



# Robert G. (Bob) Bethell Joint Committee on Home and Community Based Services (HCBS) & KanCare Oversight

*Michael Stephens, Health Plan President & CEO*

*December 9, 2020*



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**Mission Moment**



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*Sunflower received information from one of the Long-Term Care Ombudsmen that a new Sunflower member had been discharged from a Nursing Facility without adequate planning. The member had been with Sunflower for only one week. Our Provider Representative reached out to the facility and learned that the member had been with them for over one year, had healed from a fall that resulted in multiple broken bones, and the facility had secured a motel for him to go to for up to three months.*

*Sunflower's Care Management Team was contacted and called the member. They discussed his situation. The member felt he had been involuntarily discharged, and indicated he was looking for affordable housing. He accepted housing assistance from our LifeShare Team. A referral was made by the Care Manager and our LifeShare Team is now assisting him with finding an affordable location to live.*

*The Ombudsman shared this thanks: "As he is no longer a long-term care resident, we will not be able to assist with new issues he may run into and are appreciative knowing he was provided the opportunity to make his next choices. Sunflower's expedient response is much appreciated. A bright spot in an otherwise dark event."*



# COVID-19 Member Updates



- \* Distribution of 48 Tablets to LTSS and aging providers to support individuals with social isolation. Tablets will also assist individuals to gain skills for re-employment.

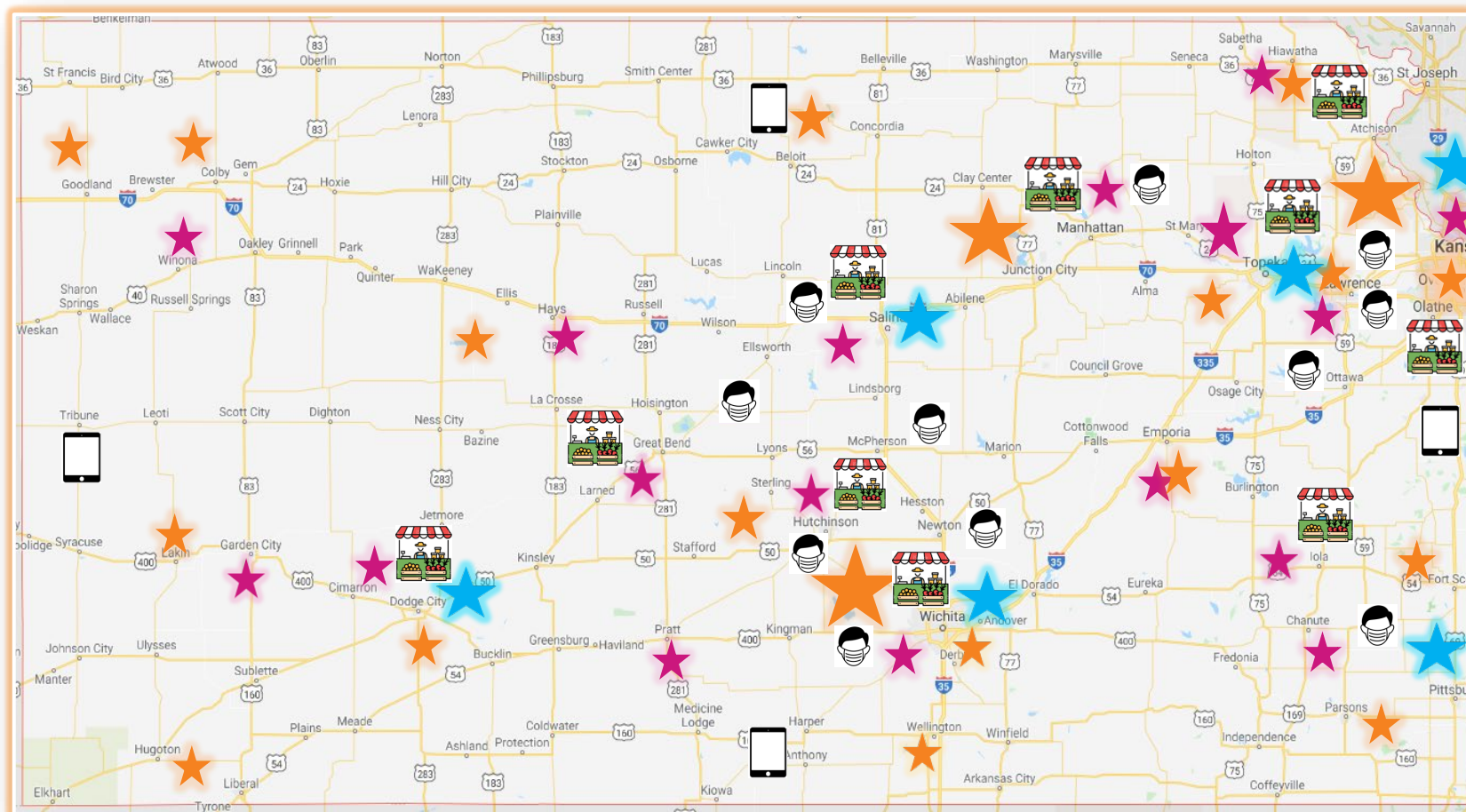








- \* Cloth Face Mask Distribution
  - \* 20,000 distributed through educational agencies, foster care contractors and other partners across the state
  - \* Almost 50,000 sent directly to members designated at great risk for COVID-19.

\*In Partnership with Centene



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-  **FOOD DISTRIBUTION HUBS (STABLE FOOD BOXES AND FOOD FUNDS)**
-  **PPE DISTRIBUTION HUBS (INCLUDES: NF, FQHCs, CMHCs, HCBS, AND CILs FOR SELF-DIRECTED MEMBERS)**
-  **WALMART GIFT CARD DISTRIBUTION HUBS**
-  **TABLETS (FOR NF AND ALF MEMBERS)**
-  **FARMER'S MARKET PROGRAM (VALUE ADDED BENEFIT, \$10 VOUCHERS TO MEMBERS)**
-  **YOUTH PPE DISTRIBUTION HUBS (INCLUDES YOUTH ORGANIZATIONS, SCHOOLS, AND HEADSTART LOCATIONS)**

**Farmer's Market Events Success:**

- 11 events
- 1,686 members claimed vouchers
- 12,810 vouchers mailed
- 6,932 vouchers redeemed\*





## Appendix K – HCBS Services for Children in School

- \* In accordance with KDADS direction, we are providing HCBS services during school hours for children with disabilities who are receiving remote education, and when the school has indicated they cannot provide the needed supports. We continue to work with families to adjust the HCBS services as the child moves between remote and in-person educational services. The primary HCBS service provided is attendant care.

# Sunflower's Response: Pharmacy Appeals

- \* Follow-up Question: What was Sunflower doing differently from the other MCOs with regard to the 2020 Second Quarter Member Appeals Top 5 (KDHE KanCare Update, Slide 24) number one issue on the percent of pharmacy appeals resolved.

2020 2nd Qtr Member Appeals Top 5

Aetna		Sunflower		United	
Total # of Resolved Member Appeals	68	Total # of Resolved Member Appeals	181	Total # of Resolved Member Appeals	144
1: Criteria Not Met – Pharmacy	53%	1: Criteria Not Met – Pharmacy	21%	1: Criteria Not Met – Pharmacy	51%
2: Criteria Not Met – Medical Procedure	10%	2: Criteria Not Met – Radiology	29%	2: Criteria Not Met – Durable Medical Equipment	16%
3: Criteria Not Met – Inpatient Behavioral Health	7%	3: Criteria Not Met – Durable Medical Equipment	17%	3: Criteria Not Met – Inpatient Admissions (Non-Behavioral Health)	10%
4: Non-Covered Service – Pharmacy	6%	4: Criteria Not Met – Other	7%	4: Lock In	5%
		5: Non-Covered Service – Other	7%	5: Criteria Not Met – Dental	4%

*Protect and improve the health and environment of all Kansans*

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- \* Response: While the percent of Pharmacy appeals for Sunflower was significantly less (21%) than either Aetna (53%) or United (51%), the actual number of appeals was in between Aetna and United. The percentage appears off based on the more even distribution of the top three reasons for Sunflower.



# Sunflower's Response: Foster Care

## Pros and Cons

- \* Centene (our Parent Company) holds a specialty statewide contract to serve children in foster care in TX, FL, WA, and IL.
- \* Recognizing the unique needs of this population, Sunflower established a dedicated care management team for foster care when the Health Plan went live with Medicaid managed care in 2013.
- \* Pros of a single MCO:
  - \* Designated partner for the State and Lead Agencies to improve outcomes for children in care
  - \* Specific quality metrics tied to this population
  - \* One provider network for foster parents and caregivers to navigate
  - \* Ability to track outcomes over time in a consistent way for the entire population.
- \* Cons of a single MCO:
  - \* Lack of choice for the beneficiary



# Sunflower's Response: Foster Care

## Impact on MCO and Beneficiaries

### \* Impact on the MCO

- \* Ability to partner with the State to develop programs tailored to meet the needs of this population
- \* Risk associated with serving a large number of children in foster care with a higher utilization than their peers who are not in foster care. This can be resolved through the rate setting process.

### \* Impact on the beneficiaries

- \* Ease of access to care – no question of which MCO the child is assigned to and one MCO to call for healthcare needs for all children.
- \* Dedicated programming at the MCO level leads to improved healthcare outcomes.
- \* Trauma informed staff at the MCO creates an improved member experience and satisfaction.



# Appendix

## Psychiatric Residential Treatment Facilities (PRTF)

- \* Admissions are Average Length of Stays (ALOS)

Option 1 (no KVC)			Option 2 (KVC 14 days or over included)		
	Admits	ALOS		Admits	ALOS
Q4 2018	42	125.89	Q4 2018	45	130.82
Q1 2019	68	109.56	Q1 2019	77	108.84
Q2 2019	65	129.09	Q2 2019	72	121.01
Q3 2019	62	116.07	Q3 2019	68	114.3
Q4 2019	64	96.8	Q4 2019	70	96.62
Q1 2020	56	94.84	Q1 2020	73	90
Q2 2020	39	88.74	Q2 2020	53	91.11
Q3 2020	29	58.63	Q3 2020	30	61.83

- \* There are also 97 members currently in a PRTF as of 11/30/2020.
- \* 37 members approved and waiting on the PRTF wait list as of 11/30/2020.
  - \* Foster Care (3)
  - \* Non Foster Care (34)