



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 lieu of the July Learning Collaborative, KDHE and WSU hosted 6 regional meetings with OCK providers to help them connect with one another and learn more about program successes, efforts to communicate with local partners, and what they need from or can offer one another to build successful, sustainable programs. Overall, it was a great opportunity to hear about the wonderful work being provided by the OCK network of providers and the creative ways they are connecting with their communities to foster positive health outcomes for their members.

Community of Practice Update

In August, WSU will host the OCK Community of Practice for Care Coordinators and Social Workers within the provider network to continue to build on the connections made and ideas shared at the regional meetings.





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OCK Highlights

We continue to gather stories regarding the OneCare Kansas program and how it is helping Kansas Medicaid members. This month’s success story comes from Leah at the Community Health Center of Southeast Kansas.

“Care management services do not always end with the patient gaining control over their illness. Sometimes, the job of the care manager is recognizing that the patient cannot care for themselves on their own. Below is an example of a time when this occurred and what our patient’s care team did to take care of her needs.

Ann is a 66-year-old woman who is one of the highest-risk patients on my caseload. She is severely dependent on alcohol and calls the ambulance almost weekly. When she arrives at the emergency room, she will only stay long enough to meet the criteria for a taxi ride home, and then will leave against medical advice. Ann normally requests the taxi driver drop her off at a local store, where she purchases more alcohol on her way home. She is being financially exploited by unknown people in her neighborhood and is a danger to herself. She has multiple cases pending from her misuse of the 911 system. Ann is also never fully sober, though some days she is more coherent than others. I meet with her multiple times a week and she is always happy to see me. Thanks to these frequent visits, her calls to 911 became less frequent, and then stopped completely for about two months.

Throughout my time with her, it has become apparent that she is rapidly approaching an inability to continue to live independently. We visited with her primary care doctor to discuss her options. She could choose to go into a nursing home, or risk the legal system making the choice for her. Ann was devastated by this news. After this happened, the calls to 911 started up again. At this point, Ann’s doctor has decided that the time has come to begin the process of moving her into a nursing home and getting her a guardian. When I talked to Ann about this, she told me that she was tired of having alcohol control her life. When I told her that the doctor and officer were working to move her into the nursing home, her response was, “God bless.” She asked me if I would look after her cat and I told her, “of course, I will be here just like I have been for everything else” and she smiled.”

This was a challenging case, even still, you were able to get Ann to a safe place to get the services she needed. Great job, CHCSEK!

If you would like to submit an OCK success story, please email OneCareKansas@ks.gov.



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HAP Updates

Thank you for your patience regarding the HAP updates. These updates will take place on, or around, August 20, 2021. The information below details these updates.

- The SMART acronym will be displayed on the “Long and Short-Term Goals” pages.
 - “Goals should be Specific, Measurable, Attainable, Relevant, and Time-based (S.M.A.R.T.) and must be mutually agreed upon”.
- A “Patient Declined” check box option has been added for BP, A1c and cholesterol.
- HAP information will not automatically be cleared.
 - The system will still be clearing signatures, the selected care coordinator, and the “Mailing Address Incorrect” check box.
- The “BMI Date” field has been removed.
- An “N/A” option has been added to the “Medication Reconciliation Performed” drop down list.
- When a user signs into the HAP portal, the “care coordinator” option will be auto selected unless a different option has been previously selected by the user and saved on the HAP.
- HAP Goals
 - Goals can be deleted if they are not completed.
 - Goals will only print when they are marked either “Incomplete” or “Completed” for the submitted HAP.
 - An “On Hold” option has been added to the “Goal Outcome” drop down list.
 - Goals marked “On Hold” will not print on the HAP.
 - Moved goal “End Date” and “Outcome” to the bottom of the “Goals” page to help with confusion.

Note about Audits

Thank you for your time and patience following the OCK audit. We are currently evaluating the audit process and may be changing the form it will take, as well as the frequency of when it will occur. Please stay tuned and we will provide more information as decisions are made.

MCO Resources and Tools for OCKPs

The state team recently received a request from an OCK provider regarding notifications for when a member enters into a hospital or ED. We wanted to remind our providers that the MCO partners currently offer this information and other related tools through their portals. For more information, please contact the MCO partners at:

MCO	Phone	Fax	Secure Email
Aetna	855-221-5656	959-282-8852	ABHKSOneCare@aetna.com
Sunflower	877-644-4623	888-453-4317	SFHPOneCare@sunflowerhealthplan.com
United	877-542-9238	855-252-9324	uhckshealthhomes@uhc.com



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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

Guidance for COVID-19 Prevention in K-12 Schools

Students benefit from in-person learning. Safely being in classrooms for the fall 2021 semester is a priority. With a new school year fast approaching, here are a few recommendations from the CDC to meet this goal:

- Recommend universal indoor masking for all teachers, staff, students and visitors, regardless of vaccination status.
- Promote vaccination to help schools with in-person learning as well as extracurricular activities and sports. Vaccination is the leading public health prevention strategy.
- Maintain at least 3 feet of physical distance between students within classrooms in addition to indoor mask wearing.
- Stay at home when you have signs of any infectious illness and refer to your healthcare provider for testing and care.
- Keep practicing layered prevention strategies:
 - Screen testing
 - Ventilation
 - Hand washing
 - Respiratory etiquette
 - Stay home when sick and/or getting tested
 - Contact tracing
 - Quarantine/Isolation
 - Cleaning/disinfecting

To learn more about tips for a healthy school year, visit <https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/k-12-guidance.html>