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To: Nursing Facility Providers (PT 12)
Intermediate Care Facility-Individuals with Intellectual Disabilities Providers (PT 11)
Institutionalized Hospice Services Providers (PT 44)

From: Carmen Hancock,
Division of Long-Term Services and Supports

Date: June 20, 2025

Re: Kentucky Level of Care System (KLOCS) Backdating and Correcting LOC Update

Dear Provider:

The Department for Medicaid Services (DMS) is issuing new guidance for providers regarding backdating and correcting Level of Care (LOC) start dates or discharge dates. This letter replaces the previous backdating/corrected LOC guidance sent to providers in April 2021. LOC must be completed prior to a resident's admission into a nursing facility and the Preadmission Screening and Resident Review Program (PASRR) evaluations. Refer to federal regulation 42 CFR 483.112 and state regulation 907 KAR 1:755.

If your facility does not discharge or transfer members timely in KLOCS, it could cause a problem or delay in Medicaid reimbursement payments. If your facility continues to disregard the guidelines, then DMS may take corrective action.

Backdating/correcting LOC dates may be approved with good cause on a case-by-case basis. DMS will review written justifications and documentation, such as "system error" messages, when determining if a request meets good cause.

Good cause reasons when evaluating an LOC backdate or LOC correction request may include:

- KLOCS system issue (help desk ticket number required),
- Change in provider numbers due to CHOW,
- Natural Disaster,
- Medicaid Eligibility issue,
- Discharging/transferring facility not releasing LOC and receiving facility having multiple attempts reaching out, with documentation of such.

Our records show that each provider has two or more staff members from their facility that can enter information into KLOCS, which demonstrates staffing should not play a role in the untimeliness of LOC applications being entered. If a provider has changes to their administration, the facility will need to email KLOCsOrgAdmin@ky.gov to request a change to be made. DMS will need the new KLOCS organization administrator's first name, last name, email address, provider name and Medicaid provider number included in the request email.

Facilities can also access our CHFS KLOCS website:

<https://chfs.ky.gov/agencies/dms/provider/Pages/klocs.aspx> to access KLOCS provider webinar recording, Kentucky Online Gateway reference guide, KLOCS Org Admin guide, KLOCS NF/Hospice/ICF user guide, and other training materials.

Thank you for your continued commitment to serving Kentucky's Medicaid members.

Sincerely,



Carmen Hancock