Legislative Post Audit
Performance Audit
Report Highlights

The Kansas Eligibility Enforcement System: Evaluating the Accuracy and Usefulness of KEES Reports and Notices

QUESTION 1: Are Reports and Notices Produced by the Kansas Eligibility Enforcement System Accurate and Useful?

Background Information

The Kansas Eligibility Enforcement System (KEES) is an integrated eligibility determination system for the state's medical and social service programs, including KanCare, Temporary Assistance for Needy Families, and MediKan. State agencies and their contractors use KEES to determine whether applicants are eligible for these programs.

After eligibility is determined, KESS automatically generates a notice to update individuals on the status of their application. Notices can inform applicants whether they were approved or denied for their benefits. They can also inform individuals of any changes to their existing benefits.

KEES also generates reports for KDHE staff and other stakeholders to help manage the state's medical and social service programs. Those reports can provide information such as total enrollment by medical program or tasks assigned to eligibility workers.

- The KEES notices we reviewed were accurate but not always complete. (p. 5)
  - *We reviewed a non-projectable sample of 18 total medical notices from 2015 and 2017 for completeness and clarity. We also reviewed a subset of 7 of those 18 notices for accuracy.*
  - *All seven notices we reviewed for <u>accuracy</u> contained correct consumer information, such as names, case numbers, and eligibility information.*
  - *However, 6 of the 18 notices (33%) we reviewed for <u>completeness</u> were missing information required under KDHE policy.*
    - *Two notices (11%) were missing detailed information about why a consumer was denied or lost medical benefits.*
    - *Four notices (22%) were missing standard policy language, such as a consumer's responsibility to report changes in income.*
  - *KDHE officials acknowledged the notices do not always contain all the required information and said they plan to start addressing this issue now that KEES is complete.*

- Several of the notices we reviewed could be improved if they were less duplicative and easier to understand. (p. 6)
  - *We reviewed the same non-projectable sample of 18 notices to determine how easy they were to understand.*
  - *Although all 18 notices conveyed accurate information, many included overly technical or duplicative language that made them difficult to read.*
  - *KDHE officials acknowledged the notices could be clearer and told us they are working to improve the notice language.*

- The KEES management reports we reviewed appeared accurate, but many were not used. (p. 8)
  - *KEES has two types of management reports: standard reports created by the contractor that built the system and custom reports created by KDHE.*
  - *The contractor began producing standard KEES reports in 2015, but few KDHE staff appear to use them after initial errors were discovered.*
  - *KDHE allows staff to design custom reports from the KEES system, which most staff appear to rely on over the standard reports. However, KDHE's testing of these custom reports could be improved to help ensure they function as intended.*
  - *We reviewed a non-projectable sample of six KEES reports, of which four were standard reports and two were custom reports.*
  - *Our testwork did not identify any significant errors in the six reports we reviewed. However, our review of the reports was limited because the code used to generate reports is complicated and we lack sufficient program expertise to ensure the right information is being pulled from the system.*

SUMMARY OF RECOMMENDATIONS

Recommendations for the Department of Health and Environment (p. 11)

- We recommended KDHE address problems with notice completeness and clarity by continuing with their plans to (a) review and update the code that populates KEES notices, and (b) develop a quality control review process to periodically evaluate a sample of notices.
- We also recommended KDHE ensure KEES custom reports are accurate by developing a formal policy to specify a consistent testing process for custom reports and explain how test results should be documented.

AGENCY RESPONSE

Agency officials agreed with the findings and indicated they would implement the recommendations. (p. 13)

HOW DO I REQUEST AN AUDIT?

By law, individual legislators, legislative committees, or the Governor may request an audit, but any audit work conducted by the division must be directed by the Legislative Post Audit Committee. Any legislator who would like to request an audit should contact the division directly at (785) 296-3792.