



OneCare Kansas

a program of KanCare, Kansas Medicaid

OneCare Kansas Newsletter

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Helping people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan.

Learning Collaborative Update

In April, WSU CEI launched the OCK Learning Collaborative for contracted OneCare Kansas providers. The goal of the Learning Collaborative is to allow administrators and managers within contracted OCK organizations to learn from each other and program partners to assure a quality system of care for its members.

This month, topics included an update on OCK policy during the current public health emergency, a review of the peer-to-peer learning opportunities for partners, and information on required and recommended training for OCK staff. In May, the group will discuss efforts to recruit and engage new members in your OCK program. While we eventually plan to meet in person quarterly, these events will remain virtual until it is safe to do so.

Also in May, WSU CEI plans to launch a virtual, four-part training series for OCK Care Coordinators and Social Workers focused on skills for developing quality Health Action Plans as well as a monthly virtual Community of Practice to support their learning. Topics will include writing SMART Goals, Tobacco Cessation Resources and Support, Health Literacy, and Motivational Interviewing. Be watching your inbox for more information!





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Update on OCK Partner Audits

Now that the program is up and running, the State team is excited to preview the audit process in an effort to help set expectations for OCK Partners. We want you to understand that the State team has listened to our OCK Partners and has learned from our previous experience with Health Homes. We have made changes to the design of the audits to ensure quality services for our members and also to respect the time of our OCK Partners.

In the first year of the program OCK Partners can expect a desk review to occur approximately 6 months from their contract date as well as an annual face-to-face audit. MCOs will be using a uniform audit tool and conducting joint reviews with a maximum of six reviewers onsite. We hope that this will result in a less administratively burdensome experience for our OCK Partners and also ensure that OCK Partners are audited in the same way by each of the MCOs.

The desk review will cover most of the audit components and will also allow the reviewers and OCK Partners to focus on follow-up items during the face-to-face visit. The face-to-face program audit will cover seven categories:

- Program Design
- Core Services
- Staffing Structure and Skills
- Training
- Outreach, Coordination & Collaboration
- Member - Outcomes, Training, and Engagement
- Critical Incidents & Member Grievances

For more detailed information go to <https://www.kancare.ks.gov/docs/ock-partner-audit-tool.pdf>.

OCK Draft Manual Updates

Look for the following updates in the manual:

- Section 4.5 - Update on language regarding reasons for a discharge notification form
- Appendix B - HAP Portal, HAP Instructions, Manual HAP Form



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Understanding the Referral Form & Qualifying Diagnoses

A member's ability to participate in the OCK program is based upon them having diagnoses that qualify them to receive OCK services. The OCK state team recognizes that for a variety of reasons, some qualified members may not be identified by the MCOs. This may be due to gaps in care, misdiagnoses or other reasons. The referral form is a useful tool to help ensure that these qualified members are given the opportunity to opt-into the program. When filling out a referral form, please remember to fill out every field on the form. Failure to complete each field may result in longer processing times as the MCOs will not have the information needed to make a speedy decision regarding eligibility. As a reminder, in order to be eligible for the program a person has to be Medicaid eligible AND have one of the following diagnoses:

- One serious and persistent mental illness, defined as having at least one of the following diagnoses:
 - Paranoid Schizophrenia
 - Severe Bipolar Disorder
- Or one chronic condition defined as people who have **Asthma** that **also** are at risk for developing:
 - Diabetes
 - Hypertension
 - Kidney Disease (not including Chronic Kidney Disease Stage 4 and ESRD)
 - Cardiovascular Disease
 - COPD
 - Metabolic Syndrome
 - Mental Illness (not including Paranoid Schizophrenia and Severe Bipolar Disorder)
 - Substance Use Disorder
 - Morbid Obesity (body weight 100lbs over normal body weight, BMI greater than 40, or BMI over 30 with obesity-related health problems)
 - Tobacco Use or exposure to second hand smoke

If you believe that a member has a diagnosis that may not be available in the MCOs' claims data, supporting documentation will need to be submitted along with the referral form. Documentation examples include, but are not limited to:

- Copy of any legitimate medical or pharmacy record
 - Example - receipt from a medical provider visit for an inhaler for asthma
- Medical records indicating an asthma diagnosis



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If you have questions, or would like more information about OneCare Kansas, please contact us.

Our page on the KanCare website also contains information about our work to develop the project and documents are being updated regularly.

If you would like to receive this newsletter please send us an email.

Email:

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Website:

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Special Note:

Coping with Stress

The Centers for Disease Control and Prevention (CDC) would like to remind everyone that the outbreak of coronavirus disease 2019 (COVID-19) may be stressful. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Stress during an infectious disease outbreak can include:

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Worsening of mental health conditions
- Increased use of alcohol, tobacco, or other drugs

Taking care of yourself, your friends, and your family can help you cope with stress. Effective ways to cope with stress may include:

- **Taking breaks from watching, reading, or listening to news stories**, including social media. Hearing about the pandemic repeatedly can be upsetting.
- **Taking care of your body.**
 - Take deep breaths, stretch, or meditate.
 - Try to eat healthy, well-balanced meals.
 - Exercise regularly, get plenty of sleep.
 - Avoid alcohol and drugs.
- **Making time to unwind.** Try to do some other activities you enjoy.
- **Connecting with others.** Talk with people you trust about your concerns and how you are feeling.

While it is understandable to feel increased levels of stress at this time, call your healthcare provider if stress gets in the way of your daily activities for several days in a row. People with preexisting mental health conditions should continue with their treatment and be aware of new or worsening symptoms.

Additional information can be found at the Substance Abuse and Mental Health Services Administration ([SAMHSA](#)) [Disaster Preparedness](#) page. You can find more tips and information about coping with COVID-19 related stress on the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>.