

ROBERT G. (BOB) BETHELL JOINT COMMITTEE ON HOME AND COMMUNITY BASED SERVICES AND KANCARE OVERSIGHT

UnitedHealthcare Community Plan of Kansas
November 8 & 9, 2018

Kevin Sparks, CEO, UHC
Marsha Connor, Executive Director

UnitedHealthcare's Mission

To help Kansans live healthier lives and to help make the health system work better for everyone.



Meet: Margaret Jones



Profile

- 50 years old,
- Physically disabled,
- Lives alone in her home, in Sedgwick County,
- KanCare Member,
- Has Traditional Medicare A&B and Part D coverage,
- Qualifies for UHC Medicare Advantage-Prescription Drug program (Dual Special Needs Plan - DSNP)

Margaret is a vulnerable, high risk consumer who needs:

- Dental care
- Incontinence supplies, shower chair, blood pressure cuff, over the counter medicines and health related products
- Hearing aids
- Eye glasses
- Personal Emergency Response system
- Chiropractic care
- Access to healthy foods and fitness
- Transportation to doctor's appointments

UHC Medicare Advantage Value: A Case Study



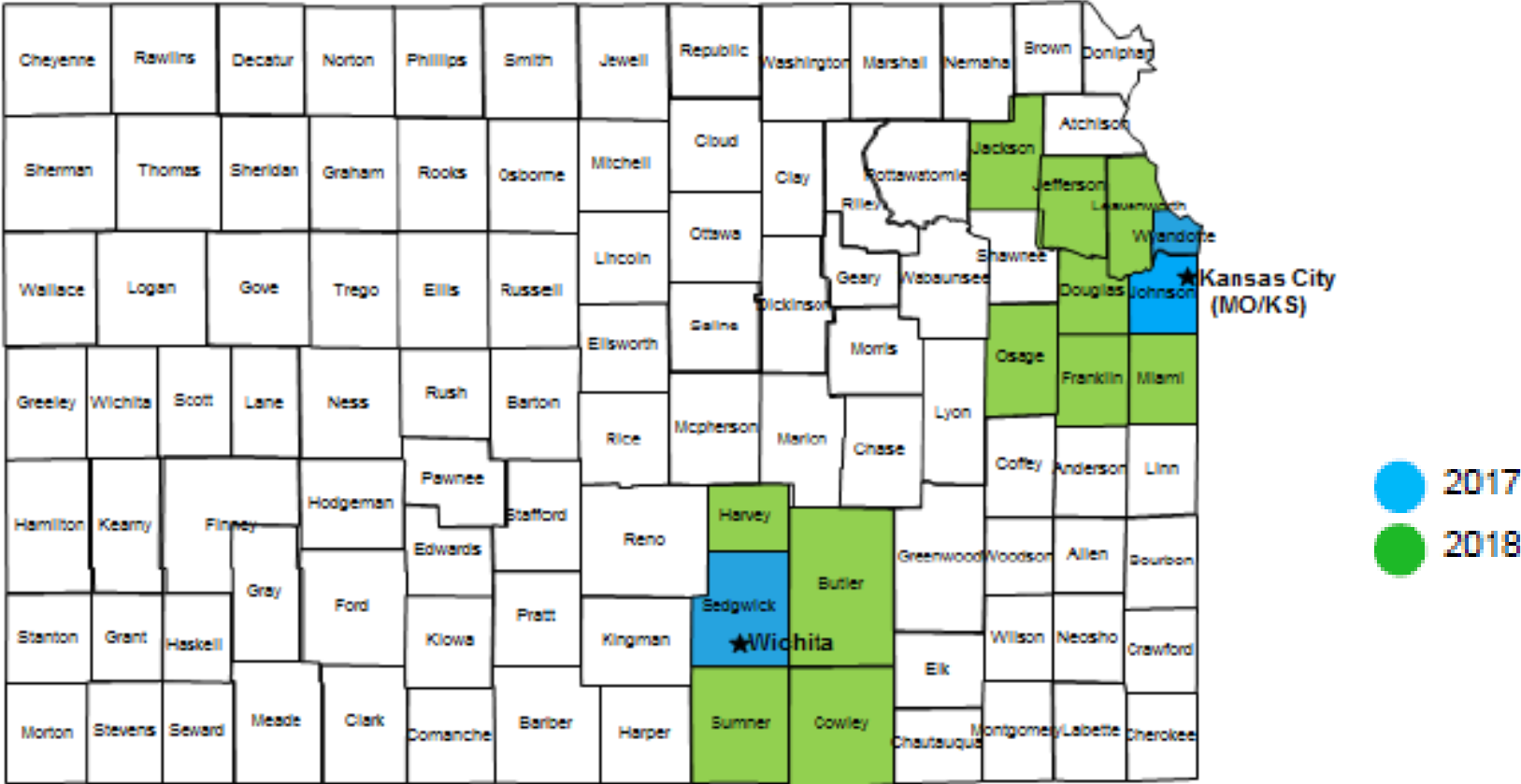
- Represents no/limited coverage

Margaret's Needs	Traditional Medicare	KanCare Medicaid	UnitedHealthcare Medicare Advantage DSNP \$0 premium/copay
Dental exams, cleanings, x-rays, fillings, bridgework, root canal and sedation dentistry	-	-	✓ \$2,000
Incontinence Supplies, shower chair, blood pressure cuff, OTC products	-	-	✓ \$1,060 from Over-the-Counter catalog
Hearing aids	-	-	✓ \$2,000
Eye glasses	-	-	✓ \$200
Personal emergency response system	-	-	✓ PERS
Back pain to be addressed	-	-	✓ Chiropractic and acupuncture visit
Access to healthy foods after discharge	-	-	✓ Home Delivered meals post-discharge
Access to a gym	-	-	✓ Free gym membership
Transportation to doctors appointments and pharmacy	-	✓	✓ Rides plus virtual doctor visit/telemed.



By enrolling in UnitedHealthcare Medicare Advantage – Prescription Drug Dual Special Needs Plan, Margaret will have her unmet needs MET at no cost to Margaret!

UHC Dual Special Needs Plan Serving 14 Kansas Counties



Appendix

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Dual SNP Overview

YOUNG
37% are under
age 65 with a
disability

Over half live with 3 or
more chronic
conditions

61% live with
cognitive/ment
al impairment

30% live alone

Dually eligible individuals are among the sickest and poorest individuals covered by either Medicare or Medicaid



Kansas DSNP Additional Benefits

\$0 Premium, \$ Co-Pay, \$ Co-Insurance



Dental Coverage: \$2,000 annual toward dental care



Health Products Benefit Catalog: Catalog credit of \$265/quarter - \$1,060/year. Expires annually



Transportation: Up to 24 one-way rides for health care visits and prescription needs



Personal Emergency Response System: Members are connected to trained operators in any emergency situation 24 hours a day



Vision Coverage: Annual exam and \$200 credit every year for eyewear



Hearing Coverage: Annual exam and \$2,000 credit every two years for hearing devices



Kansas DSNP Additional Benefits

\$0 Premium, \$ Co-Pay, \$ Co-Insurance



UnitedHealthcare Dual Complete Additional Benefits and Features:



Foot Care: Six visits per year at \$0 copay



24-hr. NurseLine: Members can speak with a registered nurse anytime



Meal Program: 14 meals in seven days following discharge from a facility



Gym Membership: Access to participating fitness centers



Chiropractic Coverage: Up to 10 chiropractic visits every year; combined with acupuncture



Acupuncture Coverage: Up to 10 acupuncture visits every year; combined with chiropractic



Virtual Doctor Visits: Telehealth services including consultation, monitoring, diagnosis, and treatment by a physician



24-hr. Solutions for Caregivers: Speak to an experienced care manager who can help plan and access resources on behalf of a loved one

UnitedHealthcare Dual Special Needs Patient Story

I am a Care Manager at a local Physician clinic. Part of my job is to survey the needs of patients and assist them in ways to improve their current health and situation.

Some of the situations I encounter with our patients bring both smiles as well as tears, but all of them bring me to a greater level of gratitude. One such story is the story of an unlikely duo that paired up to help each other through the toughest of times.

Mrs. C is 75 years old and can barely walk and has debilitating heart failure. Her neighbor across the hall is Mr S, a 45-year-old man with Diabetes that is blind, and suffered several other problems due to his diabetes. These neighbors struck up a friendship that has helped both cope with the difficulties of life. Since Mr. S was an only child, and his parents had both died, Mrs. C became an adopted family member to him.

This team is able to help each other with groceries by combining their funds. Mr. S pushes Mrs. C in her wheelchair by Mrs. C's directions to the bus stop outside their building. They use coupons that Mrs. C clips to save money. When I learned of the plight of these two, I asked Mrs. C if they had any help services, in which they did not. I quickly arranged every service I felt they could qualify for, then suggested that she apply for DSNP for both, and assisted them with obtaining forms they could fill out and mail.

Mrs. C was quite amazed at the opportunities that the DSNP plan would provide them with. When I spoke with her last, she was very happy and thanked me several times for caring enough to help seek out ways to help their situation.

I could share several other stories about how the DSNP has helped other patients, but for the sake of time, will stop here. **I truly feel that the DSNP program helps the most vulnerable and under privileged patients secure the basic needs for survival and self-management. As we continue to see trends in populations of chronic needs patients, this program will give a life line to many that do not currently feel they have one.**

Sincerely,

Connie Wright, MSN RN

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