



Bethell HCBS and KanCare Oversight Committee

December 9th, 2020

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COVID Update

Local Kansas Efforts



COVID-19



Members First

*No reductions in existing services

Temporary Services

Authorized through end of year

- Telehealth.
- PCS.
- Home Delivered Meals.



723

Positive cases
per member
and facility
report

590

of the 723
positive cases
are members
residing in a
facility

361

Positive
inpatient cases

Member Visits

Telephone or
Televideo visits
vs. Face-to-
Face.

Data shown as of 12/1/2020

COVID Kits

UnitedHealthcare is providing COVID Kits to **approximately 9,000 LTSS Members** and **275 Skilled Nursing Facilities.**

The COVID-19 Member Support Kit will include:

- Hand Sanitizer,
- Digital Thermometer,
- Hand Lotion,
- Gloves,
- Sanitizer Wipes,
- Face Shield, and
- Travel tissues,
- Oximeter.
- Hand Soap,



We are thinking of you

We know this is an especially challenging time. We are here to support you and help you stay healthy. On behalf of UnitedHealthcare, we'd like to give you this care package filled with personal care products to help make life a little easier. Included are several items to help you stay healthy:

Hand Sanitizer	Tissues	Digital Thermometer
Sanitizing Wipes	Hand Soap	Face Shield
Hand Lotion	Gloves	Oximeter

We hope you enjoy them.

From all of us at UnitedHealthcare, we hope you stay healthy and stay safe.

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S.T.O.P COVID Initiative

S.T.O.P (Safety, Testing, Overall, Partnership)

Addressing **health disparities** to meet the unique needs of **disadvantaged communities** through the **S.T.O.P COVID Initiative**.

UnitedHealthcare, in collaboration with FQHC's, rural health clinics, community-based organizations, food pantries, behavioral health providers and meat packing plants, is donating **20,000 health and safety kits and 6,000 food boxes**. The kits and boxes will be shipped directly to the identified organizations/partners for distribution.



Surgical Mask Initiative

To further support our FQHC partners during the COVID-19 crisis, UHC supported an **in-kind donation of 10,000 surgical masks** to each of the FQHC partners participating in the Community & State FQHC Capacity Building Transformation Investment Program.

Benefactors:

- Atchison CHC
- Community Health Center of Cowley County
- United Methodist Western Kansas/Genesis
- Konza Prairie Community Health Center
- Heartland Medical Clinic
- Health Partnership Clinic
- Prairiestar Community Health Center
- Salina Health Education Foundation
- Health Ministries Clinic
- Center for Health and Wellness/Healthcore
- Vibrant Health
- Flint Hills Community Health Center
- The Hunter Health Clinic
- Swope Health Services
- GraceMed Health Clinic
- Community Health Center of Southeast Kansas

Responses from FQHCs

“Of course, we would be thrilled to receive additional masks! Thank you for all you do for health centers across Kansas! Once again, UHC comes through!”

Thank you so much for continuing to find ways to help support what we’re doing in the clinic here at Heartland! You have been a wonderful partner to us, and we appreciate all that you do. We would definitely be most appreciative of the surgical mask donation.”

“Thank you for continuing to be a great partner to Hunter Health! We are interested in this donation.”



CARES Act Provider Relief Fund

The Coronavirus Aid, Relief, and Economic Security (CARES) Act created the Provider Relief Fund as a mechanism to support health care providers during the COVID-19 pandemic. The U.S. Department of Health and Human Services (HHS) is allocating these funds through a series of general and targeted allocations.

A total of **\$1,034,754,811** paid out to
3,795 Kansas providers.

As of November 13, 2020



Food Access Initiatives

UnitedHealthcare knows that many members are facing difficult times because of the pandemic. Many don't have the family support or friends that could help them access food when a diagnosis of COVID has been made and through the recovery time.

Mom's Meals

- Post discharge Meals for Moms that have been diagnosed with COVID but may be unable to stay in the hospital because of lack of hospital capacity, or that are sent home to recover at home, have access to food.
- Provided approximately **1000 meals** since March 2020.
- Expanding Mom's Meals to support COVID positive members who have no other means to obtain food as of 12/1/2020.



“Thank you SO much, Lucia and team. This is a great, compassionate program UHC has set forth for its members and we admire your team for making this happen. I’m sharing this news with our whole team so that all of us are aware and can share this resource with your members. Thank you SO much. KUDOS to UHC!”

“Wow, this is incredible. I will pass this along to our staff so that they are aware. I’m consistently impressed by UHC’s drive to care for patients.”



Food Access Initiatives

Food Pantry Delivery Pilot

- Food pantry delivery Pilot with Logistic Care to provide home delivery from member's local food pantry. While UHC currently provides transportation to local food pantries through Value Added Benefits, this is an opportunity for members who are homebound and unable to leave their home. This agreement was made in direct response to support members in quarantine due to COVID.

Community Health Workers Delivering Meals

- Recent change our internal guidelines to allow Community Health Workers to pick up food from food pantries and deliver the food and members' door (no member contact).

Community Based Organizations

- UHC is partnering with two community-based organizations including, the YMCA and El Centro, to provide virtual nutritional education classes.
- By providing financial sponsorship and member referrals to their programs, members in Sedgwick and Wyandotte were able to participate in weeks long programs at YMCA and El Centro.



\$2,128,981

Total Invested in Kansas



Appendix

Foster Care in Managed Care

Introduction

Foster care is a complex system that has many parties involved in the decisions and processes that impact the lives of Kansas children and families. Issues for the foster care population identified by the American Academy of Pediatrics and Child Welfare League of America are complex and include psychosocial, chronic physical health, birth defects, mental health, significant dental problems, family problems, developmental delays and educational challenges. Managed care organizations are just one spoke in the wheel encircling the children and families impacted by foster care. Managed care organizations can improve access, outcomes and coordination of care through collaborative/integrated models. They provide linkages to community services and providers across a spectrum of needs. The managed care organizations focus on quality through decrease in psychiatric medications, decrease in higher levels of care and innovations in complex care management. They also develop comprehensive networks, can increase placement stability, assist with comprehensive assessments while managing costs.

The next slide illustrates a table of pros and cons to using a single managed care organization for the Kansas foster care population.



Foster Care in Managed Care

Pros	Cons
<p>The Department of Children and Family services and other involved state agencies as well as contractors have one organization to work with.</p>	<p>Families and agencies lose the ability to choose who their insurer is as well as choice of value-added benefits, network etc.</p>
<p>Ability to build a specialized network that focuses solely on foster care children and family needs. This network would be trained in trauma informed care, the foster care system and family court systems.</p>	<p>Having only one Medicaid managed care organization would mean they would have to change insurance coverage each time they moved into/out of foster care. Specialized networks may have limitations to some of the acute needs of the population. Cross trained/functional teams can share information based on their areas of expertise.</p>
<p>Quality performance measures for a complex population can be focused on the foster care population. If the foster care population is managed by one managed care company that also includes all other populations, the quality interventions could be applied to the foster care population.</p>	<p>Data from a single organization has no comparability within a system. Competition lends itself to great innovation and synergies across multiple MCOs. Collaboration on a contract recommendation by the MCOs submitted to the state is an example of how collaboration can improve the system and maintain consistency. This has also been evident throughout the COVID period through standardization of processes.</p>
<p>Managed Care Organization can bring in the specially trained individuals to oversee the program.</p>	<p>Workforce shortages across the state would further deplete the pool since a specialized model of managed care would pull away from the community resources needed. The increase cost to staff a single source model would be high and could lead to increased rates.</p>
<p>Providers find system easier for payment, criteria and processes.</p>	<p>Providers would only have one option for contracting for rates and would have to accept the processes and criteria from that one MCO. If they don't like the rates offered, they could refuse to serve the population.</p>



Status Update on HCBS Appendix K Flexibility for IEPs

UnitedHealthcare Response:

In accordance with KDADS direction, UnitedHealthcare is 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 support. UnitedHealthcare continues to work with families to adjust the services as the child moves between remote and in-person educational services. The primary service provided is attendant care.



PTRF Waitlist

UnitedHealthcare members requesting PTRF from Jan 1, 2020 to November 25, 2020: 356

- Number determined to meet criteria: 294
- Average number on the waitlist: 32.36/month
- Number of cancelled requests: 36
- Average length of time on the waitlist: 27.6 days
- Minimum time on the waitlist: 0 day
- Maximum time on the waitlist: 240 days
- % of children on the waitlist that are on the SED waiver: 47% (139/294)



COVID Provider Outreach Efforts

Outreach efforts to help providers and community partners most painfully affected and impacted by COVID-19.

1,205

UHC bank of 1,089 masks sewn by 22 UHC volunteers distributed to organizations throughout Kansas.

5,500

5,500 oz. of J. Rieger's Hand Sanitizer sent organizations significantly impacted by the pandemic.

150

Care packages including chap stick, distilled H2O, band-aids, thermometers, hand sanitizer and hand written notes.

+190,000

Masks distributed to FQHC's in KS, Providers, CDDO's, CIL's, safety net clinics, HCBS providers, CMHC's, and CBOs.

435

Blankets distributed to homeless shelters, churches and organizations who serve the homeless community.

166

Thermometers distributed to FQHC's, CDDO's, HCBS providers, and CBO's.

