



# OneCare Kansas

a program of KanCare, Kansas Medicaid

# OneCare Kansas Newsletter

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

## Learning Collaborative Update

Happy Spring from the team at WSU-CEI! In March, more than 50 individuals including contracted providers, members from the State, and the MCO Coordination Team participated in the OneCare Kansas Learning Collaborative. The topic for this event was centered around challenges related to staffing in OCK programs across the network. Participants also weighed and discussed various opportunities to add support staff, such as CNAs/MAs, to their OCK teams in order to help manage the workload. Our thanks to everyone who attended and participated in this discussion!

## Community of Practice Update

In April, we will be connecting with Care Coordinators and Social Workers in the OCK program to discuss ways to make their wonderful work even better. We look forward to “seeing” everyone there!





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## OCK Highlights

The OneCare Kansas team often receives success stories about members, but provider success stories that emphasize the importance of collaboration within the network are noteworthy and deserve recognition as well. A recent story of collaboration came to us from Pat at Valeo Behavioral Health Care.

*“We have a member, Joe, that was recently evicted from his home. This drove him and his girlfriend to move in with her parents located in another part of the state; one of Joe’s current goals is to move back to his previous area of residence. Despite the move, Joe decided to still work with his same Comprehensive Care Coordinator at Valeo. During a recent telehealth appointment, Joe agreed for our Comprehensive Care Coordinator to fill out and fax over the necessary paperwork for an application to his new local library. Joe was excited about this but, unfortunately, when he went to the library he found that there was an unanticipated cost that he could not afford. In an effort to get this handled quickly, I decided to check the OCK program directory in order to find the nearest OCK program in Joe’s area; hoping that they could assist us with this situation. Luckily, I found that CHC-SEK had a satellite location not too far from where Joe now resided. After coordinating with Joe, I left a message for the Director of Patient Engagement at CHC-SEK. Shortly thereafter, I decided to call back and was able to immediately speak to their receptionist! I informed their receptionist of the urgency of the situation since the member would only be in town for the day to handle this. Their receptionist then connected me to another individual at CHC-SEK who was able to assist us with faxing over the necessary paperwork to the satellite location in order to bring resolution to this situation and help Joe.*

*I want to celebrate everyone at CHC-SEK involved and for going above and beyond in assisting a member outside their catchment area! We hope that Joe can achieve his goal of moving back to his previous area of residence soon!”*

Thank you to Pat for sharing this story and to everyone from CHC-SEK in their efforts in assisting this member. What a wonderful story of collaboration!

If you would like to submit an OCK success story, please email [OneCareKansas@ks.gov](mailto:OneCareKansas@ks.gov).



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# Program Manual Updates

This month, the state team added new language and guidance to the OCK manual. Please see the OCK manual for details on this update, as well as the guidance featured below:

- **Section 1.7 and Appendix G: OCK Support Staff-** Guidance provided on CNAs and MAs as support staff; Appendix G outlines the tasks CNAs and MAs can and cannot handle in OCK. This update also notes that CNAs and MAs cannot bill in OCK.

## Tobacco Cessation Resources

The OneCare Kansas program supports members in their goals to be healthier in a wide variety of ways. One of the ongoing efforts in the OneCare Kansas program, as well as statewide, is to promote tobacco cessation. In an effort to help disseminate information and resources relevant to KanCare members on this topic, the OneCare Kansas team would like to share the following information provided by the KanQuit Team.

For more information on the Kansas Tobacco Quitline and tobacco cessation resources, please contact Cessation Coordinator Matthew Schrock at [matthew.schrock@ks.gov](mailto:matthew.schrock@ks.gov)

### Helping People Quit Commercial Tobacco



Many people who use commercial tobacco want to quit. The good news is: free help is available to all Kansans. People who use phone coaching and quit medications are twice as likely to successfully quit. If you are working with someone who is interested in quitting smoking, chewing tobacco or e-cigarettes, there are free supports available that you can assist them in accessing. **The Kansas Tobacco Quitline is available 24 hours a day, 7 days a week, online and by phone at KSquit.org or 1-800-QUIT-NOW.**

#### KanCare Tobacco Cessation Benefits

- Health plans from Aetna, Sunflower and United Healthcare now offer no copay tobacco cessation medications.
- Cessation medications include: nicotine patch, gum, lozenge, inhaler, nasal spray Chantix or Zyban.
- Members can try one of these medications up to four times per year.
- Members have access to ongoing cessation counseling services with no annual or lifetime caps.

#### Pregnancy & Post-Partum Quit Program

- \$20 Mastercard gift card mailed to the Quitline enrollee's home after each coaching call completed- *Limited time only!*
- Up to 5 coaching calls during pregnancy and 4 coaching calls post-partum.
- Resources designed specifically to help pregnant moms quit.

#### Kansas Tobacco Cessation Help (KaTCH) Online Training

- Providers and other professionals can access this free, self-directed online training.
- Accredited for 2 hours medical CME, nursing CNE and pharmacy CPE.
- 7 learning modules, each ranging from 15-30 minutes.
- Modules include information on vaping, teen tobacco use and Quitline counseling call samples.



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If you have questions, or would like more information about OneCare Kansas, please contact us.

Our page on the KanCare website also contains information about our work to develop the project and documents are being updated regularly.

If you would like to receive this newsletter please send us an email.

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## Special Note

### Prepare for Spring Weather— Some Helpful Tips

Spring is the time of year when many things change—including the weather. Temperatures can swing back and forth between balmy and frigid. When severe weather hits unexpectedly, the risk of injury and weather-related injuries increases. Thus, planning for unexpected weather events is a necessary precaution for your and your family's well-being.

There are many applicable precautions to take when it comes to extreme weather events. One useful tip is to keep an emergency kit on hand. Some important items that could be included in this kit are:

- A battery-operated flashlight, a battery-operated NOAA Weather Radio, and extra batteries for both
- An emergency evacuation or shelter plan, including a map of your home with pre-determined safety routes from each room
- A list of important personal information, such as phone numbers of neighbors, family, and friends, insurance and property information, contact numbers for utility companies, and important medical information
- A first-aid kit including items recommended by the American Red Cross such as an assortment of adhesive bandages, antibiotic ointment, non-latex gloves, and more.
- A 3–5 day supply of bottled water and nonperishable food
- Personal hygiene items
- Blankets or sleeping bags
- An emergency kit for your car

In sum, discussing where to seek appropriate shelter, practicing an emergency plan, and sharing where emergency supplies are stored can help everyone in your household be on the same page and be prepared for the unexpected.

For more information, please visit the link below:

<https://www.cdc.gov/nceh/features/springweather/index.html>