



I.DD Waiver- Frequently Asked Questions for Members

KanCare, which manages your medical & behavioral health services is now covering your I.DD waiver services and targeted case management. KanCare provides services through managed care organizations, which are called MCO's.

***Note:** These statements are directed at the member, but United Healthcare (UHC) acknowledges the important role of the member's support team/family/guardian/responsible party will continue to play in receiving appropriate services.*

1. Will my services change? Do I have to change providers? No, your services will be the same on February 1, 2014 as they were in 2013. Because of the continuity of care period (Feb. 1st through August 1st), no changes to your existing plan of care will occur. Your MCO care coordinator and your targeted case manager will work with you to ensure your needs continue to be met. You can keep your service providers of your choice. Our UHC staff are currently working with all I/DD providers to contract with them to join our network, ensuring they can continue to serve you. Your providers will now bill the MCO for their services.

2. Do I get to keep my Targeted Case Manager (TCM)? Yes, you can keep your current targeted case manager (TCM) and service providers of your choice.

3. What is a Care Coordinator? What is their role? A care coordinator (CC) is the person from your MCO who will work with you and your targeted case manager to develop your plan of care and make sure you have the services you need. Your UHC care coordinator can help you understand your KanCare benefits, arrange medical appointments, find services, and access a specialist for your behavioral or physical healthcare needs.

4. How will I know who my care coordinator is and how can I reach them? Your UHC care coordinator will be reaching out to you and your targeted case manager within the first 90 days to make sure your care needs are still being met. If you or your TCM need assistance from your care coordinator before they've had an opportunity to reach out to you, please call the member services number (1-877-542-9238).

5. When do I call the TCM, and when do I call the care coordinator? Your targeted case manager will continue to be your primary contact. You or your TCM can also contact your care coordinator for additional assistance. The care coordinator can help you navigate United Healthcare and assure you understand your KanCare benefits.

6. Will I still have a Person Centered Support Plan (PCSP)? Yes, your Targeted Case Manager will continue to meet with you and your support team annually to discuss your preferred lifestyle and goals. Your Care Coordinator would appreciate being invited to your PCSP meeting to get to know you better. Even if your care coordinator does not attend your meeting, they can still be a resource for your TCM before and after the meeting to make sure your needs are being met appropriately.

7. Who will do the annual BASIS assessment? Your CDDO will still do the eligibility assessment (called BASIS) for the HCBS-IDD program every year. Your MCO/United Healthcare will not determine eligibility for the HCBS-IDD waiver program.

8. Will there be an assessment done by the MCO? How will this assessment impact my services? Your UHC care coordinator will complete a health assessment and a functional assessment to help get to know you and your needs better. These assessments will be completed annually. Many of the questions are included in the BASIS and the PCSP, so your care coordinator will use these documents to help answer these questions. Please let your care coordinator know who you want at this assessment.

9. Can my guardian/parent call United Healthcare and talk to them about my services or medical care? If you are a minor (under the age of 18), your parent or legal guardian is expected to be your primary contact for the MCO. If you are an adult with a legal guardian, we may need to verify our ability to speak with them. If you want someone other than a legal guardian to have the ability to speak with United, you will need to sign a release of information to provide your permission. Please let your care coordinator know of anyone you want to authorize to speak with United Healthcare. Your TCM and service providers do not need a release of information to talk to us.

10. What is the role of the CDDO? The CDDO will continue to be a great resource to you. They will continue to ensure the quality of your services and complete the annual eligibility. If you call the CDDO with a question, and they aren't the best people to answer that question, they may direct you back to your TCM or care coordinator with the MCO.