CHFS Webinar FAQ

KHBE
Kentucky Health Benefit Exchange

PLEASE NOTE: This document is designed for CHFS Staff who are also helping with the Presumptive Eligibility Medicaid and PureCloud tasks but may be used by Application Assisters for the same purposes.

General PE Questions

1. If we print, does this make it so we can email the person requesting PE (Presumptive Eligibility)?	You won't need to Print. The system will generate the PE cards each night to the individuals. Note the "card" is on the second page of the eligibility notice for their approval.
2. What do we tell the caller if they show as active or pending?	Let the caller know that they have Medicaid and the Medicaid ID number. Note this in the after-call details.
3. For the phone number we provide to connect- is this our regular office number or our work cell phone number?	Either your office number or work cell phone number is acceptable.
4. Will we all be working off the same spreadsheet for PE applications?	You will receive specifically assigned cases from your Team Lead.
5. I do not have Chrome on my work tablet. Will I need to contact IT for them to put it on my computer?	You should be able to download Chrome via the software center on your work device. If you need additional assistance, please contact the COT help desk.
6. If individuals want to apply for someone else in the home while on the phone, do they have to call back?	No, please take all applications from that household. They can just tell you the info for each person who needs PE coverage. In that case, you would enter a separate application for each person needing PE Coverage.
7. When conducting PE eligibility, how should that be coded on CHFS time sheets? Do you have an anticipated start date for CHFS staff?	The PureCloud Go-Live date is April 29, 2020. As for how to code the PE Webinar time on your timesheet, that is a personnel question and you should defer to your supervisor for that coding.
8. What should we do while waiting for Go Live?	While awaiting Go Live, begin familiarizing yourself with the materials provided during at the PE webinar, download the token, and ensure you are prepared in advance.
9. How do we know who our team leader is?	For now, Tracy Williams is your point of contact for PureCloud and we ask that you send questions to the KHBE.program@ky.gov mailbox. We will send additional contacts and info as it becomes available.

10. Will everyone be taking phone calls, or will some people only take the spreadsheets?	Please be prepared to take both.
11. How do I take a screen shot?	Most state computers come equipped with snipping tool which allows you to drag over the screen to capture a screen shot. Click on the windows icon in the bottom left hand side of your screen. On your computer desktop there is a tile that says, “snipping tool”. Open the “snipping tool” and click “New” in the top left-hand corner of the application. Once your screen is ready for you to snip the section you want to capture, click at the top left of the desired area, hold, and drag until you have highlighted the area you want to screenshot. There is a function to copy it or save it.
12. Should we list our work number even though we aren't in the office? Or do you want our cell number to contact us?	At this time, they are requesting work number for this template.
13. Do we need a second monitor to process these applications? Could you send a copy of the recorded webinar for reference?	No, a second monitor isn't necessary. A recording of the webinar is found on YouTube. The link may be sent out upon request. Please email KHBE at KHBE.Program@ky.gov for the link.
14. When will we start getting the application lists for processing applications?	Applications will be coming soon. Application lists will be sent based on Go-Live date and demand from the public.
15. Is the information we receive to enter from the webform spread sheet, or is this information from a paper form?	The information is gathered through the webform discussed previously. You should access and review the form to familiarize yourself with it.
16. Is coverage effective the day of the application or the beginning of the same month of application?	It is effective the day of the application, as long as they are approved same day.
17. How do I access the web applications again?	Access is granted by logging into the Kentucky Online Gateway. Steps for logging in is provided in the PE QRG.
18. It states in your email to code your time to a different template. Will you provide	Anything related to your time or personnel-related, you should refer to your supervisor for direction.

instructions on how to set this up in KHRIS?	
19. Will everyone be getting a headset? If so, where are they being sent to?	The headsets are being sent to your home address if you are working remotely. If you do not receive yours, please notify Tracy Williams at Tracy.Williams@ky.gov.
20. My office hours are 6am to 10 am, and then my other 3 1/2 hours depend on what's going on within my home with children. I often work split between the morning and in the evening. How will that work with the call center?	You would need to indicate your schedule and availability on the PureCloud Onboarding Template. Please confirm both your schedule and availability with your supervisor.
21. If someone is not eligible due to income in the month of application but will be eligible the next month based on income will they need to reapply the next month?	Income is one of the things that has been relaxed. Meaning, you will enter the client stated income amount and allow the system to determine eligibility after that.
22. I got a new phone, so my previous token no longer works. Suggestions?	You can add up to 3 tokens to your KOG account. There is an option to send a verification code if you don't have access to your token, but you should be able to download a new token and add it following the steps in this webinar. When you log into KOG, click on your name and the Multi-Factor Authentication tab.
23. Where is the script we are using located?	The script is contained within the PureCloud Quick Reference Guide, on page 10. This QRG is also located on the KHBE website.
24. KOG did not accept my user name and password. What should I do?	Please refer to the PE QRG that was provided during onboarding that was sent to you along with the webinar invite (also found here).
25. What about the clients that are wanting Medicare savings program, this program does not cover that?	Any request for Adult Medicaid services should be directed to DCBS Call Services. However, it should be noted that PE does permit those 65 and older to apply for a regular Medicaid card.
26. Is there a way to transfer calls if they need other assistance without them having to hang up with us and call a different number?	You can provide them the phone number to call for those other programs and they will need to hang up and call those numbers. The PureCloud Call Line is dedicated to PE Applications for PE Medicaid.

27. What should we do if we cannot download the VIP token?	Please reach out to the COT Helpdesk by calling 502-564-7576 or toll free at 800-372-7473. This information can also be found in the PureCloud QRG on page 14.
28. How should we handle hostile clients?	CHFS policy protects employees from having to endure hostility of clients on any level. Unhappy callers can be referred to the Office of the Ombudsman. Given the brevity of the application users should make every reasonable attempt to complete the application and provide the results (case number, outcome) whenever possible. However, if a caller is unreasonable or is unwilling to proceed then refer them to the Ombudsman's Office and politely encourage the client to call back at a better time when they're able to give you the information.
29. If PE Hospital is the selected option, does that mean the coverage only covers hospitalization? Or does it cover all medical needs for the coverage period?	The Benefits are similar to Traditional Medicaid. It will cover more than just hospitalization.
30. I've worked a few PE applications, but there is no place to put comments. Is that going to be the same when we go live?	There will be a place within PureCloud Call System which allows you to put a brief comment if needed. You will see this also explained within the Genesys PureCloud Training Modules when you complete those.
31. What if we experience issues with our internet?	If you encounter internet issues this would be something you would want to report to Tracy Williams, KHBE.program@ky.gov, and your supervisor.
32. I have several other duties also, so if I am not signed into the SSP will I still receive calls while I am completing other tasks in my office?	You will have the ability to control through PureCloud whether you are "on queue" or not.
33. Is it ok to tell a client: "We are working from home, please excuse any background noise, or if the call cuts out I may have to ask a question more than once?"	Please follow the script as outlined on page 9 of the PureCloud QRG, however it is always recommended that you use good customer service skills when communicating with clients. It is the preference that those working from home make every attempt to isolate themselves, use headsets provided, or ear buds. If background noise is going to be an issue the user may want to discuss with their management.

34. What are the ways that the PE toll-free number will be given to the public?	This is currently being determined. Outreach has been made via mail, targeting individuals who have applied for unemployment insurance benefits (UIB), which includes the PE toll free number at (855) 459-6328. In addition, KHBE has been sharing information via social media while exploring other communication options.
35. Is there a resource or phone number that we can give people when they call in and have questions regarding coverage?	PE coverage details are included in the PE QRG that was previously provided. You can also find this QRG on the KHBE website. Users should be able to provide information related to the outcome of the case and if an applicant was approved/denied QE eligibility, showed as already receiving, and Medicaid number if approved. More detailed requests regarding the coverage should be referred to DMS Member Services.
36. Can we provide the Medicaid and RX bin number?	It is the responsibility of the individual's medical provider to already have this information. If citizens are requesting the RX bin number, refer to the following information: • BIN-011529 • PCN-P022011529 • Group #-KY Medicaid
37. What if someone calls and says they haven't received their card yet?	Cards will be printed in nightly batches. If a user reports not getting a card refer them to DMS Member services.
38. Is it mandatory to enter income?	Yes. If the person has no income, then you would enter $0.
39. Can someone apply if they have other insurance?	If someone calls and asks to apply, you should proceed with taking their PE Application.
40. As a non-case decision worker, all my cases pend, and they are not released till a supervisor or principal reviews them. Will these PE cases pend for review or will they be released without pending?	These cases should not pend, the determination should be immediate.
41. Will someone be listening in on our calls to see if we are assisting clients appropriately?	Yes, that ability does exist.
42. Office Support Assistants and Non-Case Decisions are	The PE process is a very limited scale application and does not require full Medicaid Policy training. No

going to be allowed to take calls?	specific policy information is needed to input the data and process the cases.
43. Is income calculated by the month?	Income can be entered in a variety of ways (weekly, bi-weekly, monthly, etc..). Income should be entered based on client's statement
44. Can you give us an idea what the forms look like that we be entering the information on? Do you have to have two screens?	Dual monitors are beneficial but not required. If working from the spreadsheet then users will need to have Excel open in one window and the SSP in another and flip between as necessary.
45. What if a caller does not speak English?	There is the "PureCloud Language Line Tip Sheet" found on KHBE's website: https://healthbenefitexchange.ky.gov/Documents/PureCloud-Interpretalk-Tip-Sheet_04-30-20.pdf The direct line for InterpreTalk is (866)-712-2324. Additionally, the kycovid19.ky.gov website has resources in over 150+ languages to better assist Kentuckians.
46. When completing applications from the spreadsheet; will we have to maneuver back and forth between screens to input information?	Yes. The information from the spreadsheet will be entered into the Self-Service Portal which will necessitate moving back and forth between the two windows unless the user has dual monitor capabilities. It may be worth mentioning that most modern digital/web enabled TVs can be used as a computer monitor by connecting through an HDMI cable (though users should definitely consult their owner's manual before attempting).
47. Will get an email to set up the PureCloud and the Genesys?	Yes.
48. What phone are we using for this?	A phone is not needed to be able to receive calls. PureCloud is a web-based system, meaning calls will come through your computer.
49. Is there a way to transfer calls if they need other assistance without them having to hang up with us and call a different number?	You can provide them the phone number to call for other programs. The individual will need to hang up and call those numbers. The PureCloud Call Line is dedicated to PE Applications for PE Medicaid.
50. Is there a mute button in PureCloud? I am concerned about the noise level of my house coming through the call.	The headset you will be receiving should help with any background noise.

51. If we already use the VIP, do we use that, or do we need to download another VIP?	If you already use VIP (and you have used it recently) you should not need to download an additional VIP.
52. How is eligibility affected for those in a substance abuse program?	Ongoing treatment is NOT a Medicaid eligibility factor. Eligibility is not affected.
53. What are the income limits for Presumptive Eligibility Evaluations?	Income limits have been relaxed for Presumptive Eligibility Applications during the COVID-19 Crisis.
54. Are stimulus checks countable income?	No, stimulus checks should not be entered as countable income.
55. How are individuals being made aware of their Presumptive Eligibility number?	The PE Confirmation cards are printed and mailed by the Self Service Portal system nightly.
56. What sort of encryption is needed on emails that include Personally Identifiable Information (PII)?	Email encryption is not needed during the COVID-19 response. Benefind is printing and mailing PE Confirmation Cards nightly.
57. Can the email address ReturnProofVerif@ky.gov be used as a way to turn in Medicaid verifications?	CHFS Staff should **focus** on processing PE applications during the COVID-19 response to get as many individuals health coverage as possible.
58. How should CHFS Staff send system issues to KHBE?	CHFS Staff should send system issues by taking a screen shot and sending along the PE Case Number.
59. Can I release info on a SNAP case if a client asks?	No. The SSP PE screens do not include SNAP information. You can provide the phone number for them to apply for other programs at the end of your call.

PE Application Process

1. Can the PE form be modified to include all the information for the PE application? I.E. Citizen, Race, the questions?	Many of those requirements have been relaxed meaning client statement is acceptable on those.
2. Do we just need to worry about asking individuals those questions or the whole application?	You may ask just the PE application questions.
3. What is the general process for the online intake of the	When working phone lines, if a person wants to apply for PE Medicaid, you can switch over to Self-Service Portal and take the application live by inputting it

application and the spread sheet?	there. There is also a possibility you might receive cases on a spreadsheet that are assigned to you for completion as well.
4. What if the person doesn't know what their income will be because they haven't received their unemployment payment yet?	Then that means their current income (per client statement) would be $0. It goes by client stated amount so if they don't know their Unemployment Amount, then their current income would be $0.
5. Are we allowed to tell the caller that their application has been approved or denied? Are we to let them know that the denial letter or the cards will be sent to them the next day?	Correct. If the individual is denied, the denial correspondence will be mailed within a few days.
6. Do we have to enter in information in every field or just the ones highlighted with the star?	Answer the fields that the client can provide answers to. Fields with a red asterisk are mandatory and must be filled out to put in an application.
7. Is there specific information you need in the notes?	No, unless there is any issue you experienced with a case. Then you would enter the case number and a brief sentence about what the issue was you encountered.
8. Does the Medicaid number populate as well?	Yes, you will see it generate as soon as you submit their application.
9. What info do we put in the Comments box?	We are most interested in any case errors or issues your encountered. If the case did not process, we ask that you provide the case number, the individual's contact info, and the error so that we can follow up.
10. Will these PE applications pend for review or will they be released without pending?	These cases should not pend, the determination should be immediate.
11. Will there be rights & responsibilities that we go over with the client?	No. There is not a need to go over the rights and responsibilities with the client.
12. Is the income just for the individual applying or for the entire household?	The income reported should be for the household and can be entered in a variety of ways (weekly, bi-weekly, monthly, etc..). Income should be entered based on client's statement.
13. What do we do if we have an application that has not been completely filled out?	If you are taking the application by PureCloud phone system – get it from the individual in real time. If you are working from a spreadsheet – notate the missing information within the comment column on spreadsheet.

14. If we receive a call from someone we know (like family) are we allowed to process their information since we are not actually producing the benefits?	No. If you perceive a conflict of interest in serving a friend or family member, please ask them to call the PE line back to speak with another operator.
15. How long does it take to complete one application?	It takes about 10 minutes to complete an application.
16. Will the eligible individual receive a Medicaid card? Or will they just use their MAID number given by us when they go to the doctor?	After the application is completed for the eligible individual, a Medicaid card will be generated and mailed within a few days.
17. If there are children in the household that need coverage will they need to be added separately as well or will they be covered under the guardian?	A separate application would need to be completed for each person who is applying.
18. How will we know if we are taking calls or doing the online applications from the spreadsheets on any given day?	This will be based upon client demand. Your daily tasks will be assigned by your team lead.
19. When you complete an application and get the Medicaid number, is it alright to give it the client over the phone?	Yes. Please provide the Medicaid number so that the individual will have access to their coverage. A PE card should be mailed within a few days.
20. Will we be approving the applications or does this application go to elsewhere for approval?	When you input a person's data into Self Service Portal for their PE Application, once it is submitted, you will see immediately if a person was approved or denied.
21. Can we enter more than one household member in a PE application or does each HH member have a new application?	Each individual would need a separate application.
22. At this time the spreadsheet is something that the supervisor will issue to specific workers and the handling of calls to other designated workers?	Yes, PE project Team Leaders will delegate these tasks.

23. How long is this going to last (doing the PE applications)?	Current coverage is extended through 6/30th. The nature of the crisis makes it impossible for us to determine a fixed date the PE process will be ended. Information will be shared as it unfolds.
24. The PE Application spreadsheet includes household size. Should we call and ask if other household members need to apply for PE?	No, this issue has been realized by DMS and mitigation plans are in place. Process just the individuals on the PE application spreadsheet.
25. Can we call the client and do the application over the phone rather than from the Spreadsheet?	No, directly calling the client will slow down application processing times and would interfere with the tracking and organization of processing PE applications.
26. If processing an application via phone screen with patients, can we go ahead and file completed applications unsigned?	Per guidance in the PE Application Quick Reference Guide, client statement and verbal signature are acceptable for PE applications during the COVID-19 Response.
27. What trouble shooting steps should be taken when having trouble processing PE Applications?	Suggested Steps: 1. Check internet connection 2. Restart / Refresh computer or router 3. Reattempt Case 4. Capture Screenshot for KHBE
28. If two people in a household need coverage, do I need to enter information for each as a separate record? Same with their income?	Correct. Enter in the information for each individual separately. Enter in the income for each individual separately.
29. If a client is not working but is getting unemployment insurance benefits plus the pandemic 600.00, do we count that is income?	You would include the unemployment income. The "pandemic 600" is not counted.

PE System Questions

1. Do we select the PE-Hospital role? Mine went directly into the SSP Dashboard. Is that normal?	This dropdown only appears if you have multiple roles in SSP (Self Service Portal). Most likely you only have 1 role. If you see “Start a PE Application” link on the left-hand side of the dashboard you are good to go.

2. I have VIP token access on my iPhone, do I need it on the computer as well? Do I need access to Benefind?	You do not need both, but you will need to ensure that the VIP token on your phone is registered in KOG. Your access to Self-Service Portal is what you need. SSP is where you'll be entering in the PE Applications.
3. If the individual applying has previously applied for Medicaid, will the system automatically generate their info through a search?	Yes, but the information listed could be out of date. Please proceed with the normal application intake to verify all the information is correct.
4. Who do we reach out to if we do not have the SSP on our KOG?	Please contact the KOG helpdesk.
5. Are we entering an application in both SSP and PureCloud?	No, SSP is where applications get entered. You will need to have SSP open in the background so you can flip to it to enter the application.
6. Where do I find the option to take a PE application? I do not see it on my dashboard.	Do not access SSP through saved links that go directly to SSP. Instead access through https://kog.chfs.ky.gov and select PE-Hospital. You should also clear your browser's history.

PureCloud Questions

1. What is a PureCloud account? How do you get this? Is the PureCloud account, the same or similar to interaction desktop that the workers use for call services?	PureCloud Call System is the name of the call line system you'll be using. Details about PureCloud will be in the PureCloud Job Aid, including setting up your account.
2. Did we receive the Job Aid information for PureCloud in the invite for this webinar or is that to come later?	You will be receiving the PureCloud Job Aid prior to the PureCloud Go-Live so that you may use it to support you in this task. Additional information on PureCloud is provided in the PureCloud Job Aid (found here).
3. Is the PureCloud account, the same or similar to interaction desktop that the workers use for call services?	Similar. Additional information on PureCloud is provided in the PureCloud Job Aid (found here).
4. If the PureCloud calls are coming through the computer, but we need to have a phone number to route the calls to, where are the calls going?	Kentuckians will be provided a phone number, (833) 656-0707, to contact CHFS and others via the PureCloud system (which is through your computer). Additionally, we are asking for you to provide a work phone number as part of the template of data to send to Jeremy Rogers (this is so we have contact

	specifically for you and not for you to receive calls from the public.)
5. Where do we find the PureCloud videos that were mentioned in the Q&A's?	The webinar will be emailed to you at the end of the live presentation.
6. Do we have to have the activation email in order to do the My PureCloud training?	No, you can do your Genesys PureCloud training modules without having to activate your account.
7. Just wanted to verify - we need to send Jeremy.Rogers@ky.gov our name, Email and phone number for current calls for the PureCloud? Who do we send the spreadsheet to with that information?	Correct – send to Jeremy.Rogers@ky.gov. You will send your completed spreadsheets to your team lead.
8. Where do we record the case number?	If you are working from a spreadsheet, there is a field for case numbers and notes. If you are talking a call via PureCloud, there are fields on the screen for you to add notes.
9. Will PureCloud shut down at a certain time?	PureCloud is open from Monday through Friday 8 AM to 3 PM Eastern Time.
10. What is our initial greeting for answering phones? For instance, what do we say, such as: "Good morning, DCBS", or how are we identified?	The script is on Page 10 within the PureCloud QRG.
11. Have we received the packet with the script? I was looking through the PDFs and do not have one with a script.	The script is on Page 10 within the PureCloud QRG.