



OneCare Kansas Provider Education

Tour Summary

February 27, 2020

In February 2020, the Kansas Department of Health & Environment's (KDHE) Division of HealthCare Finance hosted a series of three educational events across the state. Organizations were invited to attend if they were interested in becoming a contracted provider of OneCare Kansas (OCK) services or learning more about the initiative as part of a local community resource networks. The events were held in Topeka (February 5), Colby (February 18), and Wichita (February 19). Overall, 61 people representing 30 organizations attended, along with staff from related state agencies and partners, each of the three contracted Kansas Medicaid Managed Care Organizations (MCO), and Provider Associations.

Provider Education

During the full day event, participants heard from KDHE and MCO staff on a variety of topics, including:

- OneCare Kansas Overview
- OCK Member and Community Engagement (including the enrollment and referral process)
- OCK Reporting Requirements (including a demonstration of the Health Action Plan Portal that is currently in development)
- OCK Partner Training Requirements (related to tobacco cessation and control, trauma-informed care, and asthma)

Copies of the slide presentations and accompanying handouts can be found on the OneCare Kansas website.

Participants were also given full day access to KDHE and MCO staff for information and questions, including a presentation that provided an introduction to the program, targeted toward those providers who may be new to the initiative.

Discussions

Throughout the event, providers were offered the opportunity to ask questions of the state planning team and offer suggestions for future learning opportunities. Many questions were specific to the presentations and procedures that are outlined in the OCK Program Manual and other printed materials that are or will be made available on the OCK Website. Specific questions related to billing and coding were noted by the team for further research and support.

Based on feedback from partners, state staff announced that the team will begin weekly conference calls to allow contract partners and their networks to ask questions related to implementation of the new program beginning in March 2020 (just after the first member rosters have been distributed) and continuing after the program is launched for as long as it appears they are needed.

It was also announced that there will be formal education activities specifically targeting contracted providers beginning in April. The OneCare Kansas Learning Collaborative will focus on administrators within these organizations to facilitate peer-to-peer efforts to continually improve the service delivery system and is a required activity of the program. The Health Action Plan Webinar Series will provide skills and resources that support OneCare Kansas Care Coordinators to develop quality Health Action Plans with participating members.

For more information, contact OneCareKansas@ks.gov.

Report prepared by:

