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Joint Committee on Home and
Community Based Services
(HCBS) and KanCare Oversight

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Content Overview

Extensive investment in the health of Kansans

- Covering the right service, often beyond Medicaid-covered benefits
- Grants and sponsorships to organizations serving local and statewide causes
- Ensuring a quality program through technical and person-centered training

Valuable partnership with the State of Kansas

- Collaborating to improve member health outcomes
- Supporting network providers and community services through value-based programs

Success achieved through a combination of being data-driven and people-centered

- Process improvement
- Membership engagement
- Innovation that gives our people the tools to meet and exceed performance standards

Sunflower Health Plan



- Local approach to care coordination with an assurance of healthcare compliance and an emphasis on cultural sensitivity
- Proven leader in integrated care coordination through the use of multi-disciplinary clinical teams that focus on the whole person rather than just the diagnosis – This is demonstrated by our HEDIS and CAHPS scores
- The first KanCare MCO to reach Commendable accreditation status with NCQA, with a goal to achieve and maintain Excellent status
- Promoting inclusion in Kansas communities through Project SEARCH and other work programs
- Successfully hiring people with disabilities at Sunflower through competitive employment – As such, receiving the 2016 DisAbility Champion Award from the Greater KC Business Leadership Network



Investments in community health

- “In Lieu Of Service” reporting 2018 YTD (Jan-Sept):
 - \$91,226.83 in non-Medicaid covered services to 44 members. Rationale for covering: Avoid hospital inpatient stays and PRTFs
 - \$285,777.83 in Medicaid-covered services to 102 members. Outcome: Avoided nursing facility
- Value Added Benefits, 2018 YTD (Jan-Sept): \$1,502,489.86
 - Most utilized: Disease management, healthy rewards program, comprehensive medication review, adult dental services
- Since 2013, over \$1.5 million in sponsorships to local organizations, including consumer advocacy groups and provider associations
- Foundation grant of \$110,000 to Central Kansas partners to address screening and access for mental health services
- Practice Transformation Grant to clinic through KAMU

New Value Added Benefits for 2019

Foster Care – “Care Grants”	Care Grants benefiting children in Foster Care. Sunflower will provide care grants to be used in helping members in Foster Care access person-specific resources that are not covered by Medicaid, such as hypo-allergenic sheets for those with asthma, art supplies, clothing, camp fees or other personal items.
Parent Management Training – Oregon Model (PMTO)	Extra support to Foster Care families and agencies through nationally recognized Parent Management Training program. The goal is to enhance stability in the home. This program is ideal for many families because it is known to strengthen interventions that address conduct, social behavior and other associated symptoms.
Caregiving Collaborations®	Caregivers are supported through various channels in the Caregiving Collaborations program. This benefit is available to one primary, informal support caregiver per member. Benefits include the Caregiver Resource Center and a Caregiver Journal. In addition to the program benefits, each member and caregiver will continue to receive coordination of respite services available through the individual care plan.
Employment Support & Transportation	Sunflower Transition to Employment Program (STEP) is a workforce development and employment support resource program. We help members identify and remove employment barriers. Benefits include enhanced transportation coverage, GED prep test vouchers, and assistance with career counseling services. Members are connected with a benefits specialist to learn how their income may impact their benefits, as well as to learn about the STEP Scholarship program.
Enhanced Transportation for F/E & PD	Enhanced transportation to local community events and social activities for members receiving Frail & Elderly (F/E) and Physical Disability (PD) waiver benefits. This benefit includes three round trips a year.
Nursing Home-to-Community Transition Support	<p>Pre-placement transition meetings and activities which may include: finding and securing housing, securing house-hold items, confirming informal supports, completing in-home risk assessment, and assisting with hiring of caregivers</p> <p>Follow-up visits to ensure services and equipment are in place and meeting the member’s needs, to confirm or set up a PCP appointment, among other personal support activities</p> <p>1 week of home-delivered meals for each member transitioning out of a nursing facility regardless of waiver benefit coverage. Members may be eligible for additional financial assistance or benefits, based upon need, when transitioning to independent living situations.</p>

Network strength continues

- Prepared for seamless access and support for members transitioning to KanCare 2.0
- Value-based purchasing programs for Primary Care, Behavioral Health, LTSS and NFs will expand and evolve to meet program needs
- Community Health Workers embedded in CMHCs and Hospitals to coordinate care and address SDOHI
- Specialized support to the network
 - Promoting early identification and assessment of potential co-existing PH and BH needs
 - Ongoing training for billing staff, in collaboration with other MCOs
 - Delivered the Trauma Focused-Cognitive Behavioral Therapy (TF-CBT) training to 248 providers

KanCare 1.0 improvements



- KanCare Improvement Workgroup
 - Provider credentialing and re-credentialing processes standardized – reduces provider burden and keeps the MCO provider networks up-to-date
 - Prior authorizations - standardize procedure, requirements, periodic review and reporting of reductions in and limitations for PAs
 - More than 100 PAs eliminated
 - MCOs jointly developed a Provider Quick Reference Guide (QRG) on PAs
 - Grievances, appeals, fair hearings – standardized process
 - Member Advisory Groups – enhanced oversight of participant makeup, meeting agenda and minutes; stronger engagement with KanCare beneficiaries
 - Improved accuracy and notification of client obligation, which is a proactive claims process for Sunflower
- Hospital Accounts Receivable Over 90 Days (KHA, Dec 2013 - Dec 2017)
 - Medicaid FFS (as of Dec 2012) = 32.1%
 - Sunflower as of Dec 2017 = 19.1%

Local approach & expertise

- Workforce of approximately 400, anticipated to increase due to enhanced care coordination programs under 2.0
 - 9.5% vacancy rate
 - 95% participation in Employee Engagement Survey
- Formally integrated Behavioral Health functions into the health plan, based in Lenexa - Previously under a specialty company, Cenpatico
- Local stakeholders benefit from Centene's in-house, wholly owned Pharmacy, Vision and Dental specialty companies (Envolve portfolio)



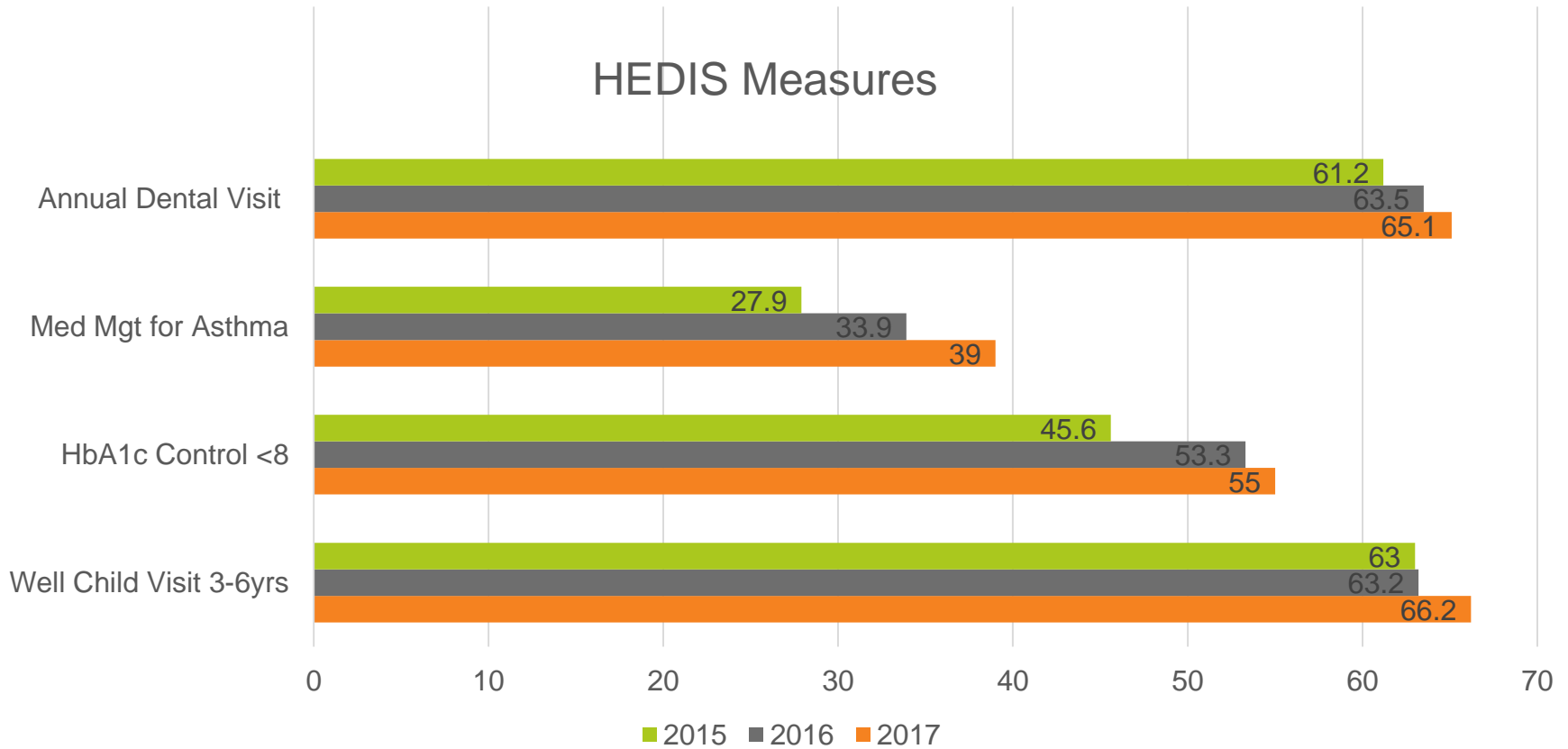
Leverage national best practices to achieve desired outcomes

- Setting standards in BH access and services:
 - Exceeded NCQA Quality Compass 90th percentile in follow-up after hospitalization for mental illness
 - Achieved 75th percentile in BH services and screening in our pediatric population
- Repatriation, with 2014 as baseline: Successfully transitioned approx. 600 members from institutional to community settings
- Start Smart for Your Baby ® - significant improvement in the incidence of low birth weight infants
 - 7.9% lower frequency for delivery weights <2500 g
 - 20% lower frequency for delivery weights <1500 g
 - 31.2% lower frequency for delivery weights <1000 g
- HCBS population performed better in several physical health metrics compared to total membership, examples: Diabetic eye exams and nephropathy, Breast cancer screening

Access and outcomes



HEDIS Measures



2018 Summit Award



Dr. Regan Dulin Receives Sunflower's 2018 Summit Award for Excellence in Care

- This month, Sunflower recognized Manhattan, Kan., physician Dr. Regan Dulin with a national award for clinical excellence.
- Dr. Dulin earned the award for her quality outcomes in adolescent well care visits, adult access to preventive/ambulatory health services and cervical cancer screening.
- She shares our commitment to improving the health of Kansas communities.



Telehealth initiatives



- Disease management with Windsor Place
 - Equipment installed in the home to remotely collect vitals, with information securely provided to nurse case managers and community providers involved in the care of the patient
 - Savings from reduced inpatient and ER visits approximately \$250,000
- Project ECHO launching in 2019 – tele-mentoring for providers serving members with SED (Serious Emotional Disturbance)

Advancements in integration

- SDOHI Center of Excellence (COE) – Established with Director, Specialists and Member Advocates focused on Transition, Housing and Employment supports
- Intensive Outpatient Program (IOP) with KidsTLC – treatment option to provide more intensive services for children and families
 - Prevent PRTF, acute stay
 - Supporting step-down services for children leaving intensive services
 - Reported outcome from 2015-16: 93% of clients refrained from using a higher level of care due to IOP, with a combined savings of \$600,000

Thank you



- We value our partnership with the State of Kansas
- Our members have experienced significant improvements in health outcomes and quality-of-life measures
- The key to success is being data-driven and people-centered

