



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.

Community of Practice Update

In June, nearly 40 care coordinators and social workers within the contracted network gathered to discuss strategies for addressing Health Literacy needs in their organizations as well as ways to offer Health Promotion services through the OCK program. Our next Community of Practice event will be in August. Thank you to these partners for sharing their innovative ideas and time with the OCK network!

Learning Collaborative Update

For July, OCK partners will participate in regional listening sessions with State and MCO staff to discuss program successes, ways to promote their programs in their communities, and identify opportunities to offer and receive support across the provider network. Currently contracted providers are required to attend, so please check your inbox for registration information to reserve your spot. We look forward to “seeing” and speaking with you all soon!





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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 week’s success story comes from the Stacey Pearson at Community Health Center of Southeast Kansas.

“I met Mark in May. He was connected with our team through the patient grievances process in our North region and our staff identified him as eligible for OCK. We were hoping to make a good connection as he had become increasingly, and understandably, frustrated with the clinic due to miscommunications. After a little phone-tag, I was able to speak with Mark on the phone, offer support, and introduce the OCK program to him. Initially, he was very hesitant and primarily sought to voice frustrations. After a lengthy conversation, he agreed to meet in-person at the clinic to learn more about the program, but was adamant he would not be signing anything.

When I met with Mark in-person, we chatted for a long time. He shared his negative experiences and history with common barriers like transportation and delays in follow-up from the clinic. This conversation allowed us to problem solve together from the start and make plans moving forward. He signed the enrollment form and we hit the ground running.

Together, we have gotten Mark a cellphone with KanCare value added benefits, approved for SNAP benefits, and have made progress on his disability application. He’ll soon be establishing vision care to receive new eyeglasses and all transportation is confirmed for future appointments (including a back-up plan).

Mark is comforted in knowing he can call us as a first point of contact whenever he needs any assistance or support. Mark is a true testament to the important work we do; he just needed to know he had been heard.”

Great job, Stacey!

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



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TCM FAQ Document Update

As you might recall, last month we held trainings with mostly targeted case managers in attendance. The FAQ document that was created in response to the many great questions asked has now been posted to the website. It can be found by following this link, https://www.kancare.ks.gov/docs/default-source/providers/ock/informational-material-docs/faqs---targeted-case-management-providers.pdf?sfvrsn=9244511b_0.

Revised Invite Letter

During the TCM trainings, we asked for provider input regarding some of our communications on the effects of enrolling in the OCK program if members are currently receiving targeted case management services. Based on the feedback received, we have revised the invite/consent letter. In an effort to be fully transparent, we wanted to update you on the revision. A new line has been added to the letter with the following language:

“I understand that participation in this program excludes me from receiving targeted case management (TCM) services.”

The letter can be found on the website, https://www.kancare.ks.gov/docs/default-source/providers/ock/informational-material-docs/generic-ock-invitation-consent-letter.pdf?sfvrsn=c57a4f1b_12.

This revised version of the letter will be sent out in the August 2021 mailings.

Member Surveys

During the month of June, 500 randomly selected OCK members were surveyed by the state OCK team via telephone regarding their experiences so far in the program. The purpose of this survey was to identify what has been working well and what could be improved upon in order to best serve our members as the program continues to grow and evolve.

The work to make improvements has already begun. We have followed-up with our MCO partners in order to address concerns and issues mentioned by members during these conversations. The goal of the OCK program has always been to help people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan. Member feedback is essential in continuously working towards this goal.

The state team enjoyed directly interacting with members and gaining a better understanding of the population we serve. Thank you to all of our OCK partners, MCO partners and state staff members for your hard work towards improving the OCK program. We look forward to sharing data from this survey in the future.



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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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Special Note

Tips for a Healthy Summer

There are plenty of small changes that can be made in order to promote a healthy, fun summer. Here are a few tips:

Move More, Sit Less

- * Try and get at least 150 minutes of aerobic physical activity every week.
- * Physical activity has immediate benefits for your health: better sleep and reduced anxiety are two.

Wear Sunscreen & Insect Repellent

- * Use shade, wide-brimmed hats, clothing that covers, and broad-spectrum sunscreen with at least SPF 15 for sun protection.
- * Use Insect repellent and wear long-sleeved shirts and long pants to prevent mosquito bites and ticks.
- * If you use both sunscreen and insect repellent, apply sunscreen first. After you come indoors, check clothing, body, and pet for ticks.

Keep Cool in Extreme Heat

- * Extreme heat can be dangerous for everyone, but it may be especially dangerous for people with chronic medical conditions.

Eat a Healthy Diet

- * Delicious fruits and veggies make any summer meal healthier.

Rethink Your Drink

- * Drink fluoridated water instead of sugary or alcoholic drinks to reduce calories and stay safe.

Don't Use Tobacco

- * You can quit today! 1-800-QUIT-NOW (1-800-784-8669)

To learn more about tips for a healthy summer, visit <https://www.cdc.gov/chronicdisease/resources/infographic/healthy-summer.htm>.