




OCK Learning Collaborative

Rolling Hills Zoo Education Center | Salina
September 29, 2022




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

Why are we here?

- Network with other OCK providers
- Learn new resources to share with members
- Create and offer ideas that can strengthen your program and the system



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Round 1:

- Your name and organization
- Why is it important for you to be at this meeting today? Why is it important for OCK members that you are here?

Round 2:

- Your name and organization
- Reflecting on your time in the OCK program - Share a story that stands out more than any other that reminds you why the OCK work is important.




OCK HAP Portal Updates & Program Data

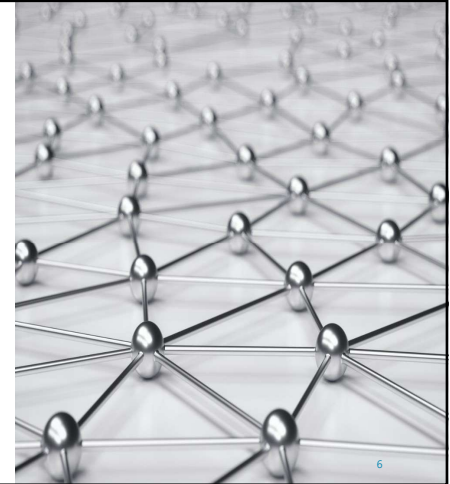
Shaune Parker | Data Analytics Manager | KDHE-DHCF
Alan O'Neal | Data Analyst | KDHE-DHCF



HAP Portal Updates

The Health Action Plan (HAP) is a tool to document goals that the member will pursue within the OneCare Kansas (OCK) program. The HAP also documents the proposed process for achieving these goals, as well as progress made in achieving them.

Recent HAP Portal updates include how membership and HAP completion is displayed within the portal.



Example 1:

A member that has not submitted a HAP, but is still within the 90-day window

Edit OneCare Kansas Member

MCO:
Partner:
Care Coordinator:

Date of Last HAP Submission: Days until next required HAP submission:

Member Information



Example 2:

A member that has not submitted a HAP and is past the initial 90-day window

Edit OneCare Kansas Member

MCO:
Partner:
Care Coordinator:

Date of Last HAP Submission: Days Until Next Required HAP Submission:

Member Information



Example 3:

A member that has submitted a HAP, with time remaining before the next submission



Example 4:

A member that has submitted a HAP and is past due for the next submission



Member List Report

The Member List Report has been updated to include a beneficiary's name




2022 Core Set of Health Care Quality Measures for Medicaid Health Home Programs (Health Home Core Set)

NQF #	Measure Steward	Measure Name	Data Collection Method
Core Set Measures			
0004	NCQA	Initiation and Engagement of Alcohol and Other Drug Abuse or Dependence Treatment (IET-HH)	Administrative or EHR
0018	NCQA	Controlling High Blood Pressure (CBP-HH)	Administrative, hybrid, or EHR
0034	NCQA	Colorectal Cancer Screening (COL-HH)*	Administrative, hybrid, or ECDIS
0418**/0418e**	CMS	Screening for Depression and Follow-Up Plan (CDF-HH)	Administrative or EHR
0576	NCQA	Follow-Up After Hospitalization for Mental Illness (FUH-HH)	Administrative
1768**	NCQA	Plan All-Cause Readmissions (PCR-HH)	Administrative
3400	CMS	Use of Pharmacotherapy for Opioid Use Disorder (OUD-HH)	Administrative
3488	NCQA	Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA-HH)	Administrative
3489	NCQA	Follow-Up After Emergency Department Visit for Mental Illness (FUM-HH)*	Administrative
NA	AHRQ	Prevention Quality Indicator (PQI) 92: Chronic Conditions Composite (PQ92-HH)	Administrative
Utilization Measures			
NA	CMS	Admission to an Institution from the Community (AIH-HH)	Administrative
NA	NCQA	Ambulatory Care: Emergency Department (ED) Visits (AMB-HH)	Administrative
NA	CMS	Inpatient Utilization (IU-HH)	Administrative

* This measure was added to the 2022 Health Home Core Set.
 ** This measure is no longer endorsed by NQF.
 AHRQ = Agency for Healthcare Research & Quality; CMS = Centers for Medicare & Medicaid Services; ECDIS = Electronic Clinical Data Systems; EHR = Electronic Health Record; NA = Measure is not NQF endorsed; NCQA = National Committee for Quality Assurance; NQF = National Quality Forum.






Program Enrollment


4200 enrolled members (Sept 2022)
Opt in > Opt Out = **Program GROWTH**

March 2022		September 2022
73,734 Eligible		76,646 Eligible
3,234 Enrolled	➔	4,200 Enrolled
=		=
4.3%		5.5%

Overall Growth = 29.9%




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Membership Engagement

- Due to program growth & claims lag, Membership Engagement will be underestimated when using September data
- Using the most recent 6 months of complete claims data (October 2021 – March 2022), it was determined that, on average, **1076** unique members were utilizing services each month.
- Using the enrolled population as of March 2022, **33.3%** of enrolled members were utilizing OCK services




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OCK Utilization Data

KDHE investigated utilization of the 7 OCK services over the last 6 months in which there is data not affected by claims lag (Oct 2021 – March 2022)

Service Procedure Codes and Descriptions:


- S0280:** Comprehensive Care Management (completion of the HAP, one-time only)
- S0281:** Comprehensive Care Management
- S0311:** Care Coordination
- G9148:** Health Promotion
- G9149:** Comprehensive Transitional Care
- G9150:** Patient and Family Support
- S0221:** Referral to Community and Social Supports



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OCK Utilization Data: Claim Counts (1 of 3)

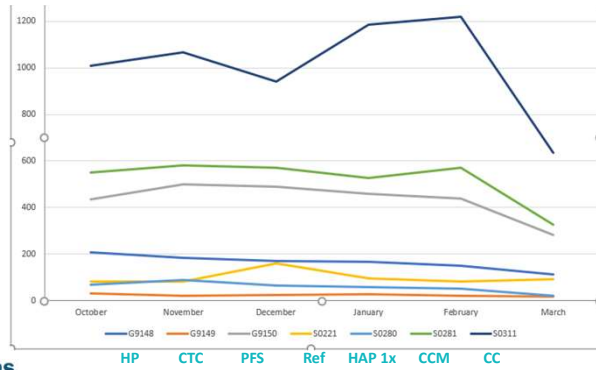
		October	November	December	January	February	March	
G9148	HP	208	182	170	167	151	112	
G9149	CTC	31	20	25	28	19	16	
G9150	PFS	436	501	488	458	438	282	
S0221	Ref	82	81	161	95	82	93	
S0280	HAP 1x	67	87	65	57	51	21	
S0281	CCM	552	582	570	528	572	327	
S0311	CC	1010	1068	941	1187	1219	634	



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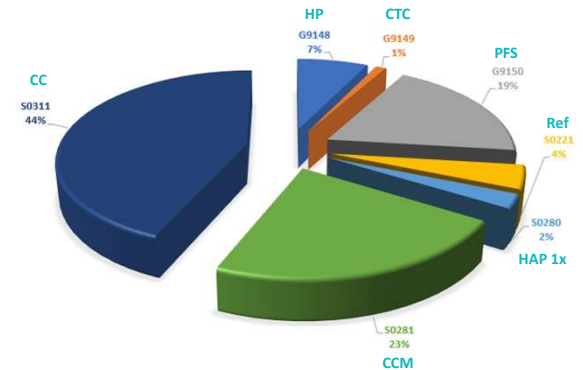
OCK Utilization Data: Claim Counts (2 of 3)

Utilization of each code over the time period:



OCK Utilization Data: Claim Counts (3 of 3)

Over the entire 6 months, the proportional breakdown of service codes:



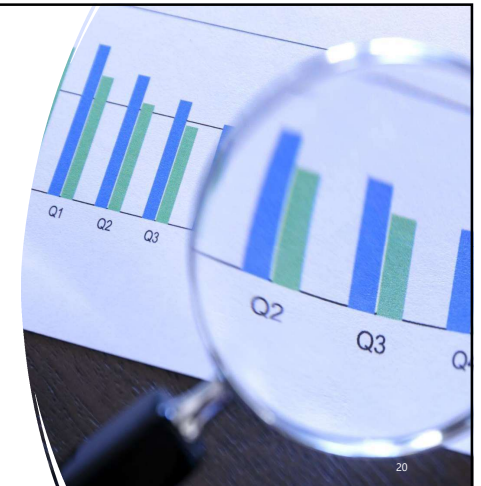
OCK Cost Avoidance Data

- In order to determine measures of cost avoidance, KDHE looked at those enrolled in OCK and grouped them by claim type and age group
- KDHE matched this sample to our claim data at large
- Due to vastly different sample sizes, proportional measures were used for evaluation:
 - Cost per Claim
 - Claims per Member



OCK Cost Avoidance Data

- The timeframe was separated into a pre- and post- program start (2020)
- Claim data from the beginning of 2017 was included
- Claim data is separated by Claim Type
 - Inpatient, Outpatient, Dental, Physician, Pharmacy
- Averages on the measures (Cost per Claim and Claims per Member) were obtained for the pre- and post timeframe
- Percentage increase or decrease between the two timeframes was calculated for each claim type

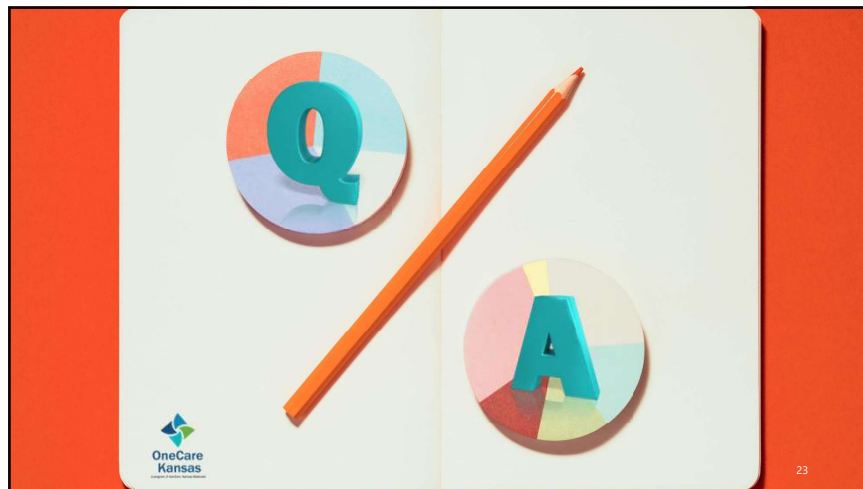


OCK Cost Avoidance Data: Results

	OneCare		Matched Group	
	Claims per Member	Cost per Claim	Claims per Member	Cost per Claim
Dental Claims	3.52%	22.26%	-2.46%	12.37%
Inpatient Claims	-5.42%	23.41%	-1.83%	31.23%
Outpatient Claims	7.45%	7.12%	2.99%	9.05%
Physician Claims	5.96%	14.44%	-3.24%	13.74%
Pharmacy Claims	12.27%	-24.97%	11.89%	-6.91%



- These trends mirror some of the results the team was hoping to see in the program.
- It was expected that Physician and Pharmacy claims would increase in the OneCare group relative to the matched group.
- From this, the team hoped to see a decrease in Inpatient Claims relative to the matched group.
- These patterns showed up in the data collected.
- It is concluded that this is evidence that **the program is working** as Inpatient Claims are decreasing in the OneCare Group. At the same time, those in the OneCare group are seeing their doctor and filling their prescriptions more often relative to their non-OneCare peers.



Certified Community Behavioral Health Center (CCBHC) Program

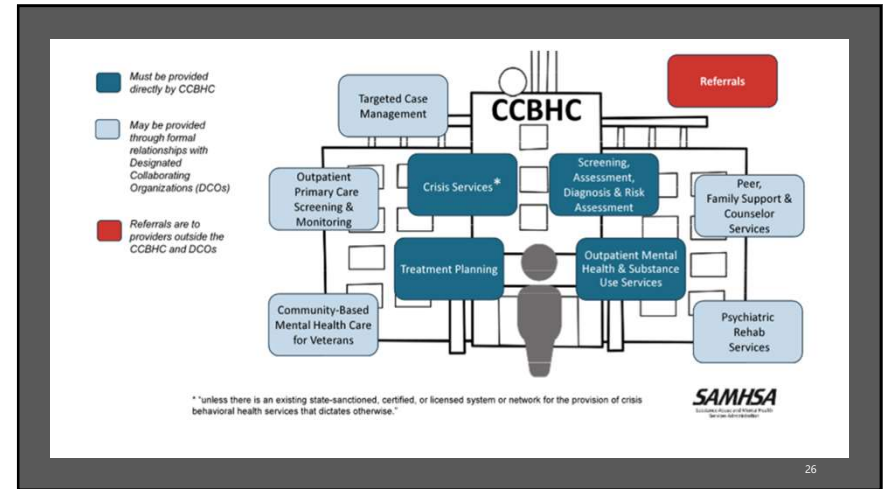
Shaun Dierker | CCBHC Program Manager | KDADS

April White | CCBHC Technical Assistant | KDADS

What is a "CCBHC"?

A Certified Community Behavioral Health Clinic (CCBHC) is a specially-designated clinic that provides a comprehensive range of mental health and substance use services.

The National Council on Mental Health & Wellbeing



Required Evidence Based Practices

- Assertive Community Treatment (ACT)
- Supported Employment (IPS Model)
- Medication Assisted Treatment
- Cognitive Behavioral Therapy

What is a CCBHC?



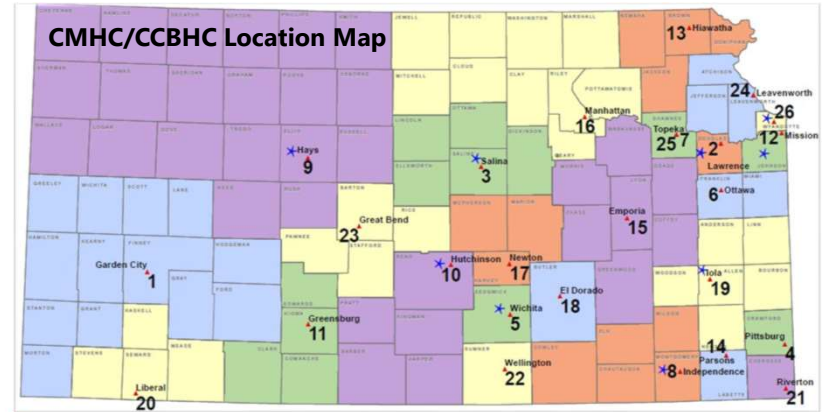
OneCare Kansas & CCBHCs are on the same team!

Common goals:

- Whole person care
- Care coordination
- Reduce utilization of inpatient stays.



CMHC/CCBHC Location Map



CCBHC Team Members



Shaun Dierker
CCBHC Program Manager
shaun.dierker@ks.gov

April White
CCBHC Technical Assistant
April.white2@ks.gov

Matthew Mackey
CCBHC Rates Specialist
Matthew.mackey@ks.gov

Patricia Satterlee
CCBHC Policy Specialist
Patricia.satterlee2@ks.gov

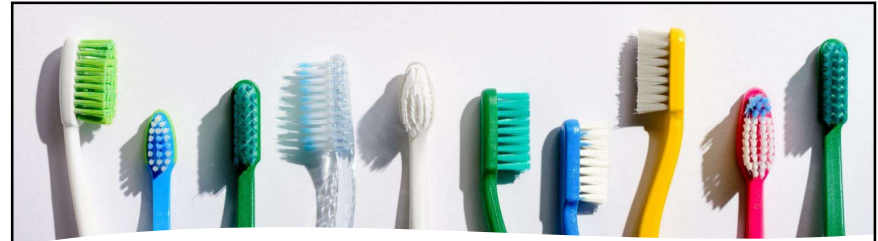
Primary email: KDADS.CCBHC@ks.gov

Questions?



Medicaid Adult Dental Benefit Program

Rick Hoffmeister, BSN RN | Policy Analyst/Clinical Supervisor | KDHE DHCF
 Suzanne Moore, LPN CPC-A | Nurse Consultant | KDHE DHCF



Covered Dental Procedures For Title XIX Members

- Adults with KanCare (Title XIX members ages 21 and older) have historically only had coverage of emergency dental procedures such as extractions.
- During the 2022 Legislature session, \$3.4 million was allocated for KanCare Title XIX members ages 21 and older to access additional dental procedures.
- In May 2022, Stakeholders, MCOs and KDHE-DHCF came together to discuss how to proceed to best help the members that would benefit from these new services.



What is covered?

- Restorations
 - Fillings
 - Stainless Steel and Porcelain/Ceramic Crowns
- Silver Diamine Fluoride Treatments
- Periodontal Care
 - Deep Cleaning
 - Scaling

How do I find what is covered?

[KanCare Website](#)

[Kansas Medical Assistance Program \(KMAP\) Provider Manuals](#)

- Dental Manual

[KMAP Bulletin #22140](#)

- See bulletin for specific codes



Dentures and Partial

- **Dentures and Partial are not covered by KanCare for Title XIX ages 21 and older.**
- To help members as much as possible with restoring their teeth, these procedures were placed on the *In Lieu of Service* list.
- KanCare MCOs may provide "in lieu of services", which are medically appropriate and cost-effective services or settings to those covered under the State Plan, if prior approved by the State.
- For more information, visit the [KanCare Updates](#) webpage on Adult Dental Benefits and link to the *In Lieu Of Service* list.



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Criteria for General Anesthesia, Oral Sedation, and Intravenous Sedation

Criteria Requests for general anesthesia or IV sedation will meet medical review criteria (for procedures covered by KMAP) if any of the following criteria are met:

- **Extensive or complex oral surgical procedures** such as:
 - Impacted wisdom teeth
 - Surgical root recovery from maxillary antrum
 - Surgical exposure of impacted or unerupted cuspids
 - Radical excision of lesions in excess of 1.25 cm
- **And/or one of the following medical conditions:**
 - Medical condition(s) which require monitoring (e.g., cardiac problems, severe hypertension)
 - Additional medical condition, such as member with cerebral palsy, epilepsy, or an intellectual disability which would render the patient unable to cooperate
 - Documented failed sedation or a condition where severe periapical infection would render local anesthesia ineffective
 - Patients nine years of age and younger with extensive procedures to be accomplished

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Value-Added Benefits

Heather Elliott | OCK Program Manager | UnitedHealthcare

Josh Boehm | OCK Program Lead | Sunflower Health Plan

Randy Johnson | OCK Program Lead | Aetna Better Health of Kansas



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UnitedHealthcare 2022 VAB: Highlights



Educational Advancement



Healthy Activity



Healthy Rewards



Sanvello



Mom's Meals



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UnitedHealthcare 2022 VAB: Highlights



Educational Advancement

Adult Members can receive a \$200 annual benefit to participate in education classes such as GED, Coding, Resumé Writing, and ESL.



Healthy Activity

- Members under the age of 18 can participate in programs at YMCA, Boys and Girls Clubs, or Parks and Recreation using a \$50 annual benefit.
- FE and PD Waiver Members can access one \$50 activity per year at a local organization.



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UnitedHealthcare 2022 VAB: Highlights



Healthy Rewards

Members can earn debit card rewards through one of the following ways:

- Receive an invitation from UHC to complete a specific healthy activity to close a gap in care.
- A UHC team member can request rewards to support a member's care.
- Receive an invitation to participate in a provider clinic day.



Sanvello

- Members can download the Premium version of the Sanvello app at no cost.
- The app gives members access to Daily Mood Tracking, Guided Journeys, Coping Tools, Progress Assessments, and more to help them cope with stress, anxiety, and depression.



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UnitedHealthcare 2022 VAB: Highlights



Mom's Meals

- Members can receive meals 14 meals (2 meals per day for 7 days) if they have been discharged from a hospital, SNF, or a rehab facility and have mobility needs, no family support to assist with food access, and/or be at risk for readmission due to nutritional issues.
- The benefit is available within 30 days of discharge.
- There is no age requirement to be eligible.



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Sunflower Health Plan 2022 VAB: Highlights



My Health Pays Rewards



Smart Start® for Your Baby



Employment Support



Programs for Youth



My Strength Program



Sunflower Health Plan 2022 VAB: Highlights



My Health Pays Rewards



Smart Start® for Your Baby

- Members can earn rewards on a My Health Pays® Visa® Prepaid Card when they get health checkups and screenings.
- Members can earn \$10-\$75 (up to \$75 annually) in My Health Pays rewards.
- Rewards can be used to pay for utilities, transportation, telecommunication, childcare services, education, and rent.

- This program is for pregnant members, babies and families which offers nursing support, education, and helpful gifts at no cost to the member.
- Incentives include in-home help with healthcare and social service benefits, community baby showers for pregnant members, and birthday programs for children.



Sunflower Health Plan 2022 VAB: Highlights



Employment Support



Programs for Youth

GROW is an employment support re-source program that helps members identify and remove employment barriers with support from an internal employment specialist.

- Benefits include enhanced transportation coverage, GED Ready and GED test vouchers, and connection with career counseling services.

- Free services and events to promote healthy lifestyles for kids, such as covering membership fees to the Boys & Girls Club.
- Sunny's Kids Club program mails a new book four times a year to children and parents who subscribe to the program.



Sunflower Health Plan 2022 VAB: Highlights



My Strength Program

- MyStrength online program offers eLearning to help members overcome depression and anxiety.
- This online program includes simple tools, weekly exercises, mood trackers and daily inspirational quotes, and videos.
- The program may be used independently or with other care.



Sunflower Health Plan VAB: Coming in 2023



Strong Youth Strong Communities Program™

SYSC works with the Pro Football Hall of Fame and other youth-serving groups to offer summits with topics like:

- Stay Smart: education and career development
- Stay Safe: cyber safety and healthy relationship skills
- Stay Paid: financial literacy
- Stay Ahead: leadership development; and
- Stay Well: supports for mental and physical health and wellness



BH & Foster Care Training and Support Programs

- Peer support calls for foster and adoptive families through Association for Training on Trauma and Attachment in Children
- Recorded training library is funded by Centene and managed by National Foster Parent Association
- Interactive training via FosterCare.com
- Live caregiver training
- Provider training to facilitate foster care education



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Aetna Better Health 2022 VAB: Highlights



Over the County (OTC) supply catalog



Healthy Rewards Program



Loneliness Support



Housing Support – No Place Like Home grant

All VABs are accessed through the ABHK member services line at 855-221-5656 (TTY: 711) or with the support of Aetna care coordinators.



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Aetna Better Health 2022 VAB: Highlights



Over the County (OTC) supply catalog

- Each household can order \$25 per month of certain OTC drugs and supplies from our Aetna Better Health of Kansas catalog. Monthly supplies can be ordered online or by phone and mailed to the member's home
- Accessed through the Aetna member portal, or by requesting help through member services at 1-855-221-5656



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Aetna Better Health 2022 VAB: Highlights



Healthy Rewards Program

All Members

- \$25 -- Annual Flu Shot

Women

- \$25 -- Mammogram
- \$25 -- Cervical Cancer Screen
- \$35 -- Chlamydia Screen

Adults

- \$25 -- Successful COVID vaccination

Members with Diabetes

- \$25 -- HbA1C Exam

Birth to Age 2

- \$35 -- Immunization series

Birth to Age 12

- \$25 -- Well-child Checkup

Age 9 to 26

- \$25 -- HPV Vaccine

Age 13 to 20

- \$35 -- Healthy Teen Exam



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Aetna Better Health 2022 VAB: Highlights

Loneliness Support

Through Pyx Health, adult members can download a mobile application that helps them fight loneliness.

Members can connect with compassionate humans for a friendly chat or help with resources.



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Housing Support: No Place Like Home grant

No Place Like Home is a grant program that supports community-based organizations assisting members to access or maintain housing. Funds provide one-time emergency housing assistance to help keep members in their home or to establish a new home in the community.

Total benefit is up to \$5,000, preference for people in transition of care.

For info, contact member support at 1-855-221-5656 (TTY: 711)

Care Management at Aetna Better Health of Kansas

Care Management (CM) Short Term Program

A Care Manager can work with members on their health issues to provide them with:

- Education
- Support
- Community resources where they can get help close to home
- Establish personal goals for achieving better health
- Assist with LTSS waiver referral



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Getting Started

- Conduct a health assessment
- Work with members to discuss their health conditions and what they want to accomplish
- Help the member set goals and work to accomplish those goals



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Panel Discussion: Building a Sustainable OCK Program

Colette Lee | Patient Engagement Manager | CHC of Southeast Kansas
Erin Stuart | Outpatient Care Manager | Mental Health Association of SCK
Pat Vega | VIP Manager/Nurse Care Coordinator | Valeo Behavioral Health



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OneCare Kansas at the CHC/SEK






Overall Goal of Program

Engage high-risk, underserved populations and work to decrease the impact of exacerbations on health status and accelerate recovery through targeted care management.

Service Delivery Model

Nurses, Social Workers and Community Health Workers provided 1 on 1 care for every Patient and their families. How is this done productively and Patient needs come first?

- Use of OneCare Roster "The Brain."
 - Over 400 patients enrolled, average 200 active
- Debriefs scheduled two times a week depending on need.
- Use of Acuity Scores of 1-3 (1 being lowest acuity and 3 being highest).

What equals a sustainable patient load?


Published FTE to patient ratios

- CMS care management model 1:100 high acuity
- CMHC case management standard ratio 1:25 top 10% of SPMI population
- Case Management Society of America recommends an average of 1:50

	Enrolled	FTE	% Reach
April 2020	7	2	86%
Jan 2021	64	2.5	79%
Oct 2021	250	4.5	73%
Jan 2022	275	5	58%
Oct 2022	405	6	51%

CHCSEK nurse & specialist teams

- Shared patient groups
- Specialists set stage for goal mapping, assess community and social support needs - more "boots on the ground"
- Nurses submit action plans, address clinical needs, attend appointments, facilitate provider communication and follow up items



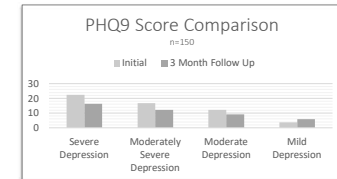
CHC/SEK Typical Ratio	1:75
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Promoting OCK Services

- 73% of enrolled patients were internal referrals as of Sept 2022
 - Strength: CHC/SEK sees 75% of population in areas served
 - In 2021 CHC/SEK cared for over 65,000 individual patients
 - Challenge: majority of internal referrals fall into greatest risk category of an already high-risk group
- External referrals
 - Providing Partnerships within the community that lead to referrals. This can include local Hospitals, Indirect Care Providers, Community outreach events, Healthy Baby Events and local Police Department/Fire Department. We get several referrals from our local Police Department weekly. Starts with a simple phone call and ends with assisting an entire family with resources... that's a good day!

Why does this all matter?
It works!

- PHQ9 trends
- Reconnecting with services and restoring trust
- Increase in appointment attendance and maintained treatment plans
- Reduced # of ER visits



OCK at MHA

AND WHY IT WORKS

Erin Stuart

OCK Outpatient Care Manager
Mental Health Association of
South Central Kansas



Empowering Lives. Impacting Community.

<https://www.mhasck.org/>

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Phone Number
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Mailing Address
555 N Woodlawn Ste 3105
Wichita, KS 67208

LOOK AT MHA AND WHY IT WORKS!

Who

Currently Serve
Active participants: 285
Enrolled at MHA: 490

Case Load

Full Time: 100-125
Part Time: 1-50

Additional Staff

- Residential
- Adult's
- Children's
- Medication Management
- Therapy

Locations of Services

- Butler County
- Harvey County
- Sedgwick County
- Sumner County
- Additional clients in locations like: Arkansas City, Emporia

Where

Service Delivery

- Phone
- In person
- With Caregivers/Support

Meeting locations

- Agency
- Homes
- Providers
- Hospital
- Schools
- Court house
- Wherever they are!

Follow up

Once a month Additional Services as needed

Do we need to look into additional support?

Engagement

- Preschedule Appointments
- At Service Providers
- With Additional Support Staff
- At Schools
- In treatment programs

Why

Community Involvement

- Tobacco Coalition
- Haysville School

Agency Benefits

EVERY MHA DEPARTMENT HAS A STAKE IN THIS PROGRAM!

Community Benefits

- Decreased ER Times
- Community Integration
- Health Education

Consumer Benefits

- Support
- Service
- Independence
- Improved Health Outcomes
- Improved Quality of Life

Who We Serve:

At the Mental Health Association of South Central Kansas we are actively servicing 285 members. Across our agency every department has a stake in OneCare.

Enrolled

490

→

Active

285

Departments Involved

Every MHA department has OneCare.
All Case Management staff are trained in OneCare to assist with clients as needed

Adult Case Management

Children's Case Management

Outpatient Services
Therapy and Medication Management

Residential

Service Area and Delivery

MHA services Butler, Harvey, Sedgwick, Sumner County

Additional clients in locations like: Arkansas City, Emporia

Service Delivery:

- Phone Call
- In Person Visit
- With Caregivers or Supports



Service Location

Meet people WHEREVER they are.

In Agency

- Before or after Therapy/ Medication Management
- With Case Managers
- In Office

Outside Agency

- Client home
- Doctor's office
- Hospital/ Inpatient stays
- Shelters
- Wherever they are!

Follow up and Engagement

- Preschedule appointments
- At Service Providers
- Engage as much as needed to get into additional services.

Benefits

Community, Consumer and Agency

Agency

EVERY MHA DEPARTMENT HAS A STAKE IN THIS PROGRAM!

Consumer


- Support
- Service
- Independence
- Improved Health Outcomes
- Improved Quality of Life

Community

- Decreased ER Times
- Community Integration
 - Haysville School District
- Health Education
 - Tobacco Cessation


Tobacco Coalition

MHA is a proud collaborator of Tobacco Treatment Services(TTS) in the OneCare Program



MHA TTS Provider Helps with:

- Getting To Appointments
- Obtaining Tobacco replacement products Assists in Tobacco cessation Medication Apts
- Education about harms of smoking and benefits of quitting



MHA's OneCare and TTS

- MHA currently has 72 individuals who are currently in or graduating from TTS
- 84 additional clients have Identified Tobacco Usage
 - We Discuss Tobacco Cessation at EVERY meeting!

Haysville Schools District

USD 261 and MHA are coordinating together under the Mental Health Intervention Team Grant (MHIT)



School Based Services

- School Based Therapy
 - Therapists Identifying possible participants in OneCare Kansas
- Children's Case Management
 - Case Managers needing additional support with families and children

Meetings with School Nurse

- Nurses are identifying Children or families that are needing additional supports with Medical needs.

Working with School Counselors/ Social Workers

- Coordinating with clients discharging from hospitals needing additional supports.



Pause for one minute to consider your full experience today.

Write down 3 things that you heard that you will take back to your OCK team.

Turn to someone next to you and share WHAT you wrote down and WHY.

You will have 3 minutes total!

 A close-up photograph of a woman with reddish-brown hair and glasses, looking upwards and to the right with a thoughtful expression.

Thank you for being here today and for all that you do for OCK members!

Don't forget to leave your feedback on your table!

 A photograph showing several hands of different skin tones cupped together, holding a bright red heart.