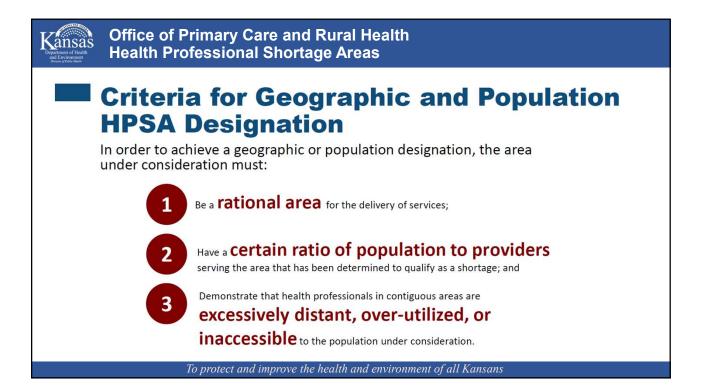
The SOPC-RH is responsible for the collection of information from health care professionals used in the population to professional ratios.

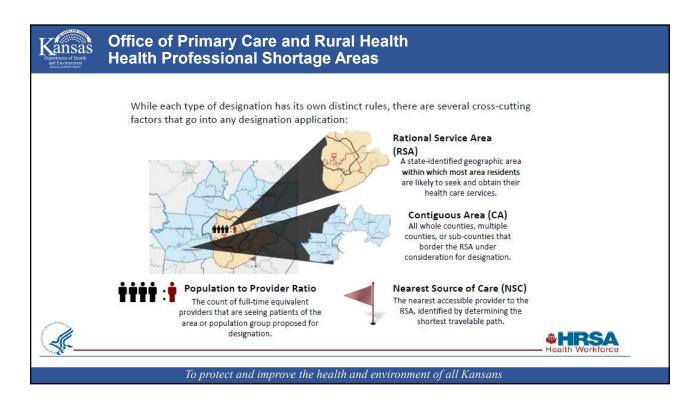
The process of surveying the health care professionals is accomplished through various partnerships/contracts: Fort Hays State University, KDHE Bureau of Health Facilities & Licensing, and Board of Healing Arts. All other data used in HPSA scoring is obtained through U.S. census data and other national sources.

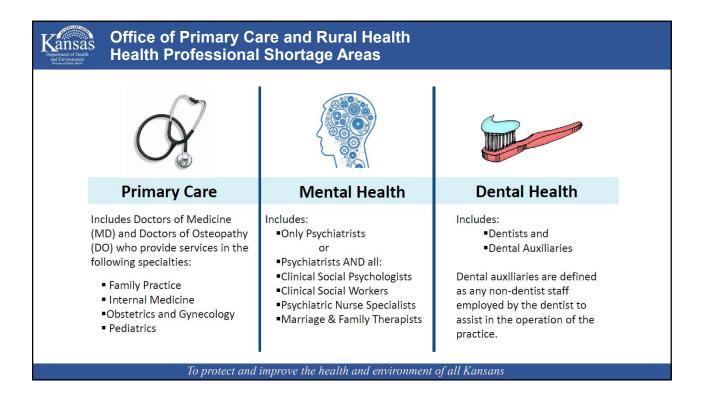












# Kansas Office of Primary Care and Rural Health Health Professional Shortage Areas

## Minimum Population-to-Provider Ratios set by HRSA

	Primary Care	Mental Health	Dental Health
Geographic	3,500:1	6,000:1 & 20,000:1  CMH and Psychiatrists  OR  9,000:1 30,000:1  CMH only Psych only	5,000:1
Population	3,000:1	4,500:1 & 15,000:1  CMH and Psychiatrists  OR  6,000:1 20,000:1  CMH only Psych only	4,000:1
Facility	1,000:1	2,000:1	1,500:1
	Min Pop 500	Min Pop 3,000	Min Pop 1,000

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# Office of Primary Care and Rural Health Health Professional Shortage Areas Rules for Population Group HPSAs Low-Income Population • To qualify, the RSA must have > 30% of its population ≤ 200% of the poverty level. Medicaid-Eligible Population • To qualify, the RSA must have > 30% of its population ≤ 200% of the poverty level. Migrant or Seasonal Farmworker • Designation requests should adjust the number of migrant or seasonal farmworkers for the fraction of the year they are in the RSA.



## Office of Primary Care and Rural Health Health Professional Shortage Areas



		Primary Care			Dental Health		Mental Health
Factor	Max Pts Awarded	Multiplier	Total Points Possible	Max Pts Awarded	Multiplier	Total Points Possible	Max Pts Awarded
Population : Provider Ratio	5	x 2	= 10	5	x 2	= 10	7
% of Population below FPL	5	x 1	= 5	5	x 2	= 10	5
Travel distance/time to NSC	5	x 1	= 5	5	x 1	= 5	5
Infant Mortality Rate or Low Birth Weight	5	X 1	= 5				
Water Fluoridation				1	x1	= 1	
Ratio of children under 18 to adults 18-64							3
Ratio of adults 65 and older to adults 18-64							3
Substance prevalence							1
Alcohol abuse prevalence							1
Max Score:			= 25			= 26	= 25

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# Office of Primary Care and Rural Health Health Professional Shortage Areas

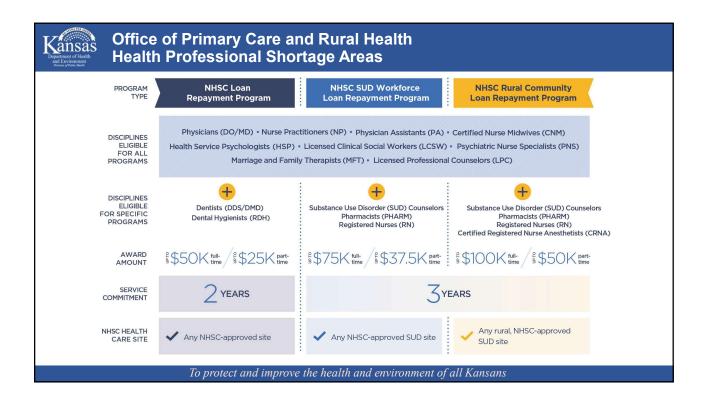
**Federal Programs Using Shortage Designations** 

Shortage Designation Type	National Health Service Corps (NHSC)	NURSE Corps	Health Center Program	CMS Medicare Incentive Payment	CMS Rural Health Clinic Program	J-1 Visa Waiver Program
Primary Care						
Geographic HPSA	x	×		x	X	×
Population HPSA	х	X			X	×
Facility HPSA	х	Х				x
Dental Care						
Geographic HPSA	x					
Population HPSA	x					
Facility HPSA	х					
Mental Health						
Geographic HPSA	x	х		х		x
Population HPSA	x	X				×
Facility HPSA	х	Х				x
Exceptional MUP			x			×
Medically Underserved Area			x		х	Х
Medically Underserved Population			x			×
State Governor's Certified Shortage Area					X	

# Cansas Office of Primary Care and Rural Health Health Professional Shortage Areas

Common programs relying on HPSA designations and their scores include:

- National Health Service Corps (NHSC) Loan Repayment
- Nurse Corps Loan Repayment
- CMS Medicare Incentive Payment
- CMS Rural Health Clinic Program
- J-1 Visa Waiver
- State Loan Repayment Program (SLRP)





# Office of Primary Care and Rural Health Health Professional Shortage Areas

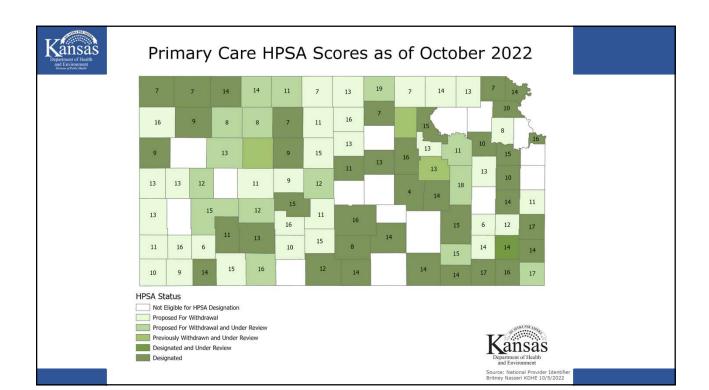
## Student Loan Repayment – Help Spread The Word!

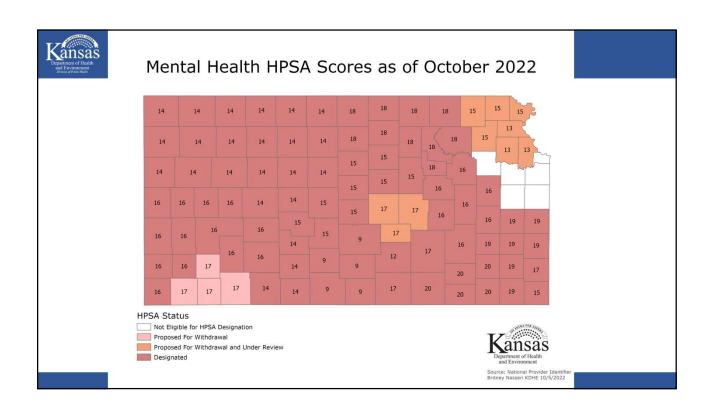
From 2018 to 2022, we helped 59 healthcare professionals pay off over \$1.3 million in student debt through the <u>Student Loan</u> <u>Repayment Program (SLRP)</u>. Of the 59 participants, 16% served a frontier county, and 44% served in a rural county.

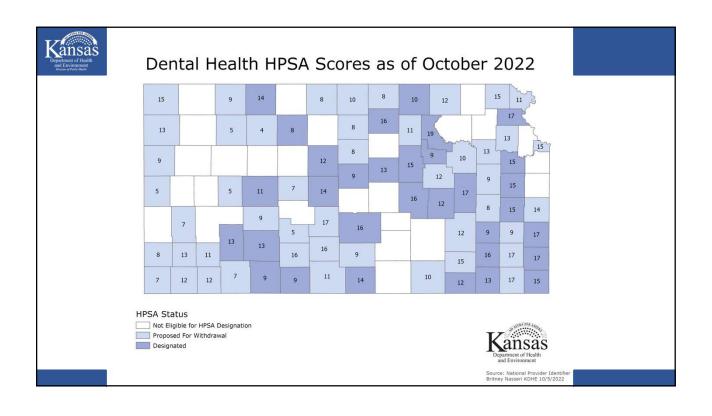
The SLRP offers eligible health care providers an opportunity to receive assistance with the repayment of qualifying educational loans in exchange for a minimum two-year commitment to provide health care services at an eligible practice site in an underserved area. (Up to \$125,000 total for up to 5 years)



- \*Application cycle now open year-round
- \*New Eligible Provider Types: RNs and Pharmacists
- \*Increased Number of Awards & Funding Available through 2025









## What You Can Do to Help:

 Ensure your community/facility's Provider Data is as accurate and up-to-date as possible

#### How?

- Hospital/RHCs: respond to RHC Provider Verification Form from KDHE
- Stay In Touch
  - Have you or has a provider you work with moved to a different location? Retired? Working more hours? Working fewer hours? Let us know so we can better understand the primary care, mental and dental health access for your community!

To protect and improve the health and environment of all Kansans



## Many HPSA scores have recently changed, or are currently in the process of being updated.

- To find your county/facility HPSA designation status or score:
   HPSA Find tool: <a href="https://data.hrsa.gov/tools/shortage-area/hpsa-find">https://data.hrsa.gov/tools/shortage-area/hpsa-find</a>
- To request a HPSA score, rescore, or more info:
   Contact Ashley Wallace <u>Ashley.Wallace@ks.gov</u> (SOPC/RH)
- Share Your Feedback via our Statewide Rational Service Area (SRSA)
   Design Team

Contact SOPC-RH for more details.

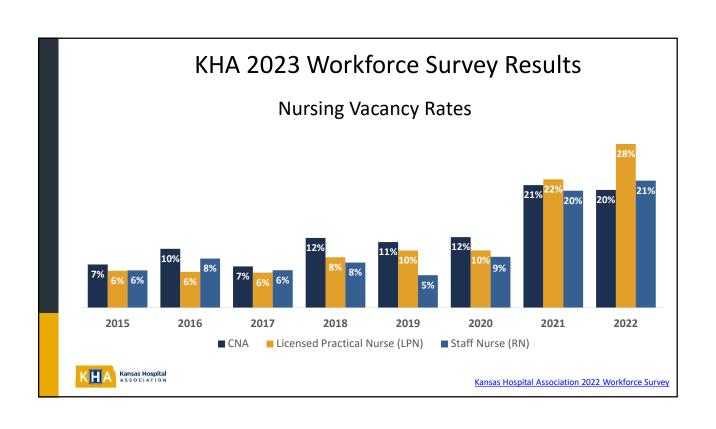
# KHA Webinar **Learn More about Your HPSA Designation**

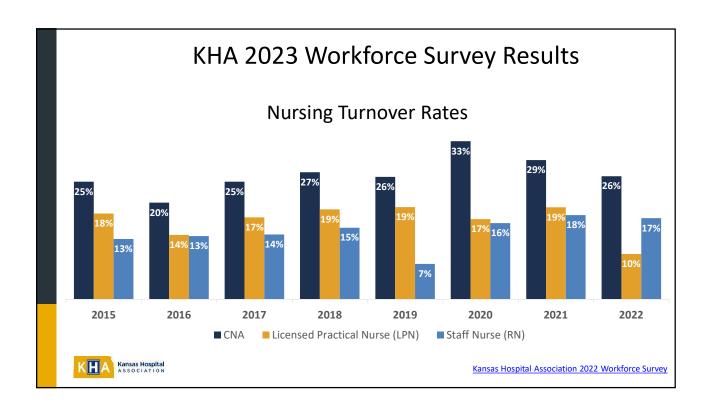
Ashley Wallace, KDHE

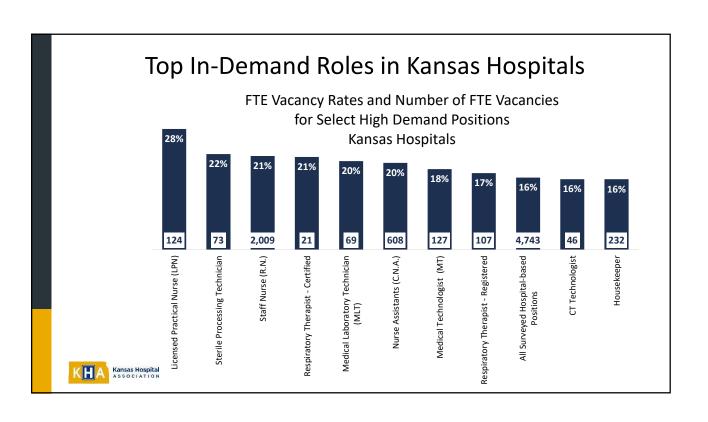




Noon Thursday, May 25, 2023







# **Nursing Workforce in Kansas**

- Currently over 2,500 RN job openings
- Kansas Department of Labor projects we will need more than 18,000 registered nurses by 2026
  - Nursing schools graduate only about 10% of the nurses needed to stem this tide.

Undergraduate Information: Admission - Graduation - Attrition						
Programs	PN	ADN	BSN	Total		
Met Admission Criteria	1387	1679	1351	4417		
Admissions	958	1065	1095	3118		
Graduations	735	833	1036	2604		
Attrition (Academic/Personal)	164	292	151	607		
Attrition Rate	17%	27%	13.8%	19.5%		

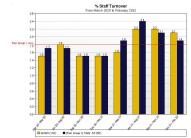


KHA Workforce Survey, 2023

## QHi Kansas Workforce Measure Set

## **Staff Turnover**

- Numerator Number of employees (excluding temps and PRNs) leaving during the month
- Denominator Number of employees at the beginning of month (excluding temps and PRNs) Please note: Understanding this varies by facility, the number may include the entire enterprise (hospital, clinics, long term care, etc.) or hospital only, as it applies.



## **Nursing Staff Turnover (RN or LPN)**

- Number of Nursing Staff (RN, LPN) separations this month
- Denominator Total number of Nursing positions at the beginning of the month (RN, LPN)

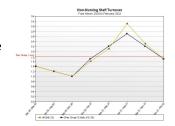




## QHi Kansas Workforce Measure Set ... continued

# Nurse Assistants Turnover (Includes Patient Care Technician, Certified Nurse Assistant or Unlicensed Assistive Personnel)

- Number of Nursing Assistant separations this month (Includes Patient Care Technician, Certified Nurse Assistant or Unlicensed Assistive Personnel)
- Denominator Total number of Nurse Assistant positions at the beginning of the month (Includes Patient Care Technician, Certified Nurse Assistant or Unlicensed Assistive Personnel)



## **Contract, Agency and Traveling Staffing**

- Numerator Number of positions (head count) filled with contract/agency/traveling personnel this month
- Denominator Number of employees at the beginning of month (excluding temps and PRNs)

Has your hospital limited procedures or admissions due to staffing challenges? Yes or No





# Apprenticeships as a Workforce Tool

# What is Registered Apprenticeship?

Registered Apprenticeship is an industry-driven, high-quality career pathway where employers can develop and prepare their future workforce, and individuals can obtain paid work experience, classroom instruction, and industry-issued, nationally recognized credentials.

Outcomes include:







ON-THE-JOB

RELATED TECHNICAL

REWARDS FOR



NATIONAL OCCUPATIONAL CREDENTIAL



Kansas Office of Registered Apprenticeship

# How do Health Care Apprenticeships Work?

- Apprenticeship programs meet all industry standards for training employees with regards to safety, education and licensing requirements.
- Apprenticeships allow students to earn while they learn.
  - Enables staff and students to put their health care education into practice in real time.
  - Provides income to students from a job that is tied directly to their career goals.

- Effective Apprenticeships Provide:
  - Skills and bedside experiences.
  - Address skills competency and socialization to professional nursing.
  - Enhanced ability to clinical reason much earlier in the educational conduit.
  - Career advancement opportunities.
  - Improved retention rates and significantly strengthens the nursing workforce.

Missouri State Board of Nursing, 2019



# Who can be an LPN Apprentice?

- In theory, anyone that would otherwise normally be admitted into an LPN program.
  - -Admission into an accredited LPN program is a requirement.
- In practice, employers could use LPN apprenticeship to train and upskill current staff such as CNAs while keeping those staff employed and within their communities.





Lake Region State College, 2022

# North Dakota LPN Apprenticeship Example

- The apprentice is a W-2 employee on Day 1.
- The apprentice receives a starting wage when they begin their apprenticeship.
- Most LPN apprentices work 20 hours a week and then attend classes (virtually or on campus).
- The employer pays for education (at the community college, tech school, etc. or through an online learning platform) and the apprentice learns through instruction while also learning through on the job experience.
- The LPN apprentice travels to campus on occasion to do labs OR the instructor comes to apprentice and does a simulation lab.
- As the apprentice learns from instruction and mentorship, they fulfill an increasing number of competencies as part of their framework.
- The apprentice program ends after 2000 hours are met, and the apprentice has obtained their credential, and earns a wage increase.



Lake Region State College, 2022

# Benefits to the Apprentice

- Able to have a paying job while they are also gaining a professional credential in health care.
- Learns experience on the job while also learning the material from instruction.
- Remain living in the local community instead of leaving to attend a program.
- Become a valued part of the hospital by having a mentor.
- Apprentice develops loyalty to employer due to employer's investment in the apprentice.



Kansas Office of Registered Apprenticeship

# **Employer Benefits of Apprenticeship Programs**



- · Pipeline of workers
- Fill vacancies
- Improve employee morale
- Apprentices have a 92% retention rate
- Reduces need for contract labor
- · Supports new hires through mentoring
- Improve productivity
- Decrease error and accident rates



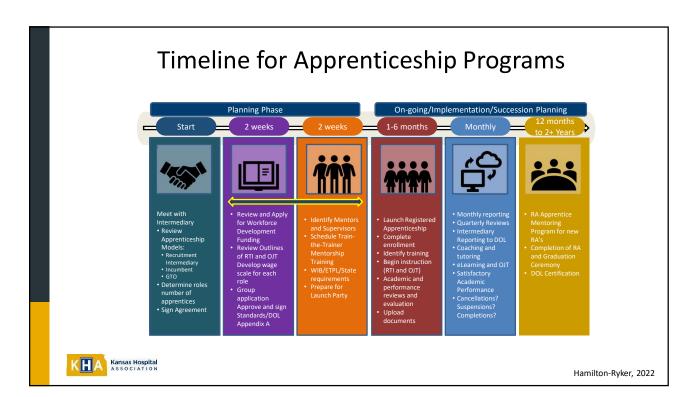
Kansas Office of Registered Apprenticeship

# Vast Opportunities with Apprenticeship

- Can apprentice roles including:
  - -CNA/PCT
  - -CMA
  - Dietary/EVS
  - Medical Coders
  - -MAs
  - Phlebotomists
  - -Techs
  - -LPNs

- Funding available to support education and training of the apprentice
- KHA is pursuing legislative financial support for the development and administration of health care apprenticeships
  - -\$2,750 per apprentice, up to 20 apprentices (\$55,000)





## **Health Care Worker Incentives**

- Kansas Nursing Service Scholarship
  - —The Kansas Nursing Service Scholarship requires an obligation to practice as an LPN or RN in Kansas and work for a sponsor. The sponsor will provide partial scholarship funding and provide employment upon licensure of the recipient. The obligation for the scholarship is to work for the sponsor for one year for each year of the scholarship support received.
  - Award Amounts:
    - Recipients enrolled full-time in a Licensed Practical Nurse program are eligible for \$3,500 each school year.
    - · Recipients enrolled full-time in a Registered Nurse program are eligible for \$4,500 each school year.
      - -Sponsors pay from \$1,000 up to one-half of the scholarship and the State of Kansas pays the remaining amount.
- -Each scholarship amount is divided one half awarded in the fall semester (LPN \$1,750; RN \$2,250) and the second half awarded in the spring semester.

**KBOR** 

## Health Care Worker Incentives, continued

### Kansas Promise Act

- -The Kansas Promise Scholarship was created in 2021 to assist students attending Kansas community colleges, technical colleges, Washburn Institute of Technology and certain private postsecondary educational institutions and enrolled in specified fields of study, including health care.
- Eligible programs include:
  - ADN, LPN, CNA, CMA, HHA, EMT, Pharmacy Technician, Surgical Technology, Sterile Processing Technology, Phlebotomy, Medical Assisting, etc.
- Award Amount:
  - This scholarship may be used for up to a per student lifetime total of 68 credit hours or \$20,000, whichever occurs first, in one or more of these eligible programs.



**KBOR** 

## Health Care Worker Incentives, continued

- Rural Opportunity Zone Program
  - -The state of Kansas has designated 95 counties as "Rural Opportunity Zones," which means moving there comes with significant added benefits. Designated counties offer one or both of the following financial incentives for new full-time residents.
  - Student Loan Repayment Assistance
    - Provides up to \$15,000 in Student Loan Repayment Assistance over 5 years.
  - 100% State Income Tax Credit
    - To qualify, a taxpayer must have lived outside of Kansas for 5+ years immediately prior to establishing their domicile in a Kansas ROZ.
    - Must have had no more than \$10,000 in Kansas source income in any one year prior.





**KDOC** 

# **Support Kansas HOSA**

- Contact your local school and ask about starting up a HOSA chapter in your community.
- Become a Local HOSA Advisor.
- Assist with local chapter start up costs.
  - Funding for a HOSA advisor is approximately \$1,500 \$3,000.
  - Hospital staff could serve as a local HOSA advisor at the school.
  - -Support/Scholarship student fees that are \$17 a student.
- Allow shadowing opportunities.
- Healthworks New Chapter Sponsorships.
  - -4 unclaimed remaining this year.







# **Member Discussion**



Preventative Health Services Making an Impact

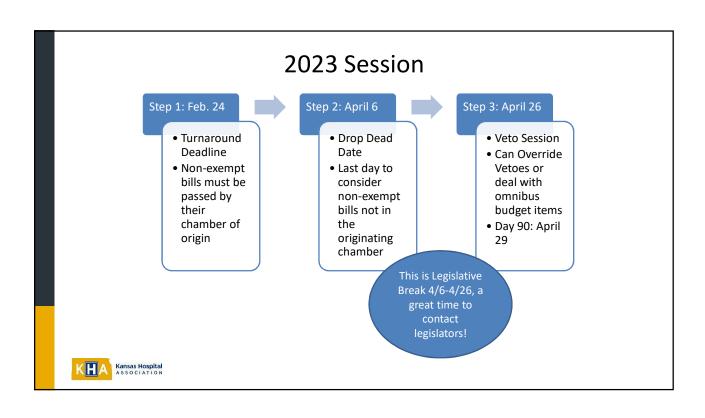


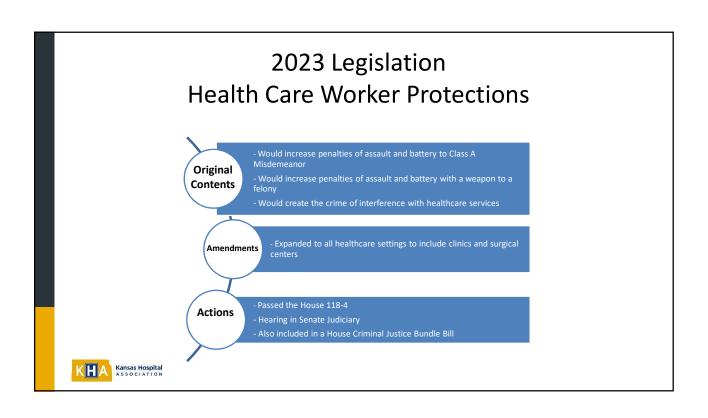


# Legislative Updates

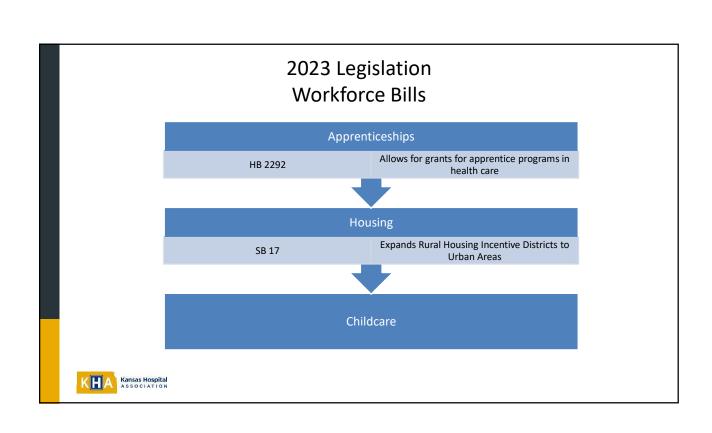
April 2023







#### 2023 Legislation **Prior Authorization** Post Hearing Education • Hearing held in Working to get Information House Insurance requested by the media and committee public involved members to staff suggested that Encouraging Conferees told hospitals to raise believe this is a that they want to the issue with have discussions payers and submit complaints to the Kansas Insurance Dept.



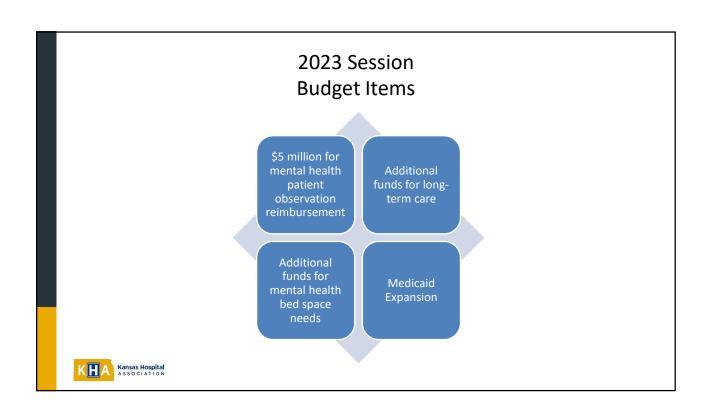
HB 2283

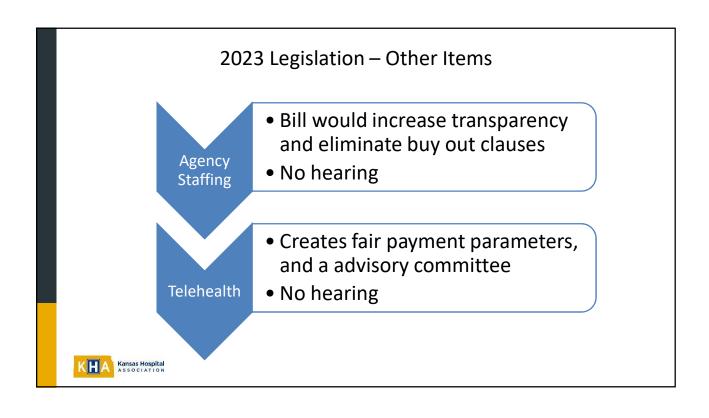
Opposition

they don't

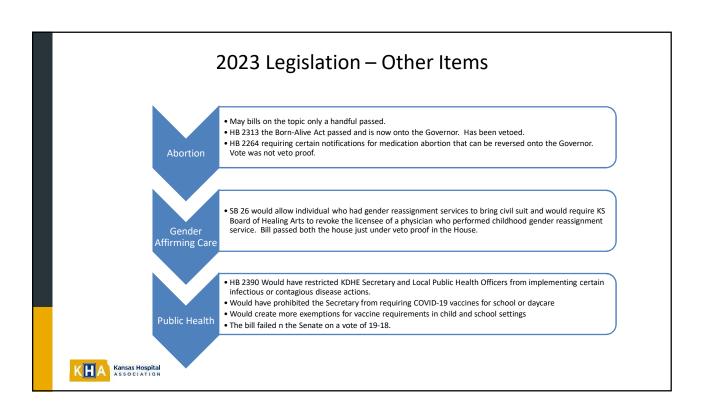
large issue

Kansas Hospital









# Federal Update





- •US Debt Limit is just under \$31.4 trillion which we hit in January
- You see the Government hasn't shut down, so what happened – the US Treasury began employing "extraordinary measures"
  - Selling existing investments
  - Suspending reinvestments of both the Civil Service Retirement and Disability Fund and the Postal Service Retiree Benefits Fund
- Extraordinary Measures will only last until June



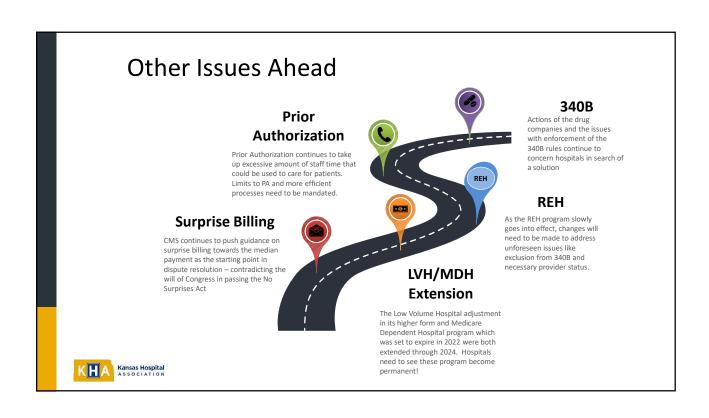


## Reimbursement Issues

- Sequestration 4% PAYGO increase to pay for the sequester "holiday" during COVID-19 is delayed through 2024.
- Medicare Reimbursement







## **KHA Advocacy Tool**



On your computer: www.KHAGrassroots.org

On your mobile: Voter Voice App in the App Store





Kansas Hospital

Stay Up to Date on the Latest at Voter Voice





# **Political Action Committee**

Making A Difference

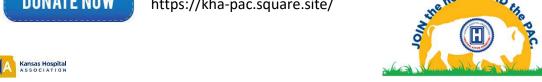


## **Suggested Contribution Levels**

Title	Small Facility	Mid-Size Facility	Large Facility
CEO/Administrator	\$250	\$500	\$1,000
Senior Management	\$100	\$250	\$500
Trustee/Physician	\$100	\$250	\$500
Director/Manager	\$50	\$100	\$250
Volunteer	\$25	\$25	\$25



https://kha-pac.square.site/



# New Videos for Staff and Trustees





www.kha-net.org/AboutKHA/KHAPAC/







## **COMING SOON:**

- More opportunities to participate in golf outings
- Themed Family-Friendly Events
- Additional opportunities for connections at KHA Convention



https://kha-pac.square.site/



Questions?





# KHSC Spring 2023 Update









- Chronic Care Management Turn-key solution.
- Tried Chronic Care Management on your own? ChartSpan is offering <u>3x guarantee</u> – will triple the program or your fees are refunded.
- Chris Miller at <a href="mailto:chris.miller@strategichealthcareadvisors.com">chris.miller@strategichealthcareadvisors.com</a>

   (816) 588-4650





- Provides assistance in meeting Price Transparency and No Surprises Act compliance requirements.
- KHA members can receive 15% discount (Act by June 30, 2023).
- Contact Greg Goodale at <a href="mailto:greg.goodale@corrohealth.com">greg.goodale@corrohealth.com</a> (417) 880-6237.





- Newest KHSC endorsement
  - Give them a chance to demonstrate their value!
- Voyce helps providers give patients the highest quality of care for the lowest possible cost by making communication as simple as possible.
- Pay as you go ... no additional fees.
- Contact Andrew Royce, CEO at <a href="mailto:andrew.royce@voyceglobal.com">andrew.royce@voyceglobal.com</a> (954) 860-9159.





- Did you purchase equipment with COVID funds? It may be time to review your service contracts and let Remi provide an applesto-apples, no obligation quote.
- Simply email your OEM Service Contracts to: KHA@theremigroup.com
- Contact Adam Pabst at <a href="mailto:adam.pabst@theremigroup.com">adam.pabst@theremigroup.com</a> (480) 254-3460.



# 340B Update

- 340B Education Opportunities Save The Date!!
  - SUNRx Webinar Series
    - May 24, 2023 1pm CT Regulatory Update
    - November 7, 2023 Time and Topic TBD
  - 340B Day In-person education event
    - August 1
    - Homewood Suites, Salina, KS





# KHSC Staff:

Steve Poage, CEO

spoage@kha-net.org

Ronni Anderson, WC Fund Administrator kanderson@khsc.org

Contact us at: (785) 233-7436

Visit our website: www.khsc.org













- Web-based Platform Streamlines Financial Aid Application and Management Processes (cont.)
- Increase charitable care
- Effective financial assistance programs ensure non-profit hospitals are in compliance with section 501(r) of the federal tax code and related provisions in the Affordable Care Act. Improving financial aid efforts likewise can result in new revenue capture via Centers for Medicare and Medicaid Services (CMS) uncompensated care and bad debt reimbursement programs.
- Finally, improving financial assistance helps hospitals better align with the mission of providing charitable care. Increasing publicly reported charity care volume supports community goodwill and can help mitigate growing media and political pressure around hospital non-profit status.

#### Three levels of support

- Breez Health offers three levels of financial aid program support: Pre-processing support: Daily reports are provided on all online applications received, with pre-determinations based on patient entries and hospital eligibility criteria.
- Application processing with document verification: Daily reports of all online applications are provided, along with verified determinations based on patient entries, supporting document review and hospital eligibility requirements.
- Comprehensive Financial Assistance Processing Partnership: A complete outsourcing solution that optimizes your program, reduces risks, identifies hidden revenue opportunities and helps vulnerable community members in need.
- To learn how Breez Health can help you improve your financial assistance program, visit their website or contact Patrick Whisennand, Senior Account Executive, at (316) 323-7446 or <a href="mailto:pwhisennand@breezhealth.com">pwhisennand@breezhealth.com</a>.







- **Solutions** Staffing Solutions
  - Including Allied Health
- Temp-to-Permanent Employment
- **Some Pay** Comparable Pay
  - Fit in local salary system
- Global Recruiting
- Tanadian TN Visa Access
  - Greenstaff candidates are recruited from around the world, including the United Kingdom, South Africa, the Philippines, Nigeria and Nepal. Many, however, come from Canada, where they may have previously immigrated from other countries. Because of the North American Free Trade Agreement and the nurses' ability to come to the U.S. on the TN visa, candidates from Canada often can start work in three-to-five months. That compares to eight-to-12 months for nurses from overseas. To help ensure success, Greenstaff recommends that hospitals provide new contract nurses with eight-to-10 weeks of orientation overseen by a consistent preceptor.
- F1 Students
- Member Hospitals have 6 Clinician starting this year!



## **Full-Service Provider Credentialing and Enrollment**



#### Full-Service Provider Credentialing and Enrollment

- Clinician credentialing and enrollment are essential first steps in the delivery of high-quality, appropriately reimbursed healthcare. Yet both
  processes are complicated and time-consuming, and delays or mistakes can have serious consequences.
- That's why a growing number of hospitals and other healthcare facilities are turning to qualified third parties for help in executing these mission-critical tasks. Hospital Services Corporation (HSC) is a certified credentials verification organization (CVO) now offering comprehensive credentialing and enrollment services to APS members.

#### Provider Enrollment

- Enrollment is provided for Medicare, Medicaid, and all commercial plans. Pricing is per provider, per insurance company, not per line of business within the insurance company.
- $-\$  We keep you informed of any issues that may adversely impact practitioner approval.

#### When combined with our Credentials Verification Service:

- HSC can closely manage and monitor the re-enrollment process to prevent billing interruptions.
- We can establish and manage CAQH accounts for your providers updating any data for expiring items and re- attesting to the accuracy and completeness of the CAQH account every 120 days, or more frequently as necessary.

#### When speed and accuracy count

- Time is of the essence when it comes to credentialing and enrollment. The faster these tasks are completed, the sooner
- For more information visit HSC's website or contact: Bernadette Armijo Business Relationship Specialist barmijo@nmhsc.com www.nmhsc.com (505)346-0201

## **Optimize Locum Tenens Staffing** with Qualivis





Our most commonly requested specialties are:

CRNA, NP, PA, CNM • Anesthesiology• Primary Care and Urgent Care

Emergency Medicine • Hospitalist • Pulmonary Critical Care

Qualivis is the only vendor-accountable managed service provider created by hospitals for hospitals.

We partner with more than 200 vetted agencies, including over 50 specifically for locum tenens, to optimize

fulfillment for your unique facility

- Transparent fee structure:
- We deliver competitive rates for fair market pricing with no administrative, daily,
- seasonal or additional fees to reduce cost and locum expenditures.
- Partner Network
  - In addition to our pre-vetted vendors, clients can request preferred suppliers
  - to join our Partner Network. We deliver an exceptional partner experience,
  - including 29-day guaranteed payment, that fosters loyalty and a high level of
  - engagement for our clients' open positions.
- One point of contact
  - Your dedicated account manager collaborates with you and our partners to
  - find the best provider(s) for your facility. This single point of contact streamlines
- communication between our internal logistics team to ensure your staffing needs are met.
- Quality review team
  - Candidates undergo a thorough process by account management and review
- Teams under the guidance of our in-house Chief Medical Officer.
   For more information, contact <u>locumsWFS@qualivis.com</u> Ethan Castelow, Kansas Business Development Ethan.Castelow@qualivis.com or Qualivis.com

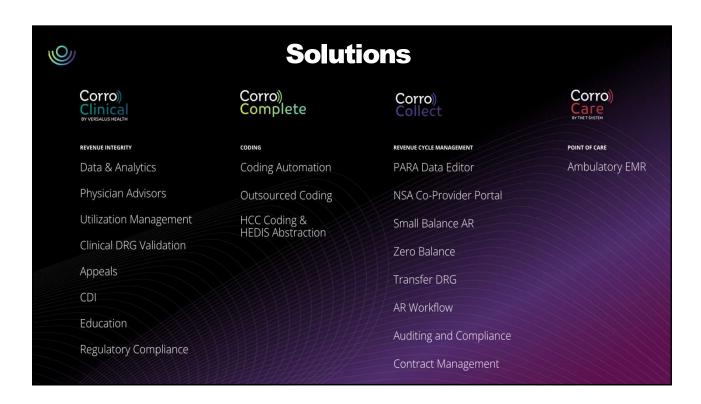




#### End-to-End Revenue Cycle Services Available at Discounted Rates

- Revenue Cycle Management:
  - Guaranteed Savings of 25% Transparent services with Key Performance Indicators
  - Interimin, Recovery, Clean up of AR, Coding review Small Balance
  - Pre Authorization and Follow up These programs can be on Contingency.
- T-System is part of CorroHealth
- 😚 CorroHealth Academy CorroHealth provides an invitation only Lunch and Learn webinar for coders. https://academy.corrohealth.com/ (It is FREE)
- Respiratory System Coding IP & OP: Anatomy, COPD, PNA, COVID, CHF, Respiratory Failure, ARDS, etc
- MAY 24 12:00 pm − 1:00 pm
- **2nd Quarter Coding Clinic Updates**
- MCC Coding Overview

CorroHealth is a trusted vetted APS partner Offering a free assessment of 2023 E/M coding







#### Cybersecurity Solution Offers Affordable Network Monitoring and Detection

Critical Insight is the first trusted provider named by the AHA and the only Managed Detection and Response provider.

- Managed Detection and Response provider.
- Managed Detection Response Services (MDR):
  - Bolster cybersecurity, MDR creates a powerful, last line of defense inside your facility's network
- Tapid Threat Identification:
  - Catch intruders in minutes not months
  - Meets compliance requirements, HIPAA Security and Privacy Rule, and PCI-DSS.
- - Critical Insight MDR integrates seamlessly and remotely with your existing infrastructure.
  - Annual costs typically are less than one FTE
  - Consulting services focused on broad cybersecurity issues, training, data protection, compliance, vendor and service provider contract review.



# APS is here to Serve you!

# Share—Solve—Save Contact:

Kathi Branyon, Vice President, Client Services Traci Parsons, Director, Regional Services Bruce Frerking, Senior Director, Client Services Barb Bogart, Senior Director, Client Services Dennis George, CEO Call us at 888-941-2771

#### Or visit us at:

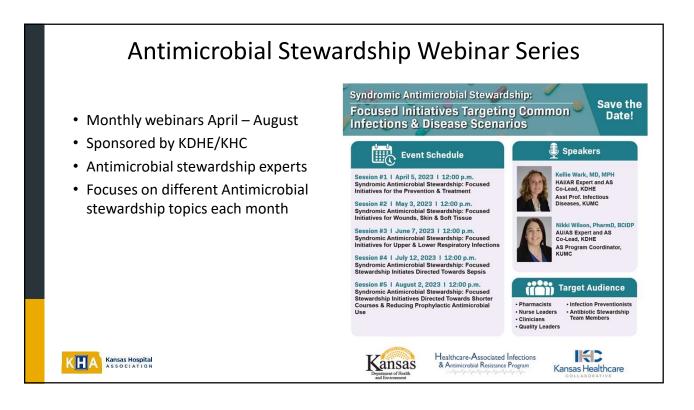
www.apskc.org www.apsstaffing.org www.vizientinc.com



## **UPDATES AND MEMBER DISCUSSION**



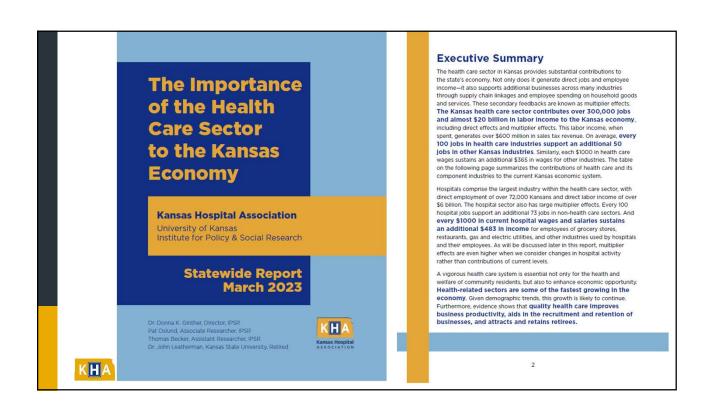












# Medicaid Unwinding Key Updates and Messaging

- KDHE Toolkit <a href="https://www.kdhe.ks.gov/unwind">https://www.kdhe.ks.gov/unwind</a> (Spanish materials available)
- Key Messages:
  - 1. Update address/contact info with KanCare (video https://youtu.be/sB8ovOb0i-4)
  - 2. Check for mail from KanCare and respond on time
    If eligible: continue to report changes to KanCare.
    If ineligible: connect with a Navigator at <a href="https://getcoveredkansas.org/">https://getcoveredkansas.org/</a> to find coverage options.
- Resources: https://www.communitycareks.org/medicaid-renewals-social-media-toolkit/



# Staying Informed

- Helper Network newsletters: https://getcoveredkansas.org/helper
- Next call: Thursday, Apr 20 1pm
- Cover Kansas Virtual Navigator line: (866) 826-8375
- Questions/ideas: kgramlich@communitycareks.org

### Upcoming event:

• Kansas Community Health Worker Symposium – June 15





## KHA Awards – Nominations Due June 1

**Charles S. Billings Award** – The award recognizes a hospital leader for his or her lifetime of service and continuing contribution to the health care of Kansas.

**Distinguished Health Care Advocate Award** – The award honors individuals, organizations or groups that have demonstrated their commitment to health care through participation in the public domain.

**Donald A. Wilson Visionary Award** – The award recognizes hospital-related individuals who have made outstanding, innovative contributions to health care delivery, health care financing or initiatives that improve the health and clinical outcomes of their community.



## KHA Awards – continued ...

**Trustee of the Year Award** – The award recognizes and honors a hospital board member from each facility who is a leader, gives back to the community and routinely goes beyond the call of duty.

**Health Care Worker of the Year Award** – The award recognizes and honors the excellence of health care workers statewide.

**Workforce Strategies Award** – The award recognizes a team of employees, providers or volunteers who worked collaboratively to make a significant contribution to the wellbeing, retention or recruitment of health care workers at their facility(s) or in Kansas.









September 7-8, 2023
Hyatt Regency Wichita
Century II Convention Center



# Leadership Development

## **KHA Leadership Institute**

- June, August, September
- · Open to any hospital employee
- · CEO nomination required
- Participation limited to 30 students

Registration Now Open for Both Programs!

## **Foundations of Leadership Training**

- June 29 and 30
- · Adaptive leadership training for administrative and physician/clinical leaders
- Partnership with Kansas Leadership Center
- Participation limited to 50 individuals





