

KanCare General Information Fact Sheet



Selecting/Changing a Managed Care Organization

General Information

KanCare is the program through which the State of Kansas administers Medicaid. It was launched in January 2013. It delivers whole-person, integrated care to approximately 430,000 people across the state. Kansas contracts with three health plans or Managed Care Organizations (MCOs) which are: Amerigroup, Sunflower, and UnitedHealthCare.

Choosing the Right MCO

When a member is choosing the best plan for them:

- Think about what is important to you when you get health care.
- Talk to your family, friends and doctor.
- Check with each MCO to see which networks your providers are in; for example, see if your current primary care physician works with each MCO. If they do not work with all MCO's, it may make a difference in which one you choose as a health program. You may call each MCO to ask for a list of providers or you can find the information on their website (see below).
- Review the “extra” or “value added services” offered by each MCO on the Health Plan Highlights sheet or go to: <http://www.kancare.ks.gov/consumers/benefits-services> (middle of the page).
 - These “extra services” are not the same for each MCO
 - See if any of the extra services are ones that may be helpful to your circumstances and consider that information when deciding about which MCO to choose.
 - These extra services may change each year; make sure you have the most current list.

Things to think about before you make your choice:

- Am I happy with the doctor I have right now? Which medical plan is my doctor in?
- Do I have to wait long to get an appointment? Are they open when I can go?
- Does the doctor speak my language or provide interpreters who do?
- Is the doctor's office or clinic nearby? Is it easy to get to?

MCO Information

Amerigroup (1-800-600-4441)

- www.myamerigroup.com/ks

Sunflower (1-877-644-4623)

- www.sunflowerhealthplan.com

UnitedHealthCare Community Plan (1-877-542-9238)

- www.uhccommunityplan.com

Selecting an MCO

MCO Selection at Initial Application:

- Every member has the option to enroll in the MCO of their choice. If you do not make a selection, you will be **automatically assigned** and enrolled into an MCO.
- If you do not like your assignment, you have until the Choice Period End Date on the enrollment form to change plans. This date is 90 days from initial enrollment.
- If you choose not to change MCOs by that date, the next time you are able to change is during the Annual Open Enrollment.

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Ways to Notify KanCare which MCO you Prefer

- Check the preferred MCO box at the end of the KanCare application.
- Mail the KanCare Enrollment Form that you receive in your enrollment packet.
- Call the Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777)
- Enroll online www.applyforkancare.ks.gov

Annual Open Enrollment




- Open enrollment is once a year and means you can change your plan if you want to be covered by a different plan, or you can keep your same health plan.
 - A member's "open enrollment" is **usually** the one-year anniversary date on which they enrolled in KanCare.
 - If members are not sure of their "open enrollment date" they will need to call the Managed Care Enrollment Center (1-866-305-5147; TTY 1-800-766-3777).
- If you are happy with your current health plan, you do not need to do anything at all; you will automatically be re-enrolled in your same plan.
- If you are NOT happy and want to change your current health plan, you will need to let the Managed Care Enrollment Center know by the following instructions in the enrollment packet
 - Enrollment packets should be received by members 30 days before their one-year anniversary with KanCare.
 - If you did not receive an enrollment packet, contact the Managed Care Enrollment Center. (1-866-305-5147; TTY 1-800-766-3777)

Good Cause Reason to change enrollment




- Occasionally, a member will have a "good cause" reason that may allow them to change in the middle of the year:
 - You have concerns about the doctors in your health plan's network. If you have concerns about a doctor, you probably won't be able to change health plans unless there is not another doctor available in your plan
 - You live in a nursing home that is no longer accepts your plan
 - You do not have access to covered services or providers
 - You need a certain medical treatment (specialist or specialty care) that is not available in your health plan
 - You would like a service that your health plan does not cover because of moral or religious objections
 - You need related services to be performed at the same time, but not all the related services are available within your health plan
- Other enrollment change information
 - If you lose eligibility for more than 90 days you can choose a new health plan when you come back to the program. If ineligibility lasts less than 90 days, you will be assigned back to your most recent health plan when you come back.
 - When you have a new baby, we will add the baby on your health plan. If all your other children or family members are on a different plan, you can choose to have your baby on the same plan as them.
 - Parents who adopt a child can change the child's health plan when the child is legally adopted.
 - If you meet the requirements for the PACE program, you can choose PACE at any time during the year. If you choose to move out of KanCare and into PACE, your choice will be effective on the first day of the next month. If you want to move out of PACE and into KanCare, that choice will be effective the first day of the next month as well.

Health Plan Highlights for 2018

Look at the highlighted services below to compare plans. All physical, mental, and substance abuse services are the same in each MCO. The table below shows extra services you can receive in KanCare. Please contact your MCO by phone or the MCO website for additional details related to the value-added services.

 <p>Amerigroup RealSolutions[®] in healthcare 1-800-600-4441</p>	 <p>sunflower health plan[™] 1-877-644-4623</p>	 <p>UnitedHealthcare[®] Community Plan 1-877-542-9238</p>
<p>Preventive dental care for members 21 and older, including:</p> <ul style="list-style-type: none"> • Two free cleanings per year • Free scaling and polishing procedures <p>*All Medicaid members under age 21 and CHIP members under age 19 get dental care as part of their regular Medicaid benefits.</p>	<p>Two dental visits (cleanings, screenings) for adults 21 and older every year. Children are covered under regular Medicaid benefits on most dental services.</p> <p>We provide practice visits to dentists for members with developmental disabilities and children on the autism waiver to help them become more comfortable with dental preventive care visits.</p> <p>Dentures are covered for eligible members receiving Frail & Elderly Waiver benefits. Eligibility is based on medical necessity.</p>	<p>Any member over age 21 can visit a participating dental provider once a year for a screening and cleaning, which includes scaling and polishing teeth. Dentist will provide one x-ray per year.</p> <p>FE members may be eligible to receive dentures at no cost.</p>
<p>Healthy Rewards program lets members earn reward points to buy items from our catalog when they get:</p> <ul style="list-style-type: none"> • Well-child checkups • Mammograms • Cervical cancer screenings • Flu Shots • Diabetes screenings • Refills of medication used to treat schizophrenia or asthma 	<p>Members can earn between \$10 - \$50 in healthy rewards or a combination of these rewards on a CentAccount card for receiving healthy checkups. These rewards can be used to buy from hundreds of items at participating retail stores such as CVS Pharmacy, Dollar General and Walmart. Qualifying purchases includes items from these categories: baby care, diabetes care, digestive health, eye and ear care, foot care, first aid, groceries, home care (like air purifiers), household products (like pesticides), over the counter (OTC) medicine, personal care and wellness & fitness.</p>	<p>Healthy Rewards Program allows members to earn debit card credits between \$10 and \$25 to use in retail stores. Members can purchase health related items for doing healthy things like wellness checkups, immunizations, and flu shots.</p>
<p>Free smartphone with free monthly minutes, data and unlimited text messages. Members can also sign up for free health texts, like:</p> <ul style="list-style-type: none"> • Appointment reminders • Nutrition and fun facts • Weight loss tips <p>*Coverage may not be available in certain remote service areas.</p>	<p>Free smartphone through SafeLink®, which provides up to 350 free minutes of service per month for members who qualify. This service includes unlimited texting and 1GB of data per month for the first three months (then 500MB per month).</p>	<p>MyHealthLine Cell Phone Program. UHC will work with members to apply online for cell phone and plan. Plan offers up to 500 Voice Minutes, Unlimited Nationwide text messages, Unlimited calls to Member Services, 500 MB of 3G Data per month. And ability to Sign-up for Connect4health text messaging program. Coverage may not be offered in certain remote service areas.</p>

<p>Taking Care of Baby and Me® program for pregnant women and new moms to support healthy pregnancies and healthy babies. The program includes:</p> <ul style="list-style-type: none"> • Support • Coaching from a case manager • Referrals to local health organizations • A self-care book to study and take notes during your pregnancy • My Advocate™ program – maternal health education by phone, texts and smartphone app • Text4Baby program 	<p>Start Smart for Your Baby® program for pregnant members, babies and families. Start Smart offers nursing support, education and helpful gifts. There is no cost to the member.</p> <ul style="list-style-type: none"> • In-home help with healthcare and social service benefits • Special texting programs for Start Smart participants • Community baby showers for pregnant members. Diapers and other gifts are included in these events. • Birthday programs for children • Sunflower covers mosquito repellent spray for pregnant members. 	<p>Pregnant members will get the “Baby Basics” book.</p> <p>Pregnant members can join Baby Blocks program. Get a \$20 gift card or a cool diaper bag for joining. Earn seven more rewards for staying with the program until your baby is 15 months old.</p> <p>Sponsored community baby shower events for pregnant and new mothers. Moms learn about health and wellness for themselves and their babies.</p> <p>Pregnant members can get OFF brand Bug Spray to help protect against mosquitos.</p>
<p>Extra transportation benefits for members to get to:</p> <ul style="list-style-type: none"> • Community health events • Women, Infants, and Children (WIC) appointments • Prenatal classes • Job interviews • And more <p>Free rides for caregivers of waiver members to members’ (Medicaid-covered) appointments. *Certain limits apply.</p>	<p>Choose Health program serves members with chronic health conditions. The program helps members determine how emotions can impact their condition (i.e. stress, poor sleep, and change in appetite). As a part of the program, participants are assigned a Choose Health Coach who works with the entire health care team to ensure members have everything they need to feel their best.</p>	<p>Adult members on the PD, FE and I/DD waivers can pick one free item from catalog per year. Items include adult briefs, tub safety rails and shower bench, and other home safety and support items. The care coordinator will assist with order.</p> <p>FE members will be mailed a wellness calendar at the beginning of each year to track their doctor appointments, medications timeline, and social events.</p>
<p>Personalized stop-smoking program for members 18 and older that includes:</p> <ul style="list-style-type: none"> • Support and coaching services • Unlimited calls to a health coach for tips and advice • Help understanding the nicotine replacement therapy (NRT) products available through KanCare 	<p>Members can participate in a smoking cessation program offered through Sunflower’s Healthy Solutions for Life program. (Nicotine replacement therapy is a regular Medicaid benefit when prescribed by your doctor.)</p>	<p>Members can download Health4Me app on their smartphone. This app can help members manage their health.</p> <p>Members, or those responsible for members, can access myUHC.com online to help access health history, educate members on working with their doctor, and track doctor visits.</p>
<p>Weight Watchers® voucher that pays for member’s initiation fees plus four weeks of classes.</p>	<p>Weight management through Sunflower’s Health Solutions for Life program with unlimited coaching.</p>	<p>FreshEBT is a mobile app to help members manage their SNAP (food) benefits. Member can get balance and find stores that accept SNAP.</p>

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<p>Free air purifier with a permanent filter to help reduce allergens in the home.</p> <p>*This benefit is for members with allergies, asthma or chronic respiratory or pulmonary conditions.</p>	<p>The MemberConnections Program has community-based staff to provide in-home member visits to assist with scheduling healthcare appointments and transportation as well as paperwork for benefits and local services.</p>	<p>We offer members who need glasses an enhanced benefit of higher quality lenses beyond what Medicaid covers to help members maintain their vision and improve their self-esteem.</p>
<p>Our Healthy Families program helps families with children ages 7-17 who are overweight or obese (or at risk) live healthier lives. This six- month program includes:</p> <ul style="list-style-type: none"> • A health coach to call and get tips or advice • Materials to help your family learn about wellness and healthy living • Referrals to local nutrition classes for 6- 8 weeks (where available) 	<p>MyStrength online program offers eLearning to help members overcome depression and anxiety. This online program includes simple tools, weekly exercises, mood trackers and daily inspirational quotes and videos. The program can be used on its own or with other care.</p>	<p>Adults on the FE or PD waiver can get access to one activity per member per year with their selected local Parks and Recreation offices.</p>
<p>Our Amerigroup Mobile app helps you manage your health from your smartphone.</p>	<p>Disease management for members with asthma, COPD, diabetes, heart disease or high blood pressure through Healthy Solutions for Life Program. Members can enroll in any of these programs.</p>	<p>Six one-way or three roundtrip rides annually for certain waiver members and some members receiving behavioral health support services, to job interviews, job training and for rides to jobs.</p>
<p>\$50 toward Boys & Girls Club membership (at any participating club), for members ages 5-18.</p>	<p>Community Programs for Children: Free services and events to promote healthy lifestyles for kids, such as membership fees to Boys & Girls Clubs and the Adopt- a- School Program.</p> <p>Sunny's Kids Club program mails a new book four times a year to children (parents) who subscribe to the program. Sunny is the health plan's mascot.</p>	<p>Youth members up to 18 will have access to great youth programs such as the YMCA, Boys and Girls Clubs, 4-H, and selected Parks and Recreation Departments.</p>
<p>Over-the-counter (OTC) drug benefit for waiver members and certain members on SSI. Members get \$10 every month (\$120 per year) to order OTC products. Our catalog includes over 400 products. Members may order online or by phone, and we deliver to their home.</p>	<p>A Comprehensive Medication Review with a local pharmacist is available to eligible members. The review includes a 30 minute Face-to-Face consultation with a local pharmacist.</p>	<p>Mental Health First Aid program is an interactive course designed to mimic regular first aid training. It teaches the general public how to identify, understand, and respond to signs of mental health and substance use disorders.</p>

<p>Pest control services for waiver members and certain members on SSI. Get up to \$500 or four treatments per calendar year (whichever is met first). Members must be homeowners.</p>	<p>In-home tele-health available for adults. This service helps members stay at home when they need help to manage their chronic conditions.</p>	<p>Pest Control treatments for HCBS members who own their home. Services must be set up through Care Coordinator.</p>
<p>Four podiatry visits each year for members ages 21 and older who have diabetic neuropathy or peripheral vascular disease.</p>	<p>Members can receive produce vouchers worth \$10 at special events with participating Farmers Markets.</p>	<p>Members over 21 can get up to two podiatry visits each year.</p>
<ul style="list-style-type: none"> • Extra 15 days of overnight respite care per year for I/DD waiver members. • Extra 24 hours of respite care per year for Autism waiver members. • Up to 56 hours of respite care per year for Frail Elderly waiver members. <p>*Respite care lets caregivers or personal attendants take vacation. This benefit is for extra respite care on top of what KanCare covers. It's not for members living alone or in ICF/IDD, assisted-living and nursing facilities, group homes or similar settings.</p>	<p>Up to 16 hours of respite care for persons on the I/DD waiting list, persons on the Frail & Elderly waiver and children adopted from Foster Care.</p>	<p>Respite Care for I/DD waiver members receiving supported home care or home based services. Up to 40 hours of respite care.</p>
<p>Grief support groups for members who may need help during times of loss. *If a local CMHC is not available, we'll work with the member to find help through a local church, hospital or hospice organization.</p>	<p>Up to 16 hours of hospital companionship for persons on the Intellectual/Developmental Disability (I/DD) and Frail & Elderly waivers.</p>	<p>Members 20 and under and their parents can use KidsHealth. This is an online/mobile site that provides videos and articles on health topics. The site aims to help members manage their health conditions.</p>
<p>Debit card rewards for pregnant members and new moms when they go to each of their prenatal and postpartum visits on time. Members can use their debit cards to buy hundreds of items at select Walmart, Dollar General and Family Dollar stores.</p>	<p>We provide members on the I/DD waiting list with a care attendant for medical appointments if needed.</p>	<p>Families with children age 2 to 8 can participate in the Sesame Street "Food for Thought" program. The program is where families can learn about how to eat healthy on a budget from Sesame Street characters.</p>
<p>Step Up Challenge — Members get a free pedometer to track their personal 21-day walk challenge. Plus earn reward points for completing the challenge.</p>	<p>Substance Use Disorder smartphone application for members experiencing SUD who want instant access to support groups and personal tools. The Addiction CHES application provides timely monitoring to prevent relapse as well as one-touch communication with the provider.</p>	<p>The child member with Asthma is sent information presented by Sesame Street characters that teaches them how to deal with asthma. Children 1 to 4 will receive the A is for Asthma newsletter.</p>
<p>Three extra days of personal care services (PCS) for Intellectual or Developmental Disability (I/DD) waiver members.</p>		