



# OneCare Kansas Planning Council

July 18, 2019

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

A high-angle, wide shot of a sunflower field. The rows of bright yellow flowers with dark brown centers are densely packed and recede into the distance, creating a strong sense of perspective. The sky is not visible, as the field fills the entire frame.

*Welcome*

# AGENDA FOR THE DAY



- Project Timeline Update
- Draft Program Manual Review
- Member Invitation/Enrollment Process
- Payment Methodology
- Target Population update
- Forum and Training Tour Discussion

# Updates

## Project Timeline – *Becky Ross*



# OCK Program Manual Review

Samantha Ferencik | Program Analyst, KDHE DHCF

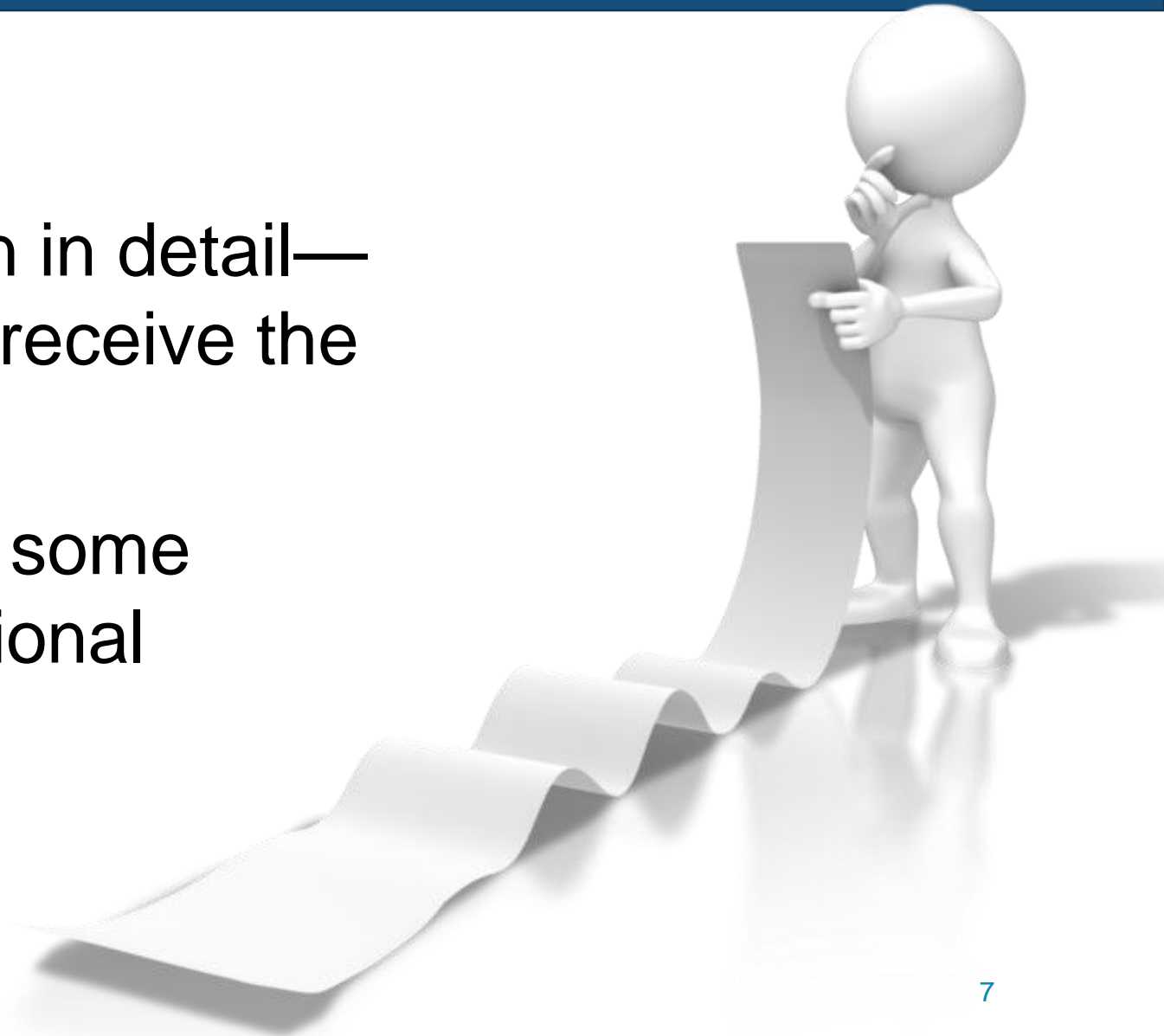
# OCK Program Manual



- How to access and navigate the Program Manual
- The basics of the OCK program and OCKP, MCO responsibilities
- Overview of where to find specific items of interest

# OCK Program Manual

- Will not discuss every section in detail—major updates/highlights will receive the most attention
- Future webinars will address some topics in more detail as additional training is needed/requested





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## OneCare Kansas



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

- [Member Information](#)
- [Provider Information](#)

- [OneCare Kansas Newsletter - July 2019](#)
- [OneCare Kansas Provider Learning Forum](#)

## Quick Links

- [Apply for KanCare](#)
- [Contact KanCare Clearinghouse](#)
- [Hotline Numbers](#)
- [Incident Reporting Guide](#)
- [Provider Training](#)
- [Report Abuse](#)

## Latest News & Events

### KanCare Advisory Council Meeting

Date: August 5, 2019 2:30-4:30 pm





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## OneCare Kansas Provider Information

Follow one of the links below to find more information on each provider topic:

**Contracted OneCare  
Kansas Partners**

**Providers Interested in  
Becoming OneCare  
Kansas Partners**

**Other  
Providers**



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## Providers Interested in Becoming OneCare Kansas Partners

The term "OneCare Kansas" refers to a new Medicaid option to provide coordination of physical and behavioral health care with long term services and supports for people with chronic conditions. OneCare Kansas expands upon medical home models to include links to community and social supports. OneCare Kansas focuses on the whole person and all his or her needs to manage his or her conditions and be as healthy as possible. All the caregivers involved in a OneCare Kansas member's health communicate with one another so that all of a patient's needs are addressed in a comprehensive manner.

OneCare Kansas is intended for people with certain chronic conditions, like diabetes, asthma, or mental illness. These people must be KanCare members. They can be members who also receive Medicare along with Medicaid.

- Approaches to OneCare Kansas
- FAQ
- Informational Materials for Providers
- News & Events
- Payment
- Planning Council Information
- OneCare Kansas Services
- Questions?



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## Informational Materials for Providers



# OneCare Kansas

a program of KanCare, Kansas Medicaid

Check here for monthly program updates:

[OneCare Kansas Newsletter](#)

[OCK News & Events](#)

### Helpful Documents

- [Draft OneCare Kansas Program Manual](#)
- [NAMI Kansas Grant Opportunity](#)
- [OCK Implementation Timeline](#)
- [OneCare Kansas Services](#)
- [OneCare Kansas Professional Requirements](#)
- [OneCare Kansas Quick Facts - Providers](#)
- [OCK Quality Measures](#)
- [OCK Forms](#)



KanCare Website



# Section 1– Review of OneCare Kansas Model

- Federal Health Home population criteria
- Federal Health Homes 6 Core Services
- Federal Provider Requirements
  - Responsibilities as a OCKP
  - Professional Requirements
  - See OCK Services and Professional Requirements Table, page 10



# Section 2 – Provider Requirements

- Lead Entity (MCO or LE) Requirements
- OCKP Requirements
  - i.e. State licensing standards, KanCare enrollment, leadership responsibilities, staffing, capacity to serve
- Joint Requirements
- OCKP Application details



# Section 3 – Lead Entity Contracts with OneCare Kansas Partners

- Necessary provisions to be included in contracts
- Indicators of OCK Partner's Underperformance
  - As audits begin, remember to reference the table on pages 20-21. This is a list of situations that the MCOs have jointly agreed on as evidence of OCKP underperformance.



# Section 4 – Member Assignment, Enrollment and Discharge

- Eligibility for OCK
- Assignment Process
  - MCOs determine eligibility and send invitation letters
- Opt-In Process
- Refusal and Disenrollment Processes



# Section 4 (cont.)

- OCK Partner Refusals
  - Limited reasons for Refusals
  - Upcoming OCK Forms Webinar will cover these details.
- OCK Partner Disenrollment
  - Opting-Out vs. Discharge
  - Upcoming OCK Forms Webinar will cover these details.





# Section 5 – Health Action Plan (HAP)

- Goals of the HAP
- **90-day timeline for initial HAP**
  - **HAP completed within 90 days**
  - **Remember to document all attempts, successful or not**
- HAP updates should be done as often as needed, but on a quarterly basis at minimum  
(This is distinct from the 90-day initial HAP)



# Section 6 – Member Referral Process

- Revisions to the Form
  - The “standard” Referral Form is largely the same
  - **Upcoming OCK Forms Webinar will cover these details**



## Section 7 – Claims Submission and Billing

- Billing Codes and modifiers – table on page 25



## Section 8 – Rate Calculation and Methodology

- Basic Payment Structure
- Payment Principles
- Rate Development Process



## Section 9 – Grievance and Appeals

- OCKPs have the same grievance and appeal rights as under KanCare



## Section 10 – Health Information Technology

- HIT requirements are specified service-by-service



## Section 11 – Documentation Requirements

- See table on pages 29-30

11

## Section 12 – Quality Goals and Measures

- Page 30 and Appendix C

12

## Section 13 – Learning Collaborative

- Page 31

13

# Form Highlights



- HAP – Initial HAP in 90-days
- Discharge and Refusal Forms
  - Remember to document!
  - Attaching additional pages is acceptable when needed



# OCK Enrollment Process

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Samantha Ferencik | Program Analyst, KDHE DHCF

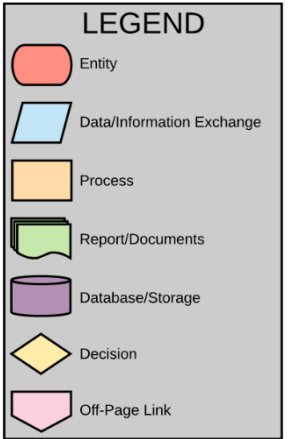
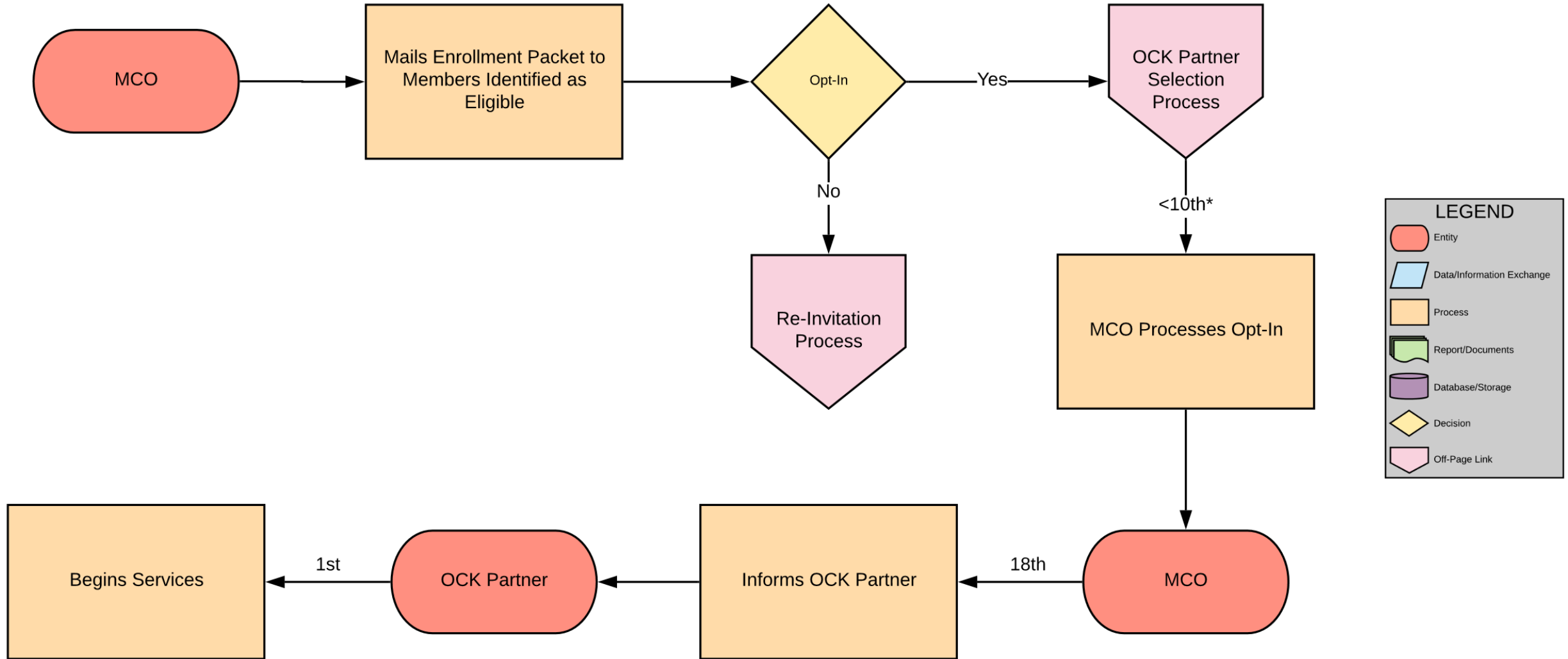


# Tasks of the OCK Enrollment & Invitation Subgroup

- Map Enrollment Process
- Map Disenrollment Process
- Map Re-Invitation Process
- Develop Invitation Letter & Consent Form
- Engagement with other agencies & stakeholders
- Education related to all areas of enrollment



# Enrollment Process



# OCKP Dates to Remember



9<sup>th</sup> – Last day in month for enrollment

18<sup>th</sup> – MCOs notify OCKPs of enrollment

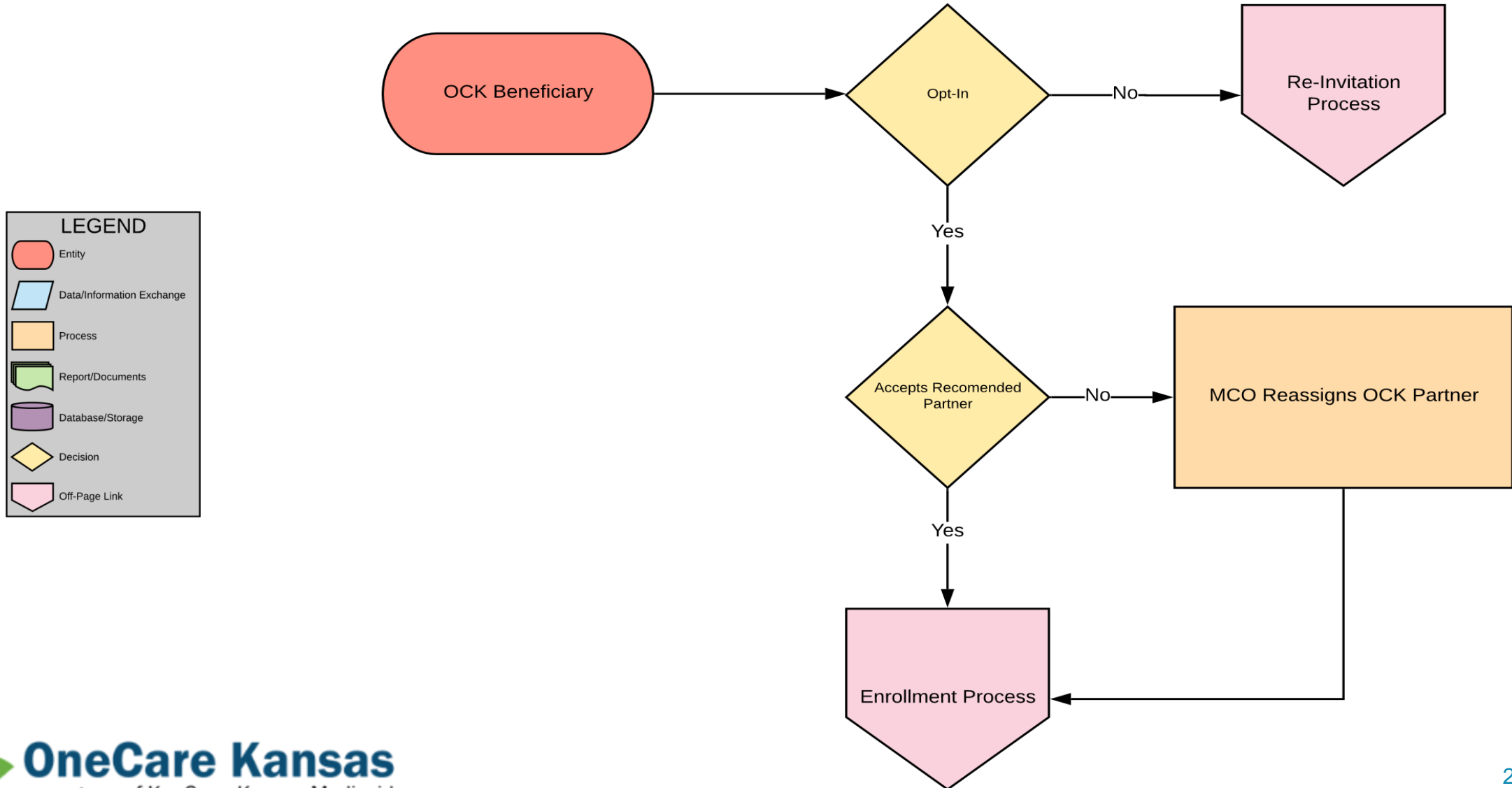
1<sup>st</sup> – Current month services may begin

# OCKP Selection

- MCO identifies eligible beneficiary and any existing relationships between that member and available OCKPs.
- In most cases, we anticipate the member to remain with the assigned OCKP.
- Members can choose a different OCKP through mail or by calling the MCO.
- Members can choose a different OCKP either at the time of enrollment or anytime thereafter (processing time withstanding)



# OCKP Selection Process



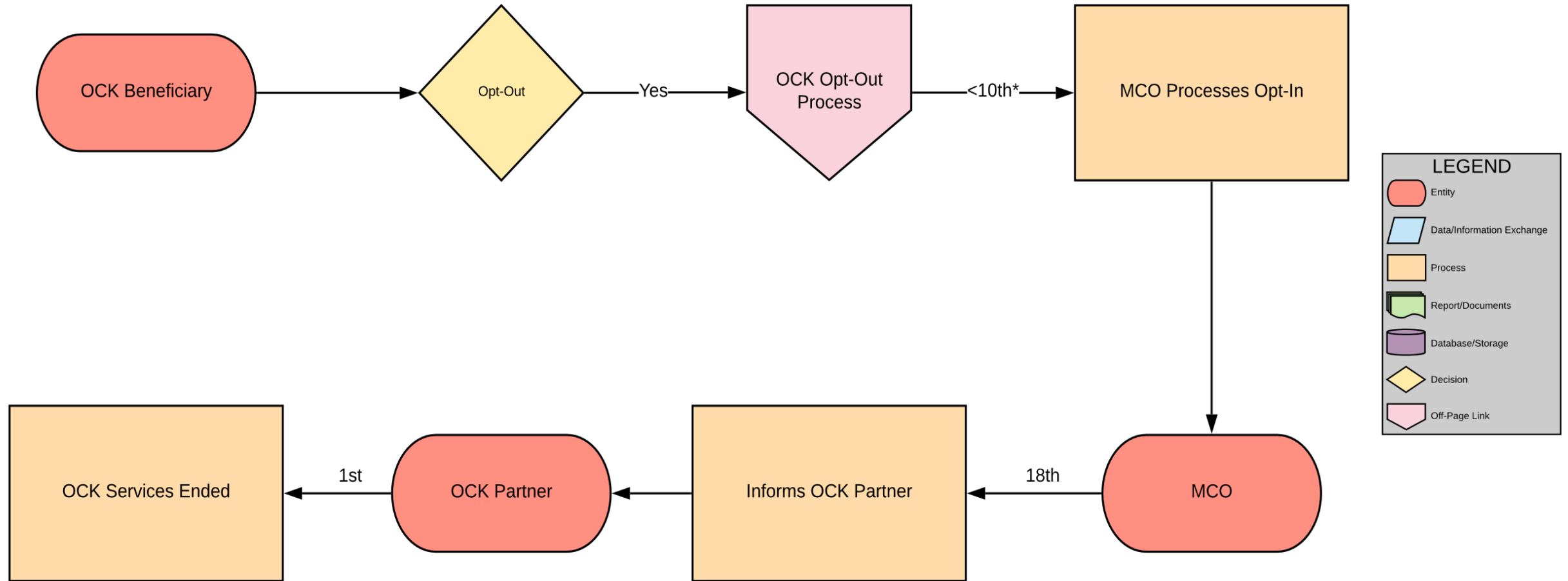
# OCKP Dates to Remember

9<sup>th</sup> – Last day in month for members to ask for new OCKP assignment.

- This applies to both new and existing OCK members



# Disenrollment Process (Opt-out)



# OCKP Dates to Remember



9<sup>th</sup> – Last day in month to “officially” opt-out/ dis-enroll.

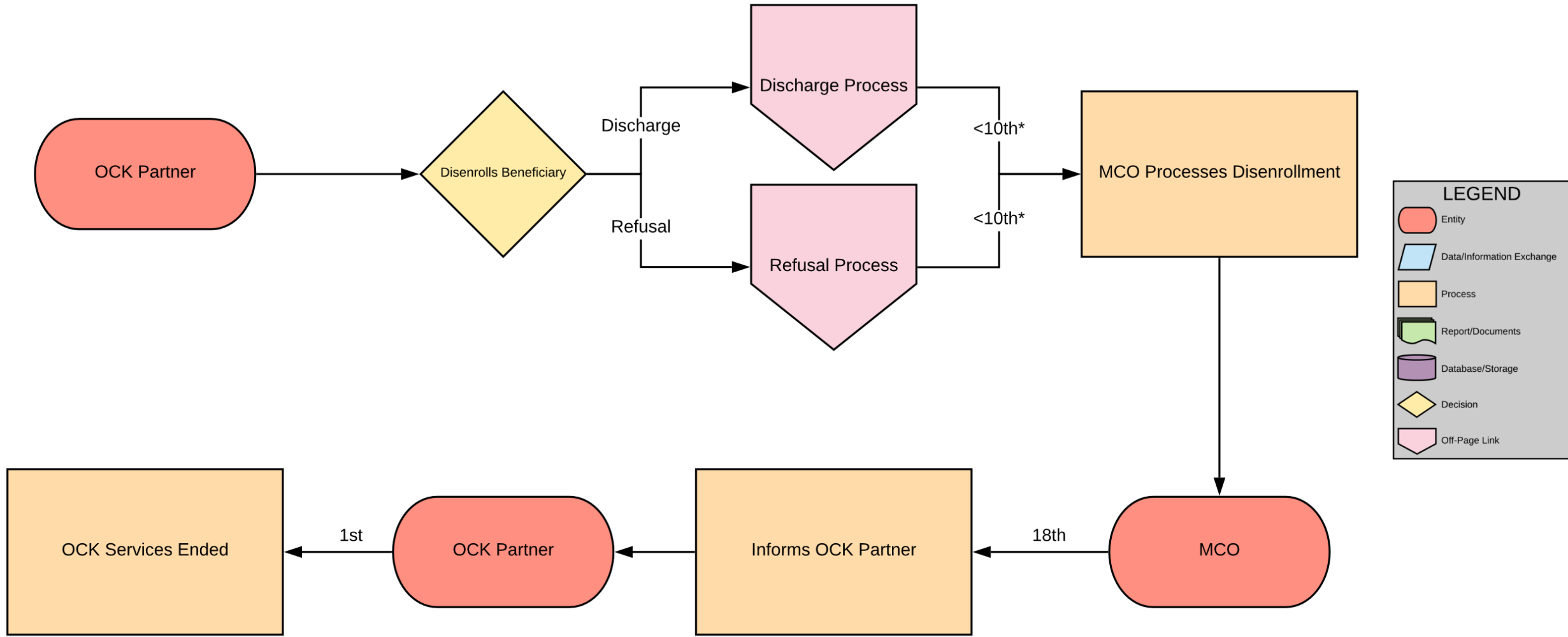
18<sup>th</sup> – MCOs notify OCKPs of disenrollment

1<sup>st</sup> – Services “officially” end

\*Opting out does not cause a member to lose OCK eligibility.



# Disenrollment Process (Refusal or Discharge )





# Payment Methodology

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Adam Proffitt | Medicaid Director, KDHE DHCF



# OneCare Kansas Payment Build Details

State's actuarial vendor (Optumas) to build rates with methodology consistent with how KanCare capitation rates are developed

- Rates to be finalized once the target population is set
- Will use same timeframe for base data as regular CY20 Capitation rates; base data will include information from CY17 and CY18 experience (with early CY19 to inform recent trend changes)
- Will not be using tiered payment approach this time; only one payment level to be developed



# OneCare Kansas Payment Build Details

Will be paid to MCOs on top of regular capitation payments, and will be paid as a Per Member Per Month (PMPM) payment

- OneCare payment will only be triggered by a member receiving a service in a given month; payment to MCO will be one month in arrears
- PMPM from State to MCO will be the same every month, regardless of how many OneCare services a member utilizes in a given month
- PMPM to include up to 10% in admin cost

## Physician-Related

- Physician-related costs were built into the Health Home rate on a fee basis.
- This reflects a projected average number of visits related to Comprehensive Care Management, Health Promotion, and Comprehensive Transitional Care applied to the projected fee for those services.
- The projected average number of visits was based on review of similar Health Home programs in other states, and clinical input from **Optumas'** chief clinical consultant who has 35+ years of experience in the health care and health insurance industry.



# Previous Health Homes Payment Build Considerations

## All Other Professional

- All other professional costs were based on an annual salary, converted to an hourly rate, and applied to the number of projected hours each professional would work while encountering a member visiting the Health Home.
- The annual salaries for each position – Nurse Practitioner and Social Worker – were based on the most recently available Kansas-specific information from the Bureau of Labor Statistics.
- An additional burden rate of 28% was also applied for additional costs associated with payroll taxes, worker's compensation and health insurance, paid time off, training and travel expenses, vacation and sick leave, pension contributions, and other benefits.
- The projected average number of hours was based on review of similar Health Home programs in other states, and clinical input from **Optumas'** chief clinical consultant who has 35+ years of experience in the health care and health insurance industry.





# OneCare Kansas Target Population Identification

University of Kansas Medical Center

July 18, 2019

# Our Research Team

- \* Primary Researcher: Tami Gurley-Calvez, PhD
  - \* Emily Burgen, MPH
  - \* Dorothy Hughes, MHSA, PhD
- \* Biostatisticians
  - \* Emily Cramer, PhD
  - \* Eric Dai, MS
  - \* Milind Phadnis, PhD
- \* Qualitative Researchers
  - \* Joanna Brooks, MA, PhD
  - \* Mary Zimmerman, PhD
- \* Providers
  - \* Edward Ellerbeck, MD, MPH
  - \* Glendon Cox, MD, MHSA, MBA
- \* Demographer
  - \* Jarron Saint-Onge, PhD

**Goal:** Find population with the highest potential value added from OneCare Kansas participation.

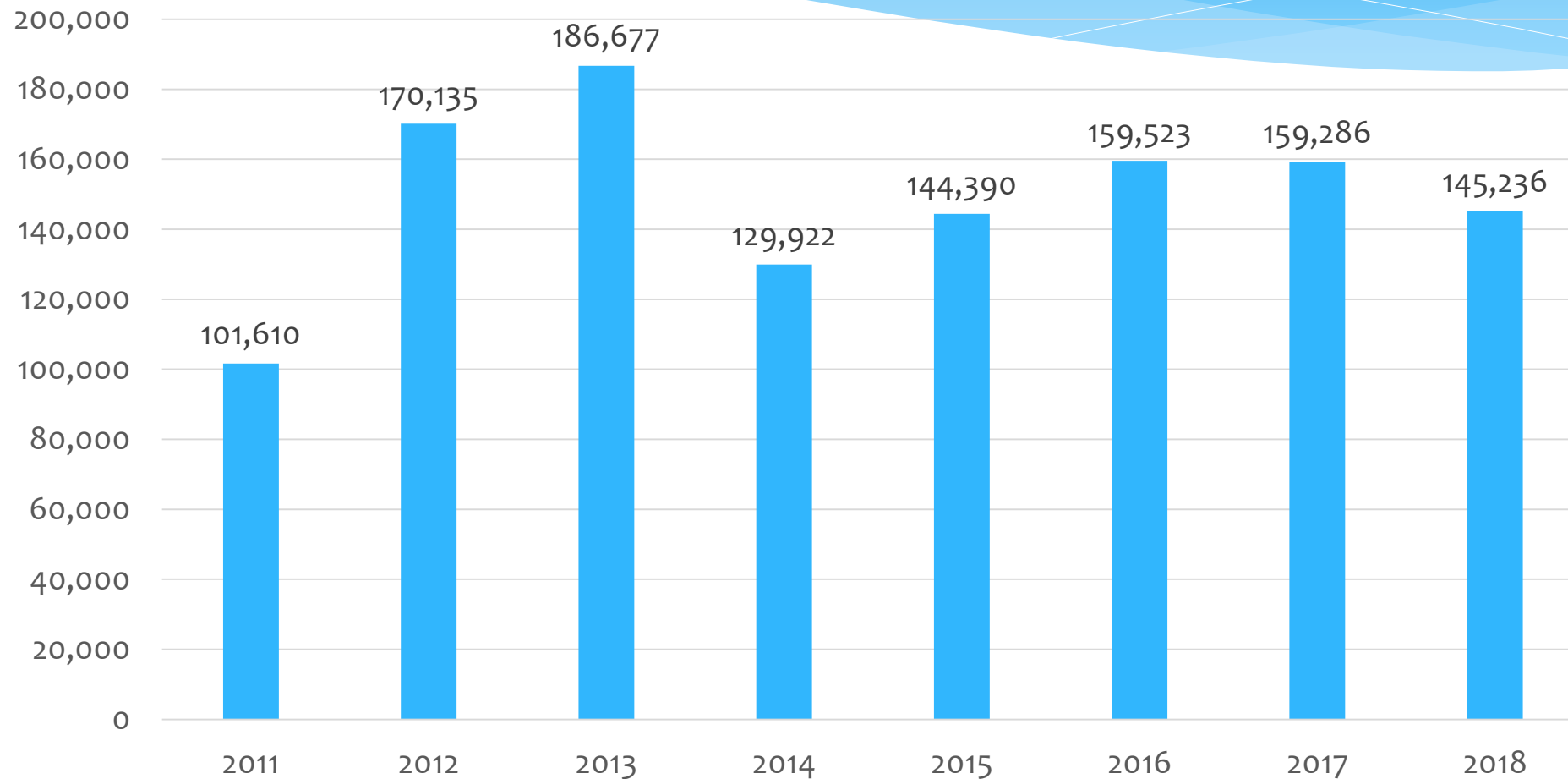
# Key Inputs

- \* 7 years of Medicaid claims data
- \* Input from stakeholders
- \* Provider perspectives
- \* The most rigorous methods for policy analysis
- \* Consideration of the implications of an opt-in approach

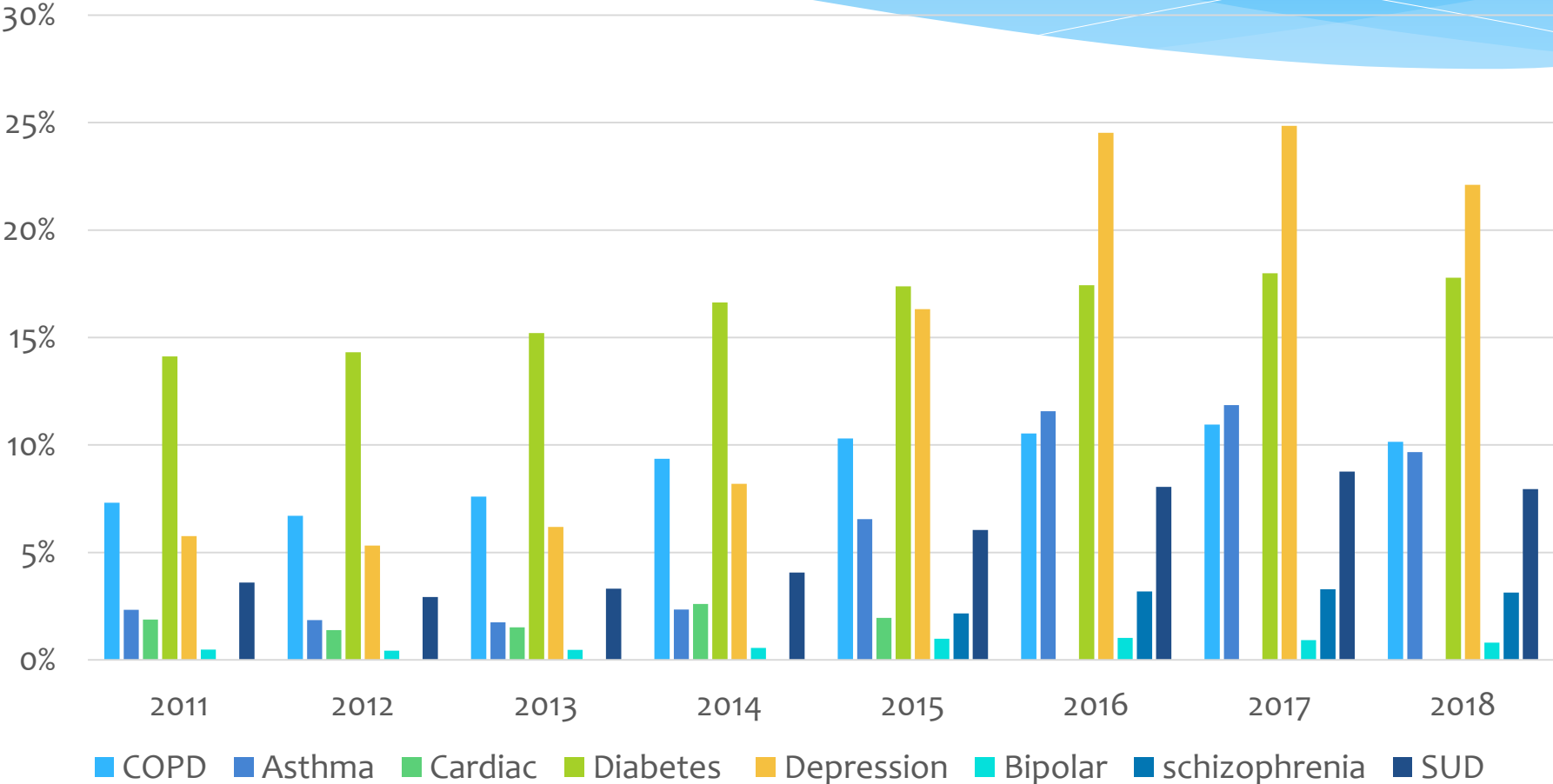
# For Discussion

- \* Preliminary claims data information
- \* Verification process is ongoing
  - \* Diagnoses codes
  - \* Carryforward for diagnosis groups

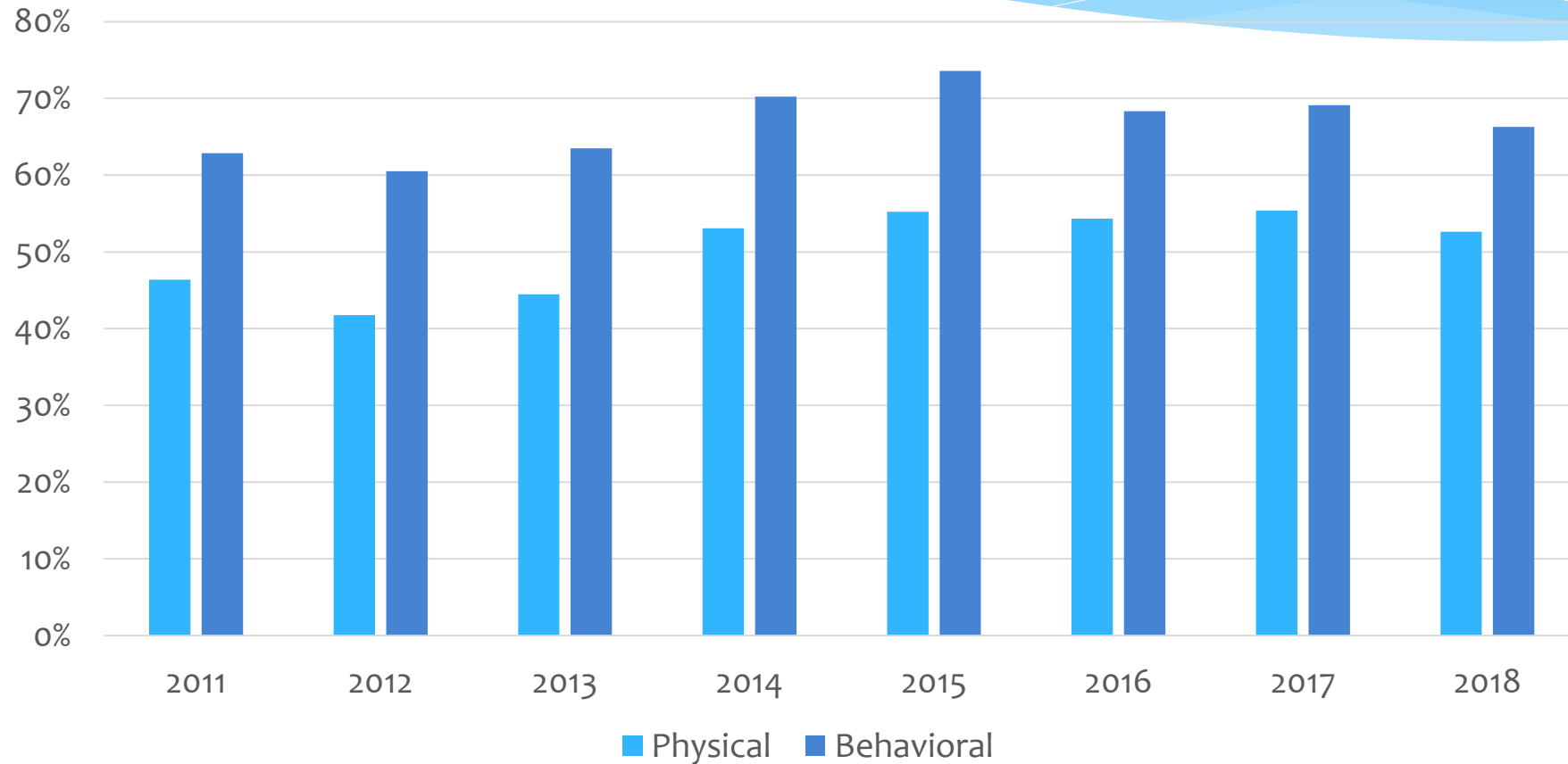
# Amount of People with Claims by Year



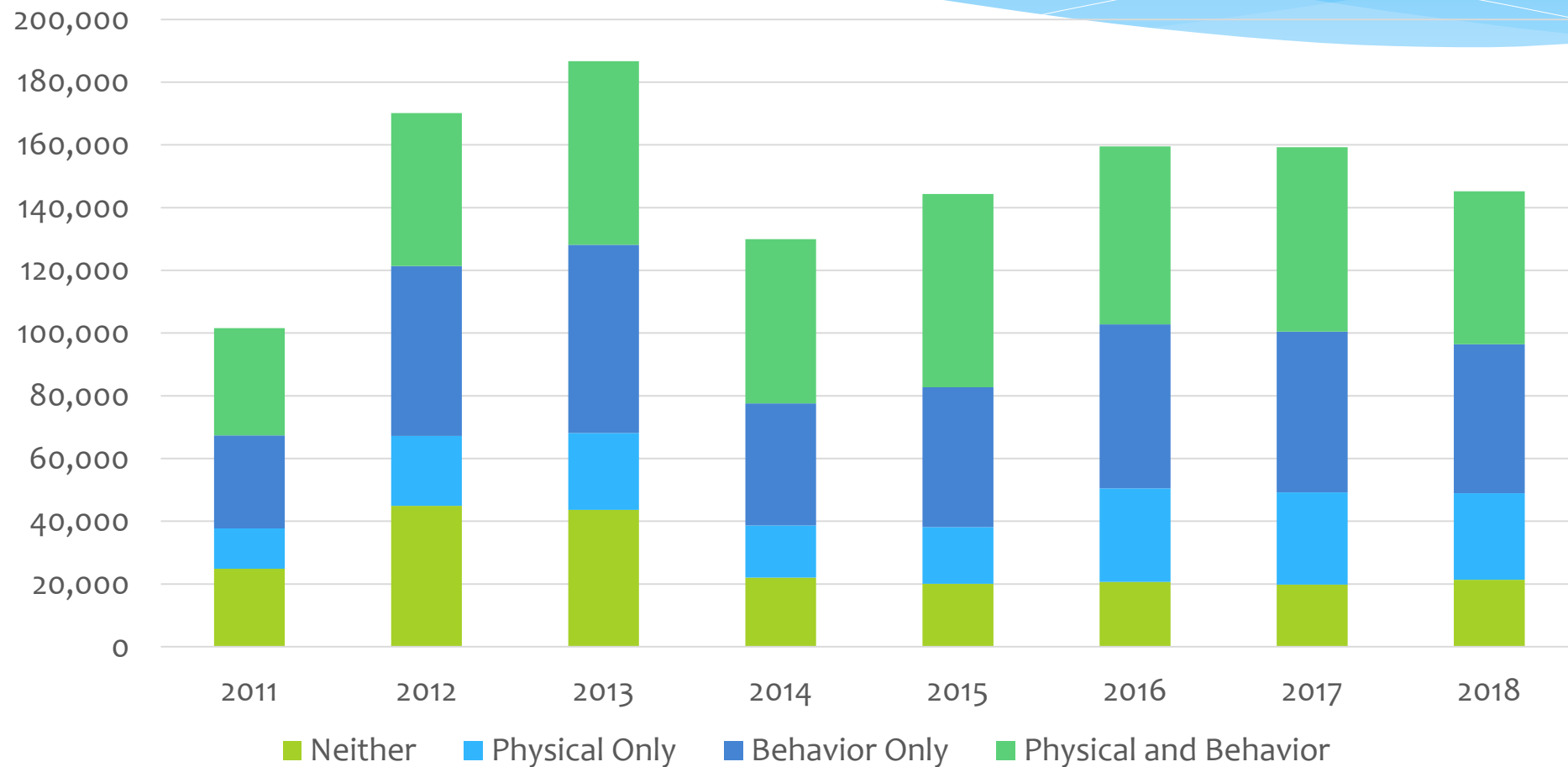
# Percentage of People with Flags for Diagnosis per Year



# Percentage of People with Claims that have at least one Physical or Behavioral Diagnosis

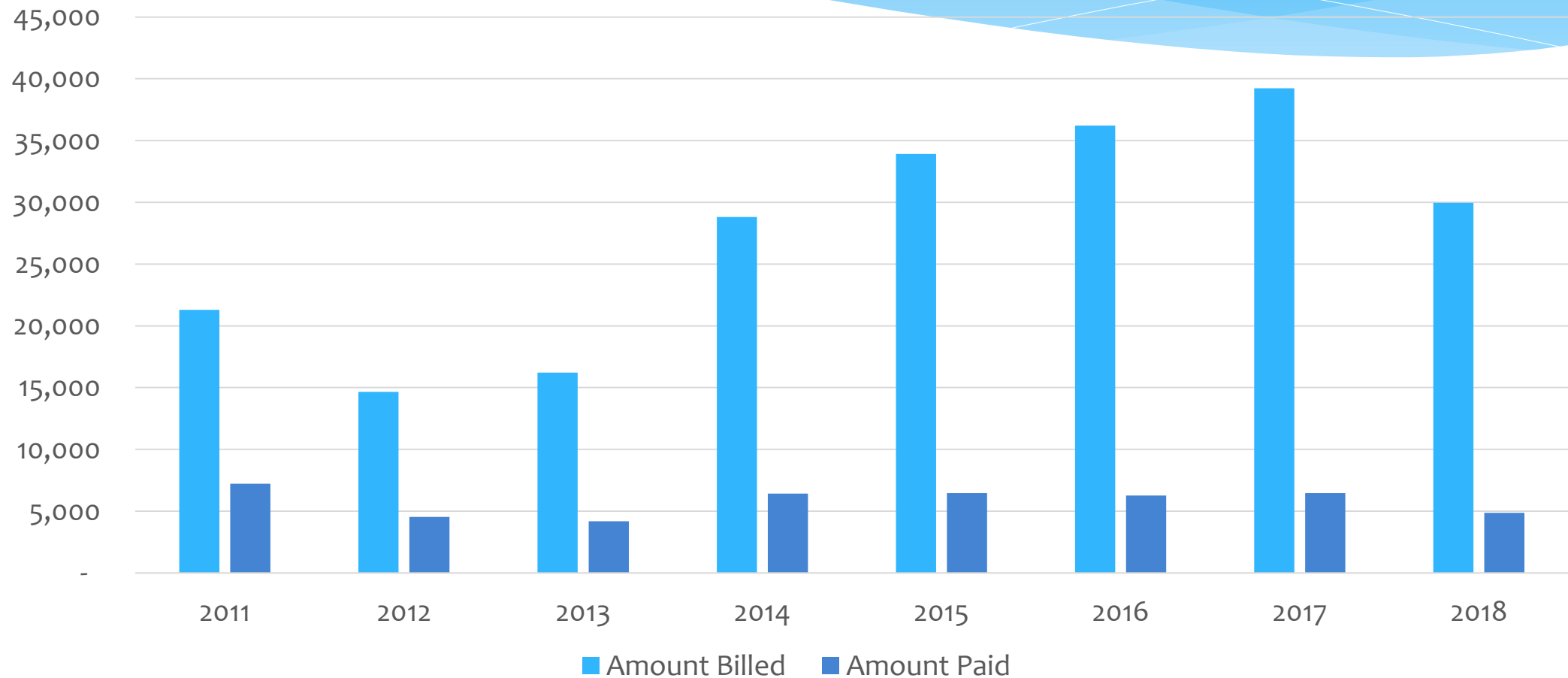


# Comparison of People with different types of Diagnosis

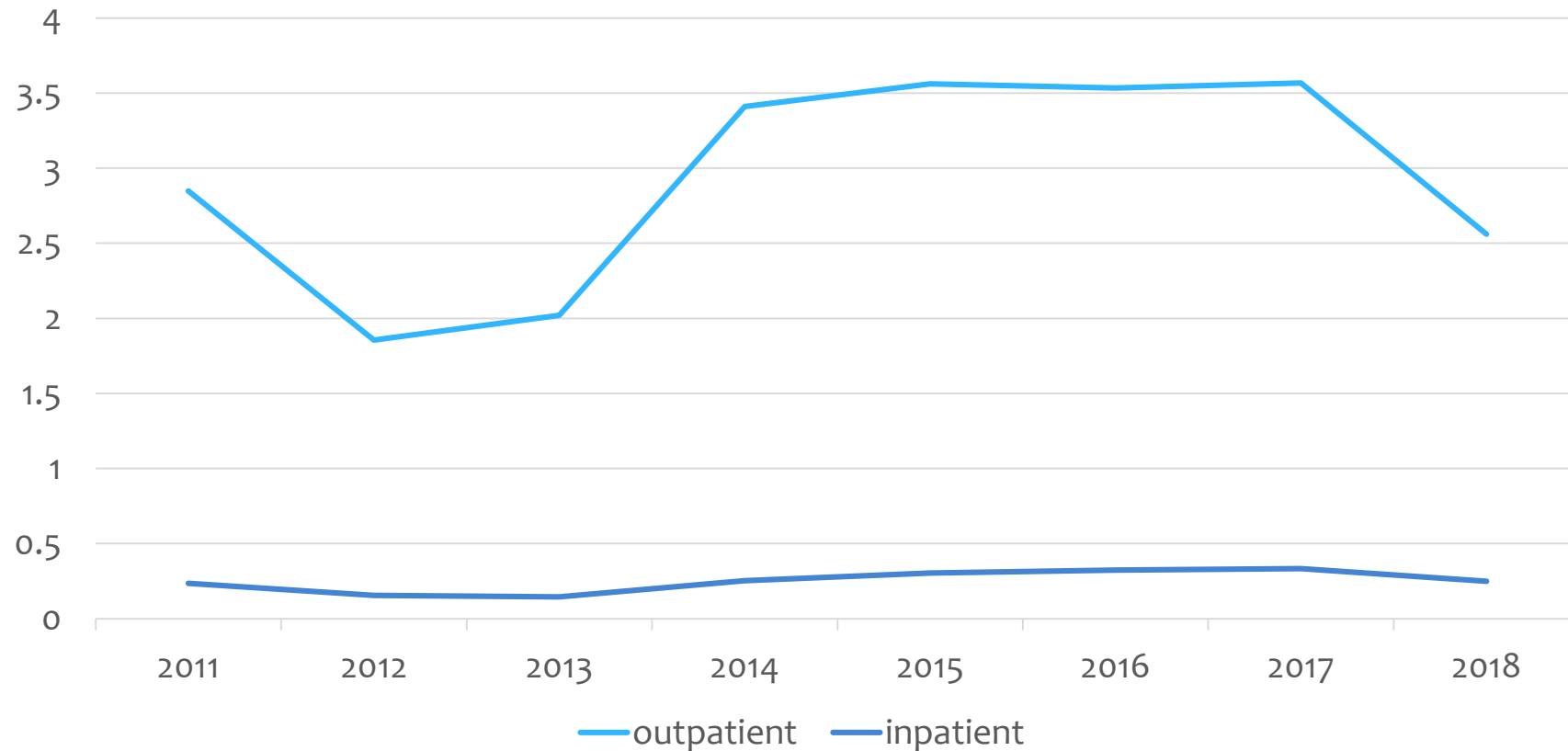




# Mean Amount Billed Compared to Amount Paid by Year



# Mean Visits per Person per Year



# Where we go from here

- \* Quality control checks
- \* Determine effects of the previous Health Home Program
  - \* Establish a comparison group
  - \* Assess which behavioral health and chronic physical conditions were associated with the greatest impact
  - \* Examine the timing of changes in utilization and cost, including changes after the conclusion of the program
  - \* Timing of program effects



Any Questions?

# Provider Forum & In-Person Training Tour Discussion

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Mark your calendars!!

# OneCare Kansas Provider Learning Forum

August 15, 2019  
9:30 a.m. – 4:00 p.m.

Meridian Center | Newton



# *Next Steps*

**Mark your calendars!!**

**OneCare Kansas  
Planning Council Meeting**

**September 19, 2019  
10:00 a.m. – 4:00 p.m.**



A vast field of sunflowers stretching to the horizon under a clear sky. The sunflowers are in full bloom, with bright yellow petals and dark brown centers. The field is densely packed, and the perspective is from a slightly elevated angle, looking down at the rows of flowers. The sky is a pale, clear blue.

*Thank you!*