

# Presumptive Eligibility

## *Qualified Entity Resource Manual*

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## Presumptive Eligibility Overview

The Kansas Department of Health and Environment, Division of Health Care Finance (KDHE DHCF) operates the Presumptive Eligibility (PE) program in Kansas. This program allows Qualified Entities (QEs) to grant immediate temporary medical coverage to persons pending their formal application for KanCare. The PE program is designed for low-income persons who do not currently have coverage under one of the state's medical insurance programs. The PE program serves the following populations in Kansas:

- Children
- Pregnant Women
- Adults in one of the following groups:
  - Low-income caretakers
  - Former foster care children
  - Breast or cervical cancer patients screened by Early Detection Works

A PE determination may only be initiated when a person is accessing services from the Qualified Entity. Not all QE sites will determine presumptive eligibility for all categories.

The PE determination is a simplified process based on information provided by the applicant. Standard application procedures, such as obtaining hard copy documentation, are not required for a presumptive decision.

Upon completion of the PE application, the applicant is provided with a letter – whether approved or denied – which explains the outcome of the PE determination.

PE applicants are then assisted with completion of the KanCare application and all documentation is submitted to the KanCare Clearinghouse for processing.

## DHCF Responsibilities

*The full legal Memorandum of Understanding (MOU) is attached to this resource guide under Letters and Forms.*

- 1) Provide initial training to the QE
  - a. DHCF will provide training at the QE's facility.
  - b. Training is provided to all staff responsible for the PE determination process. This includes staff completing the PE tool and determination, assisting the family with the KanCare application, providing outreach to the family to complete the process, and administrative staff supporting the program.
- 2) Provide a PE Resource Manual and all necessary forms for training and enrollment.
- 3) Provide necessary information to help determine/establish PE
  - a. DHCF will designate staff at the KanCare Clearinghouse to answer questions that arise during the PE process.
  - b. The Family Medical Policy Manager and Family Medical Outreach and Training Manager will be available to address concerns or answer questions as needed.
- 4) Provide follow-up training to the QE
  - a. DHCF will provide training as needed, typically when major policy changes have occurred
  - b. The Entity requests additional training.
- 5) Process KanCare applications in a timely manner and notify the family of its determination
  - a. KanCare applications completed by a PE recipient are submitted to the KanCare Clearinghouse for processing.
  - b. These applications will be processed timely according to DHCF policy and families will be notified of the outcome of their applications.
- 6) Maintain records of Presumptive Eligibility determinations
  - a. DHCF will record all PE determinations submitted by the Qualified Entity.
  - b. Reports can be provided to the entity periodically.
- 7) Maintain Client Confidentiality.

## Qualified Entity Responsibilities

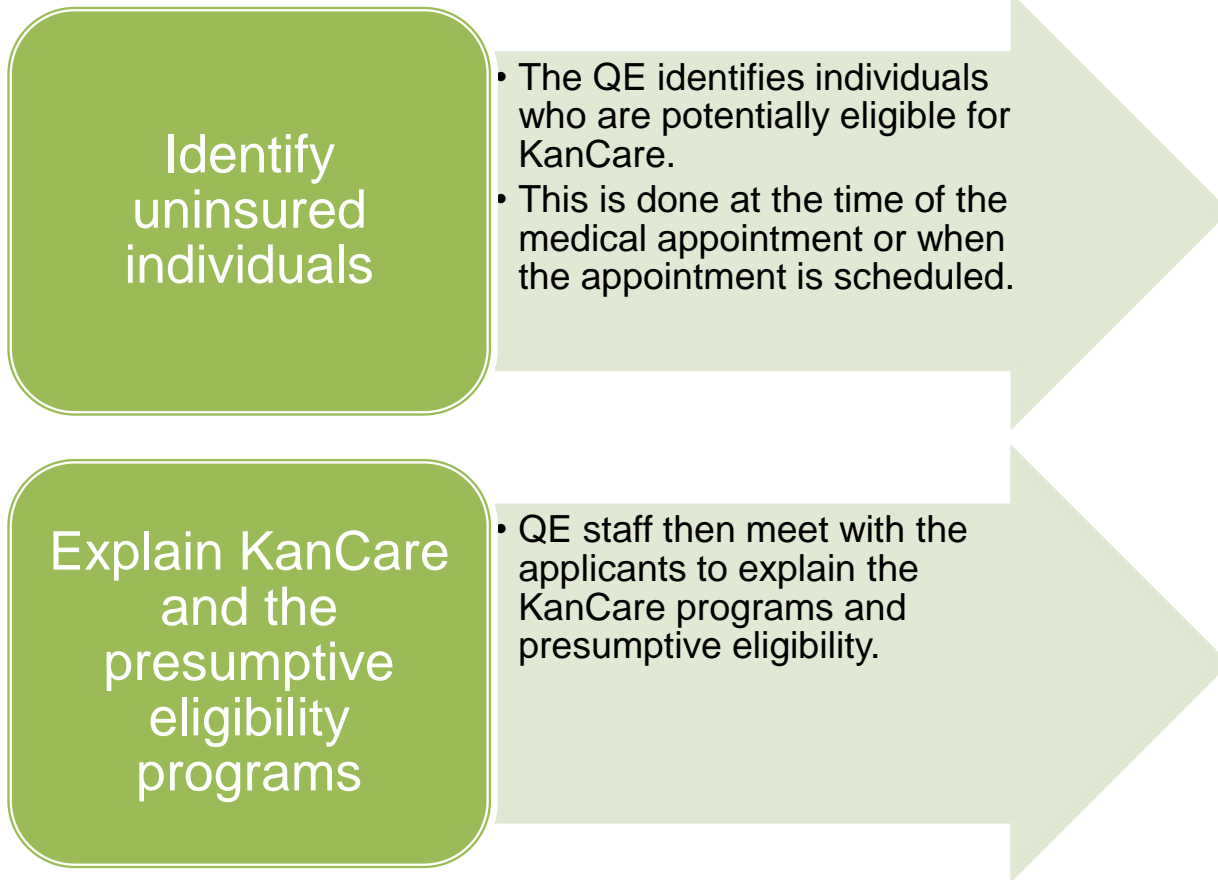
*The full legal Memorandum of Understanding (MOU) is attached to this resource guide under Letters and Forms.*

- 1) Complete the training program provided by DHCF upon becoming a QE and ensure that new employees are trained.
- 2) Attend recertification training if mandated by DHCF.
- 3) Follow all policies and procedures outlined in the PE Resource Manual and training material.
- 4) Offer PE to uninsured persons accessing services.
- 5) Confirm through the MMIS that prospective PE recipients are not currently covered.
- 6) Determine PE based on the information on the PE Tool in accordance with the instructions in the PE Resource Manual and training material and instructions in the PE Tool itself.
- 7) Assist families in the completion of a KanCare application, which includes providing assistance in obtaining required verifications for application processing; families denied PE shall still receive assistance in completion of the KanCare application.
- 8) Fax the signed Approval or Denial Notice and Authorization for Release of Protected Health Information form along with any other required documentation to the KanCare Clearinghouse within two business days of the presumptive eligibility determination.
- 9) Provide the parent/guardian or adult applicant the signed Approval or Denial Notice and Authorization for Release of Protected Health Information form following their PE determination.
- 10) Educate the parent/guardian that future communication on their KanCare application will be from the KanCare Clearinghouse and provide the parent/guardian with the KanCare Clearinghouse contact information.
- 11) Provide the family with comprehensive assistance to ensure a successful completion of their KanCare application. This may include contacts with families prior to appointments to encourage them to bring necessary documentation at the time of service, follow-up contacts with the family, assistance in obtaining documentation, and agreeing to photocopy and fax documents to the KanCare Clearinghouse.
- 12) Meet the performance standards outlined below:
  - a. 95% of PE determinations are completed accurately,
  - b. 98% of PE determinations and KanCare applications are submitted to the KanCare Clearinghouse within 2 days of the PE determination, and
  - c. 60% of the PE applicants ultimately achieve eligibility through the KanCare process.
- 13) Maintain a record of PE determinations.
- 14) Maintain client confidentiality.

## PE Tool

The PE Tool is part of the Kansas Eligibility Enforcement System (KEES), the software system used by Kansas for medical determinations. KEES includes the tools for completing presumptive eligibility determinations and issuing forms and notices. It also allows for completion of the full KanCare application online.

### Presumptive Eligibility Process: Start to Finish



## Complete the PE Tool

- The QE staff interview the applicant and complete the PE Tool.

## Complete the PE determination letter and other paperwork

- QE staff complete the PE approval and/or denial letter, and ask the applicant if they wish to sign the Release of Protected Health Information form so the QE can serve as a facilitator.

## Assist the applicant with the KanCare application

- The QE staff assist the applicant in creation of an online account and completion of the online KanCare application.

## Fax all documents to the Clearinghouse

- QE staff compile all documentation related to the PE determination and fax it to the KanCare Clearinghouse.



## PE Tool Overview

**Please read this section carefully.**

The Presumptive Eligibility program provides temporary coverage for specific populations. The PE Portal provides three separate tools for PE determinations. The three PE Tools are:

- PE- Adult: For adults ages 19 and above
- PE-Pregnant Women: For pregnant women who don't qualify for the Adult program
- PE-Children: For children ages birth -18

Specific information for each of the tools is found in the information below.

### General Rules about the PE Portal:

You may not have access to all PE Tools. This is based on the Qualified Entity (QE). For example, only approved hospitals have access to the PE-Adult tool.

In general, all members of a family are on the same PE case. You can navigate between tools to make PE determinations for all family members requesting coverage. Follow the buttons on the bottom of the screens.

The PE Portal requires the family to name a Primary Applicant. This is the adult head of household. The Primary Applicant is the same for all PE Tools needed for the household. Children under 18 cannot be listed as a Primary Applicant unless he or she is emancipated.

If the household consist of more than one adult who wants PE coverage, a separate PE case may be needed. Follow these rules:

- Spouses that are living together must be on the same PE case
- Unmarried couples that share children and are living together must be on the same PE Case
- Unmarried couples that don't have mutual children are on separate PE cases
- Adult children (over age 18) are on a separate PE case from their parents, even if living together
- Other single adults will have their own PE case
- Children with different MAGI households (such as unrelated children)

For pregnant women, always complete the PE-Adult (if accessible) prior to completing the PE-Pregnant Woman tool. The PE-Adult Tool contains a **Withdrawal Request** button. The **Withdrawal Request** button serves as an exit for an applicant who does not wish to provide required information, or does not wish to continue with the application process. If the user clicks the **Withdrawal Request** button the PE Tool navigates to the results page which will show a denial. Accepting the denial result generates a denial notice for the applicant.

The PE Tools are designed to use information gathered from a consumer to determine eligibility for the PE program.

The following outlines the process to determine eligibility for PE:

1. QE staff interviews the consumer and enters the following general information into the tool:
  - a. Primary Applicant information: name, date of birth, gender, address, phone number, and Social Security Number (not required).

- b. Consumer information: name, date of birth, gender, address, phone number, citizenship, non-citizenship Information (if applicable), received PE in the last 12 months, and Social Security Number (not required).
  - c. Name of consumer's spouse (if applicable).
  - d. Consumer's pregnancy status and due date (if applicable).
  - e. Consumer's dependent children with names and dates of birth (if applicable).
  - f. Gross monthly income for the consumer and spouse (if applicable).
  - g. Federal tax filing information (if applicable).
2. Once all information is entered in the tool, review the Summary page. The **Edit** buttons allow the user to correct any information entered on previous screens.
  3. Click the **Calculate** button. The PE Tool will identify one of the following responses based on the results of the PE determination:
    - a. Approved: consumers are approved for PE coverage
    - b. Denied: consumers are denied for PE coverage
    - c. Approval/Denial: some consumers are approved while others are denied
  4. Click the **Accept Results** button when ready to send the PE Tool determination to the KanCare Clearinghouse.
  5. Proceed to the online medical application.

Once completed, an electronic copy of the PE notice is retained for the QE and will be viewable by accessing the My PE Applications page. The determination data is automatically sent to the KanCare Clearinghouse after the user clicks the **Accept Results** button. The user is given the option to save and/or print the approval or denial notice. The user needs to print, sign, and fax the notice to the KanCare Clearinghouse after a determination is accepted.

After a determination is accepted the user has the option to print an Authorization for Release of Protected Health Information pre-populated with consumer and QE data. There is always an option to print a blank Authorization for Release of Protected Health Information form by using the link on the left side of the screen. The user must have the consumer sign the Authorization for Release of Protected Health Information form and fax to the Clearinghouse.

**Please manually fax all other required documentation to the KanCare Clearinghouse. The fax number for PE is 1-800-498-1255.**

Once the PE determination is completed, a link will allow access to the KanCare application. The application must be completed and submitted for a full KanCare determination to be completed at the KanCare Clearinghouse.

#### **PE-Adult**

In addition to the above mentioned information in the General Rules section the following is also needed to determine eligibility for PE Adult:

1. Adult's Information:
  - a. If the consumer is a parent/caretaker of a child under the age of 19 or living with a spouse who is a parent/caretaker of a child under the age of 19.
  - b. If the consumer was in foster care at the time of his/her 18<sup>th</sup> birthday (if applicable).
  - c. If the consumer has been diagnosed with breast or cervical cancer by an Early Detection Works entity, the date of screening (if applicable), and whether or not the consumer is receiving continuous cancer treatment.
  - d. Additional parent/guardian information (if applicable): name, date of birth, gender, and Social Security Number (not required).

## **PE-Pregnant Women (PW)**

In addition to the above mentioned information in the General Rules section the following is also needed to determine eligibility for PE Pregnant Woman:

1. Pregnant woman's information:
  - a. Expected number of babies.
  - b. Previous PE coverage for the pregnancy.

## **PE-Children**

In addition to the above mentioned information in the General Rules section the following is also needed to determine eligibility for PE Children:

1. Children's information:
  - a. Private health insurance
  - b. Current KanCare coverage
  - c. Applying for this child

## **Information Section**

On the left side of the screen is a section labeled "Information." This section contains the following links:

- Policy & Training – links to relevant sections of the Kansas Family Medical Assistance Manual (KFMAM)
- Customer Self-Service Portal – takes you to the KanCare self-service portal in a separate tab. Note: after you complete a PE determination, a link on the confirmation page will allow you to complete a KanCare application pre-populated with information from the PE application.
- Customer Release Form – pulls up a blank fillable Authorization for Release of Protected Health Information form you can complete online and print
- Change Password – lets you change your password
- My PE Applications – search for previous PE applications you submitted

## KanCare Application

After completing the PE process, families should also complete the KanCare application. Once a PE determination is completed, click on the **Complete KanCare Application** button. Completing the application online streamlines the process by using data already entered, allowing for electronic signature, and submitting to the KanCare Clearinghouse. Completing the application within the PE flow also links the KanCare application with the PE determination in KEES.

A KanCare application must be completed regardless of the outcome of the PE determination. Whether the family is approved or denied for PE, the entire application process is expected.

## PE Eligibility Criteria

There are many required fields on the PE Tool screens, but the following requirements highlight what must be met for each type of determination.

### PE for Adults

#### Citizenship

The child must be a U.S. Citizen or a documented non-citizen of the following types:

- Refugee or Asylee
- Trafficking Victim
- Legal Permanent Resident or Other Legal Status for five years or more

#### Resident of Kansas

Only residents of Kansas are eligible for the PE program. For eligibility purposes, a resident is one who is voluntarily living in Kansas with no intention of leaving.

The applicant declares their residence by providing their full home address. Verification is not required.

For individuals who are homeless, they should be entered with an address of 'Homeless' the correct city, state, and the general delivery zip code.

#### Prior PE Coverage

The applicant must not have received PE in the previous 12 months.

## Breast and Cervical Cancer (BCC)

To be eligible for coverage under BCC, the applicant must meet all of the following:

- Been diagnosed by Early Detection Works
- Currently in continuous treatment
- Not covered by a comprehensive plan or Medicare
- Female
- Age 18-64

## Gross Monthly Income

The PE tool calculates the gross monthly income based on the incomes and household sizes gathered in the questions. If the gross monthly income exceeds the allowable gross monthly income, the applicant will be denied PE coverage. There is no income test for adults qualifying for BCC or Former Foster Care.

## PE for Pregnant Women

### Citizenship

The pregnant woman must be a U.S. Citizen or a documented non-citizen of the following types:

- Refugee or Asylee
- Trafficking Victim
- Legal Permanent Resident or Other Legal Status for five years or more

### Resident of Kansas

Only residents of Kansas are eligible for the PE program. For eligibility purposes, a resident is one who is voluntarily living in Kansas with no intention of leaving.

The pregnant woman declares her residence by providing her full home address. Verification is not required.

For individuals who are homeless, they should be entered with an address of 'Homeless' the correct city, state, and the general delivery zip code.

### Prior PE Coverage

The pregnant woman must not have received PE previously for this pregnancy.

### Tax Information

Household size and income are determined by MAGI (Modified Adjusted Gross Income) rules.

If the pregnant woman is living with a spouse, the spouse's name, date of birth, and gross monthly income are required.

If the pregnant woman will be claimed by someone other than their spouse or parent, information about that tax filer must be provided. If the gross monthly income or number of dependents being claimed is unknown, a PE determination cannot be made. Note: this is not applicable when claimed by someone other than the parent or spouse.

## **Gross Monthly Income**

The PE tool calculates the gross monthly income based on the incomes and household sizes gathered in the questions. If the gross monthly income exceeds the allowable gross monthly income, the pregnant woman will be denied PE coverage.

## **PE for Children**

Determinations are made separately for each child on the application.

## **Citizenship**

The child must be a U.S. Citizen or a documented non-citizen of the following types:

- Refugee or Asylee
- Trafficking Victim
- Legal Permanent Resident or Other Legal Status for five years or more

## **Resident of Kansas**

Only residents of Kansas are eligible for the PE program. For eligibility purposes, a resident is one who is voluntarily living in Kansas with no intention of leaving.

The parent or guardian declares their residence by providing their full home address. Verification is not required.

For individuals who are homeless, they should be entered with an address of 'Homeless' the correct city, state, and the general delivery zip code.

## **Prior PE Coverage**

The child must not have received PE in the previous 12 months.

## **KanCare**

The child must not be receiving KanCare.

## **Private Health Insurance**

The child must not be covered under any private health insurance plan.

## **Gross Monthly Income**

The PE tool calculates the gross monthly income based on the incomes and household sizes gathered in the questions. If the gross monthly income exceeds the allowable gross monthly income, the child will be denied PE coverage.

## Reporting PE determinations

Whether approved or denied, all PE determinations must be submitted to the Clearinghouse within two business days of the determination. Documentation is faxed to the Clearinghouse at **1-800-498-1255**.

The following documentation must be submitted as part of the PE packet:

- PE fax cover sheet
- PE determination letter (approval, denial, approval/denial)
- Authorization for Release of Protected Health Information form, if applicable
- Verifications, when available
- Citizenship and identity documents, when available



## Record Retention

The QE is required to retain records of all presumptive eligibility determinations completed. This will include both electronic documents as well as paper documents, such as the signed Authorization for Release of Protected Health Information form.

## Letters and Forms

Letters and forms can be printed from the Confirmation screen at the end of the PE determination process. These are available in English and Spanish. All letters and forms need to be printed, signed, and faxed to the KanCare Clearinghouse.

### PE Approval Letter

The PE Approval Letter serves as proof of coverage until a card is issued. The QE staff member must print and sign the PE Approval Letter. Coverage begins on the date of the PE approval. One letter serves as coverage for all approved members of the family. The letter must be signed by the staff member completing the determination.

### PE Denial Letter

The PE Denial Letter must also be printed and signed by the QE staff member. This letter is to be given to the Primary Applicant as a record of the PE determination. The letter must be signed by the staff member completing the determination.

### PE Approval/Denial Letter

The PE Approval/Denial Letter is generated where some household members are approved while others are denied. This letter must be printed and signed by the QE staff member completing the determination.

### PE-Pregnant Women: Approval Letter

Do not use the letter on the confirmation screen for Adults that have been approved. Instead, use the fillable PDF letter. Note that consumers in the PE-Pregnant Women program do not have a choice of KanCare managed care providers.



PE-PW Approval Letter - English



PE-PW Approval Letter - Spanish

## Authorization for Release of Protected Health Information Form

A Authorization for Release of Protected Health Information form, pre-populated with the Primary Applicant's information can be printed from the confirmation screen by clicking the **Release Form** button. This form must be signed by the Primary Applicant.

## Fax Cover Sheet

A fillable PDF version of the PE Fax Cover Sheet can be partially filled out and saved for all users within a QE.



PE Fax Cover Sheet

## KEES User Access Request Form

Each individual using KEES at a QE site must have their own username/password. To request access for a new user, complete this form.



KEES User Access  
Request Form

## Memorandum of Understanding (MOU) for Clinics



MOU for PE - Clinic

# Memorandum of Understanding (MOU) for Hospitals



MOU for PE -  
Hospital

## Training Materials

### How to access the PE Tool

This job aid will help you get started with the PE Tool.



Job Aid - How to  
Access PE Tool

### Policy Training for Children and Pregnant Woman



Kansas PE CHPW  
Policy Training

### Policy Training for Hospitals



Kansas Hospital PE  
Policy Training

### Training for Children and Pregnant Women Tools



PE\_PW\_CH\_Tool\_ILT

### Training for Adult Tool



PE\_Adult\_Tool\_ILT

## Glossary

**CHIP** – Children’s Health Insurance Program

**KanCare** – KanCare is the name of the new way to receive Medicaid services. KanCare is managed care that combines health care (like doctor visits) with community long-term services and supports. A consumer chooses a KanCare health plan (except for PE-Pregnant Women).

**KanCare Clearinghouse** – The centralized processing center where eligibility is determined for the state’s family medical programs.

**KDHE DHCF** – Kansas Department of Health and Environment, Division of Health Care Finance: the state agency responsible for coordinating a statewide health policy agenda that incorporates effective purchasing and administration with health promotion strategies.

**KEES** – Kansas Eligibility Enforcement System- the system used to determine medical eligibility

**KMAP** – Kansas Medical Assistance Program; used to refer to the KMAP provider website.

**MMIS** – Medicaid Management Information System

**MOU** – Memorandum of Understanding

**P19** – Presumptive Eligibility under the Title19 income limit. This is the Medicaid program

**P21** – Presumptive Eligibility under the Title 21 income limit. This is the SCHIP program.

**PE Tool** – The online software tool that is used to determine eligibility for PE

**Presumptive Eligibility** – A program designed to provide temporary medical coverage while the household completes the KanCare application and eligibility determination process

**Qualified Entity** – a Medicaid provider that has been certified by the DHCF to make Presumptive Eligibility decisions

## Contact Information

Your Presumptive Eligibility contacts are as follows:

### **KanCare Eligibility Clearinghouse**

PO Box 3599  
Topeka, KS 66601  
Phone: 1-800-792-4884  
Fax: 1-800-498-1255  
TTY: 1-800-792-4292

### **KanCare Contacts**

#### *Primary Contact:*

Melanie Knebel  
Presumptive Eligibility Specialist  
(785) 338-5056  
[MelanieMKnebel@Maximus.com](mailto:MelanieMKnebel@Maximus.com)

#### *Secondary Contact:*

Staci Manis  
Presumptive Eligibility Specialist  
(785) 338-4301  
[StaciLManis@MAXIMUS.COM](mailto:StaciLManis@MAXIMUS.COM)

### **Allison Miller**

#### **Family Medical Policy Manager, KDHE DHCF**

LSOB 900 SW Jackson Street, Suite 900  
Topeka, KS 66612  
(785) 291-3881  
[Amiller@kdheks.gov](mailto:Amiller@kdheks.gov)

### **Christie Jacox**

#### **Family Medical Training and Outreach Manager, KDHE DHCF**

LSOB 900 SW Jackson Street, Suite 900  
Topeka, KS 66612  
(785) 338-4544  
[Cjacox@kdheks.gov](mailto:Cjacox@kdheks.gov)

### **KEES Help Desk**

1-844-723-5337

### **KEES Training Questions**

[Training@KEES.KS.gov](mailto:Training@KEES.KS.gov)