

The Centers for Medicare and Medicaid Services (CMS) requires Managed Care Organizations (MCO) to conduct performance improvement projects (PIPs) per 42 CFR 438330 and 4571240(b). A PIP is a pilot project designed to improve member health and quality of life. KanCare 2.0 requires each MCO to conduct at least 5 State approved PIPs. The Human Papillomavirus (HPV) PIP is done together by all three MCOs. The MCOs must also conduct an additional PIP on Kan Be Healthy (KBH), our childhood Early Periodic Screening Diagnostic and Testing (EPSDT) program, when the MCOs' overall rates drop below 85%.

The following table lists the current KanCare 2.0 PIPs and the activities the MCOs are using to improve the goals. Each PIP is reviewed every year for progress, and changes are made to the PIPs to improve care for KanCare members.

Performance Improvement Projects		
Aetna Better Health (ABH)	Sunflower Health Plan (SHP)	UnitedHealthcare (UHC)
<p><b>Topic: Reducing food insecurity</b>            ABH actions to reduce hunger:</p> <ul style="list-style-type: none"> <li>• Calls to new members to ask about food needs</li> <li>• Webinars for members with diabetes</li> <li>• Donations to food banks</li> <li>• Pharmacists helping to identify members who need help</li> <li>• Provider offices to use claim information to identify members with food needs</li> </ul>	<p><b>Topic: Improving access to mental health services for children in foster care</b>            SHP actions to help foster care children receive needed mental health care:</p> <ul style="list-style-type: none"> <li>• Online self-help tool</li> <li>• More services for children waiting for a bed at a Psychiatric Residential Treatment Facility</li> <li>• Speeding up time to enter treatment</li> <li>• Train foster care agencies to offer Evidence-Based therapy for parents and children</li> <li>• Make it easy for providers to share member information</li> </ul>	<p><b>Topic: Provide housing resources for members who are homeless or at-risk of homelessness</b>            UHC actions to reduce or prevent homelessness:</p> <ul style="list-style-type: none"> <li>• Temporary financial help to get and/or keep housing for qualified members</li> <li>• Support 10 temporary housing units</li> <li>• Train UHC Care Management staff on how to help members with housing needs</li> <li>• Provider offices to use claim information to identify members with housing needs</li> <li>• Ask members about their housing needs when they call customer service for transportation requests. UHC staff will follow up with those who need services</li> </ul>
<p><b>Topic: Reducing use of emergency room (ER) for non-emergencies by members in the Home and Community-Based Services (HCBS) program</b></p>	<p><b>Topic: Increasing employment for members in the Intellectual and Developmental Disability (I/DD), Physical Disability and Brain Injury waiver programs</b></p>	<p><b>Topic: Increasing number of HCBS members who have Advance Directives</b>            UHC actions to increase the number of members with Advance Directives:</p>

<p>ABH actions to help reduce ER use:</p> <ul style="list-style-type: none"> <li>• Refrigerator magnet with phone numbers to care resources</li> <li>• Member text message reminders</li> <li>• Education to member caregiver</li> <li>• Study trends of HCBS ER use</li> <li>• Care Manager outreach to member after non-urgent use of ER</li> </ul>	<p>SHP actions to increase employment:</p> <ul style="list-style-type: none"> <li>• Mailers with employment-related information</li> <li>• Free transportation to job interviews and job fairs</li> <li>• Rewards to day support providers to help members find employment</li> <li>• Partner with employers to increase job openings for young adults</li> <li>• Educating case managers on ways to help members get employment</li> </ul>	<ul style="list-style-type: none"> <li>• Develop a user-friendly Advance Directives form and process</li> <li>• Mail information to members on the Frail Elderly waiver in Sedgwick County prior to annual face-to-face visit</li> <li>• Help member complete Advance Directives for members on the Frail Elderly waiver in Sedgwick County</li> <li>• Help members with sharing their completed Advance Directives</li> <li>• Inform providers of the project</li> <li>• Train UHC Community Health Workers and Care Coordinators</li> </ul>
<p><b>Topic: Increasing prenatal care visits and MCO notice of pregnancy</b></p> <p>ABH actions to increase prenatal visits:</p> <ul style="list-style-type: none"> <li>• \$20 gift card reward for telling ABH of pregnancy through text message</li> <li>• \$20 gift card reward for telling ABH of pregnancy through phone message</li> <li>• Phone calls to new members who are pregnant</li> <li>• Reward for urgent care providers for telling ABH of member’s pregnancy</li> <li>• Reward for behavioral health providers for telling ABH of member’s pregnancy</li> </ul>	<p><b>Topic: Increasing cervical cancer screenings</b></p> <p>SHP actions to increase cervical cancer screenings:</p> <ul style="list-style-type: none"> <li>• Phone call reminders to women who are overdue for a screening</li> <li>• Text message reminder to women who are overdue for a screening</li> <li>• Reminder letters to women who are overdue for a screening</li> <li>• Reports to providers of women who are due for a screening</li> <li>• Provider training to overcome screening concerns of members with an Intellectual or Developmental Disability (I/DD)</li> </ul>	<p><b>Topic: Increasing rate of adult members who remain on newly prescribed antidepressant medication</b></p> <ul style="list-style-type: none"> <li>• UHC actions to help members stay on their antidepressant medicine:</li> <li>• Phone call to member for medication coaching, offer use of mental health app and talk about the OneCare Kansas (OCK) program</li> <li>• Follow-up call, 14 days after the first call, to check progress and answer any additional questions</li> <li>• Make sure all members newly prescribed an antidepressant medication complete a Health Screening Assessment</li> </ul>
<p><b>Topic: Increasing flu vaccination rates for children ages 6 months to 17 years</b></p> <p>ABH actions to increase child flu shots:</p> <ul style="list-style-type: none"> <li>• \$15 gift card when child gets flu vaccination</li> </ul>	<p><b>Topic: Diabetes monitoring for people with diabetes and schizophrenia</b></p> <p>SHP actions to monitor diabetes:</p> <ul style="list-style-type: none"> <li>• Phone call reminders to get once-a-year lab tests</li> </ul>	<p><b>Topic: Diabetes monitoring for people with diabetes and schizophrenia</b></p> <p>UHC actions to monitor diabetes:</p> <ul style="list-style-type: none"> <li>• Care Coordinator phone calls to help members get their once-a-year lab tests</li> </ul>

<ul style="list-style-type: none"> <li>• Reminder text to parents or guardians</li> <li>• Reminders on CVS prescription packages</li> <li>• Community vaccination events</li> <li>• Reports to providers of children who need flu vaccination</li> </ul>	<ul style="list-style-type: none"> <li>• Reminder letters to get once-a-year lab tests</li> <li>• Reports to providers of members who are due for their once-a-year lab tests</li> </ul>	<ul style="list-style-type: none"> <li>• Care Manager phone calls to help members with complex medical needs to get their once-a-year lab tests</li> <li>• Reports to providers of members who are due for their once-a-year lab tests</li> </ul>
<b>Kan Be Healthy/EPSTD PIP</b>		
<p><b>Topic: Increasing KBH rates to 85%</b> ABH actions to increase KBH visits:</p> <ul style="list-style-type: none"> <li>• Up to \$25 gift card reward</li> <li>• Phone message reminder</li> <li>• Text message reminder</li> <li>• Reminders on prescription packages</li> <li>• Provider education webinar</li> </ul>	<p><b>Topic: Increasing KBH rates to 85%</b> SHP actions to increase KBH visits:</p> <ul style="list-style-type: none"> <li>• Text message reminder</li> <li>• Case Manager phone call reminder for members on the SED waiver</li> <li>• Community outreach events</li> <li>• In-person provider education</li> <li>• Improve foster care agency tracking KBH visits</li> </ul>	<p><b>Topic: Increasing KBH rates to 85%</b> UHC actions to increase KBH visits:</p> <ul style="list-style-type: none"> <li>• Phone call reminders to members who are 18-20 years old</li> <li>• Mailing reminders to members without a known phone number</li> <li>• Provider rewards for KBH visits</li> <li>• Telling Foster Care Agency of those members who need a KBH visit</li> <li>• Reports to providers of members who are due for a visit</li> </ul>
<b>COVID-19 Vaccination PIP (ABH-SHP-UHC)</b>		
<p><b>Topic: Increasing COVID-19 vaccination rates to 70%</b> Actions to increase COVID-19 vaccinations:</p> <ul style="list-style-type: none"> <li>• COVID-19 vaccination-related information shared with members through texts, mailers, phone calls, IVR calls and emails</li> <li>• Partner with Health Departments and/or Federally Qualified Health Centers to host two vaccine events</li> <li>• Provide incentives for members who are vaccinated at the events</li> <li>• Survey OneCare Kansas providers to better understand resistance to vaccination and education needs</li> <li>• Using OCK survey answers, send information to OCK providers quarterly that focuses on ways to decrease resistance and tell them about vaccine-related events in Kansas</li> </ul>		