



# OneCare Kansas Planning Council Meeting Summary

November 26, 2019

Members of the OneCare Kansas (OCK) Planning Council and the OCK State Project Team gathered at the Kansas Health Institute in Topeka on November 21, 2019. The group was welcomed by Kansas Medicaid Initiatives Coordinator, Becky Ross, and the meeting was facilitated by staff from the Wichita State University Community Engagement Institute. A copy of all presentation slides for each [OCK Planning Council](#) meeting are available on the OneCare Kansas website.

## Progress Review

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In honor of the one-year anniversary of the OCK Planning Council, Becky Ross, Medicaid Initiatives Coordinator at the KDHE Division of Healthcare Finance, reviewed the accomplishments of the group since November 2018, highlighted projects that are currently in process and outlined work that needs to be done prior to launch in April of 2020. More information on the projects discussed are included in the accompanying slide set on the OCK website.

## Target Population Data Sets

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Based on questions received at the October Planning Council meeting, Dr. Tami Gurley-Calvez and her team from the University of Kansas Medical Center provided additional information related to the Medicaid members who would be served by the OneCare Kansas program. This information included interactions these members have with certain systems such as Community Mental Health Centers and Federally Qualified Health Centers. Dr. Gurley-Calvez also shared maps that can help locate potential members and assist organizations in determining whether they will apply to become a OneCare Kansas Provider.

Planning Council members requested additional information, including a breakdown of the number of Emergency Department visits and additional categorization of claim source data. The team from UMKC will continue to refine this data to be shared at the next OCK meeting in December.

## Provider Manual and Provider Application Updates

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Samantha Ferencik, Program Analyst from the KDHE Division of Healthcare Finance provided updates to the group regarding the most recent version of the Provider Manual and the Provider Application Process.

### Provider Manual

An update to the draft of the [OCK Provider Manual](#) has been posted to the OCK website. KDHE will post updates to the Manual on the 15<sup>th</sup> of each month, so potential providers are advised to check the website regularly. Specific changes were highlighted and are listed in the slide deck for this meeting and posted on the OCK website.

### Provider Applications

KDHE has completed reviews of the initial group of applications that were submitted by providers interested in providing OneCare Kansas services. These applications have been forwarded to each of the Managed Care Organizations for final review and contracting. There is no deadline for applications, so providers are encouraged to continue to apply to assure a diverse network that allows members to choose who they would like to receive services from. KDHE is willing to provide feedback to applicants who may not have been selected initially to help identify ways they could improve their application.

Planning Council members indicated that some providers have yet to apply because they are waiting for the payment structure and rates to be announced. Some providers are also concerned whether there will be enough members to serve in their area that would justify application. KDHE staff reminded the group that OCK Providers will not be subject to catchment areas and may have opportunities to serve areas of the state who are currently being underserved.

### **KFMC Health Action Plan (HAP) Portal Update**

Kasey Sorrell, Clinical Initiatives Nurse for the KDHE Division of Healthcare Finance reviewed screen shots of the HAP Portal that is currently under construction. Planning Council members were given the opportunity to ask questions and provide feedback on the system, express concerns, and ask questions related to the data tracking process. KFMC will use the information to work with KDHE on continuous improvements to the system.

This system will allow information on the HAP to follow the member, should they choose to change OCK Partners. The system will also track timely completion of the initial Health Action Plan, which is tied to a one-time bonus payment to the OCK Partner. KDHE plans to hold a webinar for contracted partners to help them learn the new system once the system is ready and the program is about to launch.

### **Member Engagement**

Jeanine Meier, from Sunflower Health Plan, shared a copy of a letter that was developed in cooperation with Aetna Better Health of Kansas and United Healthcare that will be used to notify potential members who have already been identified that the OneCare

Kansas program will be beginning in April 2020. This letter will be distributed in the next few weeks. OCK members suggested that qualifying diagnoses be added to the letter.

In February 2020, the Managed Care Organizations (MCOs) will begin reviewing data for Medicaid members who are potentially eligible. They will send letters to those members by February 10, 2020 to invite them to opt-in to the program. On March 18, the MCOs will send potential rosters to contracted OneCare Partners so they may begin providing services on April 1, 2020.

Planning Council members were asked to provide additional ideas for engaging potential OCK members.

- Provide materials to NAMI to share with members and families that they work with
- OCK Partners can utilize the initial letter along with the [Introduction Script and Guidelines](#) to educate potential members
- Customer service teams at the MCOs and within partners can use the introduction letter as talking points when taking calls from members
- Provide information to Consumer Run Organizations
- Clubhouse coalition – OCK is already being talked about in this group. Breakthrough in Wichita offered to host a presentation at their agency.
- Health departments do health related groups related to asthma. This could be a contact point.
- Veterans Community Partnership in Wichita is a resource as well. We could approach the professionals in this group and equip them with talking points.
- Use local media in areas to highlight the program (local radio and TV news, social media). This may be particularly helpful in areas of the state where there are high concentrations of potentially eligible members
- If there is a list of health fairs, the group could utilize for presentations.

## **Education for Potential Providers**

Provider education prior to program launch will include additional webinars and a provider education tour in February 2020. On November 25, Kasey Sorell will be reviewing the required professionals, their roles, and scenarios that demonstrate the process flow for potential providers. In December, Talya Quick will be reviewing the OCK Payment Structure and Methodology. The Planning Council requested that the rates be publicly released prior to this to allow partners to consider whether or not to apply.

The Provider Education Tour will include stops in Colby, Topeka, and Wichita. The dates will be announced soon. It was suggested that Topeka be the first stop on the tour so that the project team can be present. It may also be possible to record the event to allow those who are unable to attend to receive the information. However, much of the information will be in-person versions of the webinars that have been provided to date.

## Legislative Session

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OCK Planning Council members were encouraged to provide education to legislators throughout the upcoming session even though the program doesn't launch until near the end of the session. KDHE is willing to put together fact sheets that could be used and Planning Council members were encouraged to send ideas for potential points to include. Some of these topics include:

- Estimated time to see savings
- Impact
- Data from other states – Missouri, South Dakota
- Success stories and quotes from the last iteration of the program
- Long-term health benefits

## Contracted Provider Support

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Once the program has launched, contracted providers will need continued support. KDHE will likely host weekly conference calls to allow contracted providers to ask questions related to implementation.

Additionally, the Kansas Grantmakers in Health have agreed to fund WSU CEI to coordinate two initiatives. One is a Learning Collaborative for administrators of contracted OCK Providers that will include virtual and in-person sessions that allow the opportunity for peer-to-peer system level learning and development. The other is a series of training and a virtual Community of Practice for Nurse Care Coordinators and Social Worker/Care Coordinators to assure quality Health Action Plan development and service provision.

Potential topics include:

- Tobacco cessation tools and support
- Trauma-Informed Practice
- Learning from providers how to make the most of an in-person interaction with the member
- Clinical presentations focused on the eligible diagnoses

For the Learning Collaborative, topics will be driven by the needs of the contracted providers and they will be consulted frequently for potential topics.

## Next Steps

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Next steps to accomplish prior to the next Planning Council meeting include:

- Distribution of the OCK payment structure
- Further refinement of target population data to support provider and member recruitment
- Continued review of provider applications

## Mark your calendars!

### OneCare Kansas Planning Council Meeting Dates:

December 19, 2019

January 16, 2020

February 20, 2020

March 19, 2020

*Report prepared by:*

