



OneCare Kansas Planning Council Meeting Summary

February 27, 2020

Members of the OneCare Kansas (OCK) Planning Council and the OCK State Project Team gathered at the Kansas Museum of History in Topeka on February 20, 2020 to receive the most recent program updates from State staff and celebrate the achievements of the Planning Council since its inception in November 2018. 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.

OneCare Kansas Provider Education Tour Debrief

KDHE and WSU staff provided a brief recap of the Provider Education Tour events that occurred across the state in February. (See separate summary report for these events.) The group discussed issues that were raised at the event in Wichita related to limitations within the electronic billing systems used by some providers that prevent them from filing "Zero Dollar" claims which are needed to document and track OCK service provision. This was reported to be a common problem among Community Mental Health Centers (CMHC). The representative from the Kansas Association of Family Physicians was asked to reach out to their partners to see if they experience similar issues or have found ways to work around the issue. It was also suggested to reach out to Community Health Centers to see if there is a solution that the CMHCs may not yet be aware of. It may also be useful to reach out to other KDHE or WSU partners for information on how Local Health Departments handle this issue when providing vaccinations.

Potential solutions were discussed such as additional billing code modifiers and multiple lines of services on claims. It was determined that it might be useful to speak with a billing specialist and Valeo shared they were willing to connect KDHE staff to the person in their organization responsible for this. Ultimately, the team would like to reduce administrative burden as much as possible, but the solutions may lie with the provider and their billing software vendors. Local hospitals may also have potential solutions they have developed.

A CMHC that provides services to youth in Topeka had reported that, through a preliminary scan of their electronic health records, they have identified a significant volume of clients they serve who have asthma. This finding was supported by a CMHC provider who attended the Colby event that reported they had noticed the same issue when they participated in the State's earlier Health Home program. MCOs are aware

that they are not able to identify all potentially eligible members by just using claims data. The team reinforced that this is one reason that community partners need to be continuously educated about the referral process.

Provider Network Update

KDHE and MCO staff provided updates on the status of provider applications and the contracting process. There are still a small number of counties that are not covered but this is anticipated to improve as applications continue to come in. The Association for Community Mental Health Centers is willing to provide additional outreach to their partners if they can have a list of those CMHCs that have not yet applied. Outreach efforts to Community Health Centers seems to be proving effective as the number who have applied to become providers is slowly increasing.

Planning Council participants expressed concern that there are currently no Substance Use Disorder (SUD) treatment providers who have applied. This may be due to capacity and staffing requirements. Breakthrough Club in Wichita reported that they are working closely with a local SUD treatment provider to meet this need for their members.

There is also some concern that there are few, if any, Community Service Providers for Individuals with Intellectual/Developmental Disabilities (I/DD) who have applied. There are potentially members on the waiting list who are receiving only Target Case Management that could be receiving additional services. The team from KU School of Medicine will review the target population data to see how large of a population this might be to allow for additional outreach to those providers. KDHE staff reported that the mapping for their Early Detection Works program may offer an example of ways to display that data.

OCK Member Education Tour

KDHE staff will begin a Member Education Tour next week that includes seven locations across the state. These events will be a great way for providers to potentially engage new members but also offers an opportunity for local service partners to learn more about the program. It was suggested that KDHE also make general KanCare information available in case there are potentially eligible members that have not yet enrolled in attendance. KDHE staff encouraged providers to coach their members to bring their invitation letters with them so they could opt-in there at the meeting. MCOs were reminded to make sure that OCK providers have copies of the branded invitation letters so that they may use them to engage potential members.

Moving to Implementation

KDHE staff updated the group on the final steps in the policy and State Plan Amendment approval processes. These include consultation with the Substance Abuse

and Mental Health Services Administration on February 27 and a Tribal Consultation on March 17th. Once these are complete, the State Plan Amendment will be submitted for final approval from the Centers for Medicaid and Medicare Services.

As planning efforts end, the State team will begin transition its focus to ongoing provider education and support. Beginning in late March, KDHE and WSU will begin hosting weekly "Implementation Calls" that will be open to all providers with an interest in the program to allow organizations to ask questions of the State and MCO team. MCOs have been asked to provide consistent representation on these calls to reduce the risk of misinformation being shared. WSU staff will facilitate these calls. The calls will continue on a weekly basis until it appears that they are no longer needed.

Once the program begins, WSU will be coordinating the OneCare Kansas Learning Collaborative that will target administrators and managers within contract providers. Quarterly in-person events will begin in June 2020 with monthly virtual events beginning in April. These events are mandatory for OCK providers. In addition to the Learning Collaborative, Care Coordinators within the network will be offered optional education and peer-to-peer learning opportunities focused on supporting the development of quality Health Action Plans and member engagement.

Needs and Offers

With this being the final meeting of the OneCare Kansas Planning Council, participants were asked to divide into two groups – State Team and Program Partners – to discuss what they need from each other as the program develops and what they can offer to support that development into the future:

State Team

What do you need from program partners to support the initiative in the future?

- Need to know what the issues are to help solve them
- Needs partners have to be successful – such as needs associated with the HAP portal
- Legislative advocating and storytelling
- Accuracy in reporting
- Collaboration with providers and other partners (EDs, PCPs, etc.)

Program Partners

What do you need from the State Team to support the initiative in the future?

- Good communication and information both ways
- Data that is time sensitive
- Information back and forth about things that are going on to do things efficiently as possible.
- Good communication during the referral process, including info on those who may be eligible
- Coordinating with the MCO communications processes.
- Process efficiency

State Team

What can you offer program partners to support the initiative in the future?

- Training
- Providing clear expectations
- Collaborative case conferences

Program Partners

What can you offer the State Team to support the initiative in the future?

- Collaboration with providers in their communities
- Committing staff and assisting with training
- Satisfaction surveys for the providers and the consumers
- Educating providers
- Offer solutions to barriers and challenges
- Connect with SUD providers
- Connecting with other champions such as NAMI, American Cancer Society to be champions with the legislature

Staff from the KDHE Division of HealthCare Finance and the WSU Community Engagement Institute wish to offer their gratitude and thanks to those partners who participated in the OneCare Kansas Planning Council. Your participation and commitment have been extremely valuable to the process. We look forward to our continued collaboration!

Report prepared by:

