

Summary of Issues Identified During JAAA's Takeover of OAA Assessments

Background:

- Initial discussions began in March 2025 during the RFP meeting held via Zoom. At that time, we were informed that KDADS was mandating the transition, which was later found to be inaccurate.
- It was also indicated that JAAA would collaborate with us on the transition process.
 However, we received no further communication until August 19, 2025, when a draft process was shared—without any prior input from our team.

Key Issues Identified:

1. Lack of Communication and Coordination:

- Case managers began contacting clients in mid-September without notifying us that the process had started.
- Initial documentation was sent without explanation or context, leading to significant confusion.
- Multiple client files were bundled into single, disorganized PDFs, often out of order, making it difficult to verify which documents belonged to which clients.

2. HIPAA Violations:

 We received information for at least four individuals who were never on our services, constituting a potential HIPAA breach.

3. Inconsistent Assessment Documentation:

 We received 15+ Notices of Action (NOAs) with conflicting assessment dates. For example, the body of the NOA might state an assessment date of 9/22/2025, while the header lists 5/23/2025. This creates confusion regarding reassessment timelines.

4. Care Plan Errors:

- One client receiving congregate meals was incorrectly assigned home-delivered meals in their care plan.
- Another client was approved for home-delivered meals despite being on our waitlist, with no indication of this status in the documentation.



5. Billing Concerns:

 Initial review of NOAs suggested duplicate billing for Uniform Assessment Instruments (UAIs), appearing as though JAAA billed both OAA and Senior Care Act (SCA) funds for the same assessments.

6. Ongoing Lack of Responsiveness:

- o JAAA has not responded to any of our submitted questions.
- o Identified errors have not been corrected, and no follow-up communication has been provided.

KANSAS DEPARTMENT FOR AGING AND DISABILITY SERVICES NOTICE OF ACTION

PROGRAM	- Land	Olde	r Americans Act	Senior Car	e Act	
Date of Notice: 09/2	.5/2025					
TO:			FROM: Sonja Agency: The Jayhawk Area A 2910 SW Topeka Bl	-		
Attention: Donna Hu	ubert		Phone: (785) 235-136	7		
Service	No. of Units (Specify Per Day or Week)	Self Dir Y/N?	Provider Name		f Service To	Provider Unit Cost
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UAI - Page 10 - Plan of Care/Support Services

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