



CABINET FOR HEALTH AND FAMILY SERVICES
Department for Medicaid Services

Andy Beshear
Governor

275 East Main Street, 6W-A
Frankfort, KY 40621
www.chfs.ky.gov

Eric C. Friedlander
Secretary

Lisa D. Lee
Commissioner

April 26, 2021

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

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

Dear Provider:

The Department for Medicaid Services is issuing new guidance for providers in regards to backdating and correcting Level Of Care (LOC) start dates or discharge dates.

The timeframe for a provider to request a LOC backdate is 5 days after the 3 allowed days for a total of 8 days. If the provider has requested a LOC backdate after the 8th day deadline, the request will be denied.

Scenario 1: If a NF couldn't enter the member's KLOCS application on admit date due to inclement weather, then the NF would have 5 days after the allowed 3 days to get the application on to KLOCS and submit a LOC Correction request within KLOCS for the backdate request.

Scenario 2: If a NF didn't enter the member's KLOCS application within the allowed 3 days and the NF doesn't have an approved DMS good cause reason when the NF sends the LOC Correction request within KLOCS to back date the LOC, the request will be rejected.

Scenario 3: If a NF couldn't enter the member's KLOCS application on admit date due to KLOCS system issues and the NF entered the KLOCS application 10 days after the admit date. Carewise Health will reject the LOC Correction request because it wasn't with in the 8 day LOC backdating limit.

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The timeframe for a request to correct LOC discharge dates is 5 days. The five days start after the LOC discharge date is entered incorrectly. If the provider has requested a LOC correction on a LOC discharge date after the 5th day, the request will be denied.

Scenario: When NF 2 cannot enter their LOC due to NF 1 has not discharged timely, once NF 1 discharges, NF 2 has 3 days to enter their LOC application to KLOCS and 5 days after the 3 days to submit a LOC Correction within KLOCS and request the LOC admit date be backdated.

Providers be aware if your facility does not discharge or transfer members timely in KLOCS that could cause a problem or delay in Medicaid reimbursement payments. If your facility continues to not to follow the Medicaid guidelines outlined, then Medicaid may take corrective action.

DMS approved good cause reasons when evaluating a LOC backdate or LOC correction requests:

- KLOCS system issue (help desk ticket number required)
- Change in provider numbers due to CHOW
- Inclement weather that is during the 3 day time limit to enter the LOC admission
- Other technical issues such as internet out of service

Our records show that each provider has more than 2 staff members from their facility that can enter information into KLOCS, so there should not be a reason for untimeliness of LOC applications being entered. If a provider has changes to their Org Admin, the facility will need to email KLOCsOrgAdmin@ky.gov to request a change 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, KOG reference guide, KLOCS Org Admin guide, KLOCS NF/Hospice/ICF guide and etc.

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

Sincerely,



Lee A. Guice, Directory
Policy and Operations
Dept. for Medicaid Services