



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

In July, contracted providers, members from the state team, and MCO coordination team participated in the OneCare Kansas Learning Collaborative to discuss challenges related to locating and engaging members in the program. The group also discussed strategies and resources to meet those challenges. Our thanks to Ashley Hibler from Mental Health Association of South Central Kansas for sharing her time, passion, and expertise with the group. The Kansas Health Information Network (KHIN) was an important resource that Ashley shared for finding up-to-date contact information. For more information on how your organization can become a member of that network and the benefits it can offer, please visit the [KHIN website](#). Our thanks to everyone who attended!

Additionally, all contracted partners should mark their calendars for our first in-person OCK Learning Collaborative on September 29th in Salina!

Community of Practice Update

Our next virtual event will be the OCK Community of Practice for Care Coordinators and Social Workers on August 16th. For more information on our peer-to-peer learning events, contact vanessa.lohf@wichita.edu.





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OCK Highlights

The state continues to gather stories regarding the OneCare Kansas program and how it is helping KanCare members. This month’s success story comes from Colette at Community Health Center of Southeast Kansas (CHC-SEK).

“Our OCK team was connected to Ann in April 2020 when CHC-SEK began providing OCK services to patients. Ann has a very high acuity score and needs a lot of support in multiple aspects of her life. Ann became very attached to one of the OCK staff members on our care team who consistently went above and beyond to help her. This OCK staff member attended all doctor and behavioral health appointments with Ann, advocated for her, followed up with issues that came up with her insurance, etc. Furthermore, our OCK staff member acted as a direct and consistent point of contact between Ann and all her providers, while also providing daily emotional support to her as well. Ann required a lot of support and our OCK staff member took it all head on, by herself, a lot of the time.

Sadly, when this staff member left our OCK program, Ann was devastated. Following our former OCK staff member’s bittersweet departure, we assured Ann that she would continue receiving the best quality of care by other OCK staff at CHC-SEK. However, Ann struggled to open up and was not willing to accept assistance from other staff member (s) for the first couple weeks. Slowly, and cautiously, our OCK care team started incorporating and introducing different CHC-SEK staff members, who were local to Ann, into her circle of care. These staff members continued to help Ann with transportation, attended appointments in-person or via FaceTime and/or Zoom, ensured she was taking her medications as prescribed, provided emotional support, and facilitated communication between insurance, different providers, and other caregivers.

Since incorporating different CHC-SEK staff members into Ann’s circle of care, Ann has been able to open up more, be more transparent, and open her heart to other staff members; an idea that Ann was not initially open to after her beloved OCK staff member departed our team. Additionally, this has also freed up some of our staff’s time for other members as well since the responsibility isn’t solely on one individual anymore. I believe this experience has empowered Ann to think through things thoroughly and has empowered her to be able to make her own decisions.”

Thank you, Colette for sharing this story! Keep up the great work! If you would like to submit an OCK success story, please email OneCareKansas@ks.gov.



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Certified Community Behavioral Health Clinics and OneCare Kansas

In May 2022, the Certified Community Behavioral Health Clinics (CCBHC) program went live. As of July 2022, there are nine CCBHCs across the state of Kansas. Since many providers in the OCK network have become, are in the process of, or are interested in pursuing CCBHC certification, it is important to address questions or concerns pertaining to CCBHCs and OCK.

To that end, the state wants to reiterate that OCK services, codes, and billing procedures stand outside of the CCBHC certification and reimbursement structure. Therefore, OCKPs, regardless of CCBHC certification, should continue to provide OCK services to members and bill each OCK encounter, per usual procedure. In order to learn more about CCBHCs, please visit the [CCBHC resources](#) available on the KDADS website.

Face-to-Face Visits with OCK Members

OCK services are centered around intensive care coordination efforts that aim to improve the health and wellbeing of its members. As providers and members alike return to face-to-face visits, it is important to highlight and reinforce the important role these visits can have in treating the whole person and meeting the member where they are at based on their individualized needs. While an integral piece of the program centers around the Health Action Plan (HAP), which is created during an initial face-to-face meeting, there are many opportunities for members and OCKP care teams to meet face-to-face.

Face-to-face visits can take place in a variety of places, such as at a member's home or another environment where the member feels most comfortable. These visits offer a hands-on approach that help the care coordinators identify barriers, provide appropriate supports that allow the member to achieve improved health outcomes, and build rapport. Specifically, face-to-face visits between the member and care coordinator are important for a few of the following reasons.

- Care coordination encourages members to take an active role in their self-care and provides a collaborative and encouraging environment that is member focused.
- Creates a conducive environment in which care coordinators can easily deliver direct services as needed, such as helping members schedule transportation to appointments and providing them with education on their medical care.
- Allows care coordinators to more accurately analyze the member's behavioral and/or physical health status in their own environment; this can help with evaluation and care planning.

This approach ultimately allows care coordinators to better assist members in achieving their health and wellness goals. OCK members can benefit greatly from face-to-face visits and it continues to be an important part of the program's success.

For more information on OCK face-to-face visits, please review the [OneCare Kansas Program Manual](#).



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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.

Email:

OneCareKansas@ks.gov

Website:

www.kancare.ks.gov



Special Note

988 Suicide and Crisis Lifeline

Mental health encompasses an individual's emotional, psychological, and social wellbeing. The state of an individual's mental health has an impact on their thoughts, feelings, behaviors, ability to manage stress, and capacity for social interactions. Maintaining good mental health is crucial for an individual's overall wellbeing throughout their lifespan.

Too many Americans are experiencing suicidal thoughts or mental health and substance use crises without knowing where or how to get the support and care they need. In response, Congress established 988 as the new Suicide and Crisis Lifeline number in order to more effectively address the mental health problems affecting Americans. The Lifeline is a national network that helps individuals experiencing emotional distress and/or suicidal thoughts. 988 will not replace the original 10-digit Lifeline number, rather it provides an easier way to call for help.

As of July 16, 2022, the Lifeline can be accessed at 988 or 1-800-273-8255. The Lifeline provides phone services in English and Spanish and uses Language Line Solutions to translate over 250 additional languages. The 988 Suicide and Crisis Lifeline offers 24/7, free, and confidential support from experienced crisis counselors for anyone experiencing mental health-related difficulties. Those who require assistance or are worried about a loved one can call or text 988 or use the [Lifeline Chat](#) feature online. A trained crisis counselor will respond to those seeking help no matter where they live in the United States.

The 988 Suicide and Crisis Lifeline aims to provide support and gives hope to those in need. After speaking with a trained crisis counselor, most lifeline callers report feeling less hopeless, anxious, overwhelmed, depressed, and suicidal.

For more information, please visit the [CDC's Mental Health](#) webpage and [SAMHSA's 988 Suicide and Crisis Hotline](#) webpage.