



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 New Year from the team at WSU-CEI! We are excited to be reconnecting with OCK programs across the state in 2022. In January, more than 50 participants including contracted providers, members of the state, and our MCO partner team participated in the OneCare Kansas Learning Collaborative. The topic for this event centered around how Certified Peer Support Specialists and Mentors (PSS/M) can enhance OneCare Kansas services. Our guest speakers offered relevant information on state requirements and training for PSS/M, as well as experiences from the provider perspective on adding PSS/M to a care team and the value they offer. Our thanks to Carrie Billbe from KDADS for explaining the training process and to our partners, Julie and Lisa from Bert Nash Community Mental Health Center for sharing the wonderful work their Peer Support staff do every day!

Community of Practice Update

In February, we will be reconnecting with our Care Coordinators and Social Workers in the OCK program after a long break through our OCK Community of Practice. We look forward to “seeing” everyone there soon!





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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 Angela at Pawnee Mental Health Services.

“Jon joined the program in May 2021. He has several health issues, but we usually focus on potential mental health stressors and how he is doing whenever we meet. During one of my check-ins with him, Jon told me that he had started feeling depressed after he was taken off of a medication that was prescribed by his medical provider; he said that he did not ask to be taken off this medication. At the time, he was attending his medical appointments alone. He told me that he had difficulty communicating his ideas to his medical provider and would often forget to mention things he wanted to bring up. As a result, he felt like these appointments were not going as well as he would have liked and asked if I would attend his next appointment with him since he felt like he could communicate his thoughts more easily to me.

At his next appointment with his medical provider, I conveyed Jon’s concerns about being taken off one of his medications, which his medical provider had no record of doing. After a call to the pharmacy, we realized that his medication had not yet been re-filled. His medical provider apologized for the mistake and assured us that Jon would get his medication that day. Jon’s medical provider was very thankful that I took the initiative to call the pharmacy to resolve the issue and asked that I attend all of his appointments going forward since I was able to advocate for him in such an amazing way. Jon was excited for me to attend all of his future appointments with him! In addition, we even started going on walks together since he did not feel safe walking alone. This ultimately allowed him to feel more safe and supported in his health goals. Jon is very thankful that I am supporting him in his health journey since we have established such a great amount of trust between one another.”

Great job to Angela at Pawnee Mental Health Services. Keep up the great work!

If you would like to submit an OCK success story, please email OneCareKansas@ks.gov.



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Manual Update

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 12.3 and Appendix F: Audits-** Guidance provided on the new audit timeline schedule; appendix F showcases a detailed breakdown of the timeline schedule.

Audit Timeline Schedule

Thank you for your patience regarding the timeline schedule for the audits. The state and our MCO partners have had continued conversations surrounding this topic in order to improve the process. As a result, our MCO partners have advocated for the audit to occur on a rolling basis with the OCKP network divided into three separate audit groups. OCKPs will be assigned an audit group by the MCOs; this will determine the timeline of which an OCKP is audited. OCKPs will also keep the same audit timeline cadence year-to-year. Below is a group-by-group breakdown of the audit timeline schedule.

OCKPs in Group 1-

- Will turn in their documentation in April
- Will have their full audit in May to June
- Will receive the results of their audit in July
- **If necessary**, OCKPs will be re-audited after 5 months in December to January in the areas they were deficient in **only**

OCKPs in Group 2-

- Will turn in their documentation in June
- Will have their full audit in July to August
- Will receive the results of their audit in September
- **If necessary**, OCKPs will be re-audited after 5 months in February to March in the areas they were deficient in **only**

OCKPs in Group 3-

- Will turn in their documentation in August
- Will have their full audit in September to October
- Will receive the results of their audit in November
- **If necessary**, OCKPs will be re-audited after 5 months in April to May in the areas they were deficient in **only**

Ultimately, this new audit timeline schedule will allow OCKPs to receive audit results and feedback sooner. In turn, this will allow our MCO partners more time to support and guide OCKPs on how to improve. This new timeline schedule will also allow for newly contracted OCKPs to be more easily incorporated into the audit process as well. If you have questions, please feel free to reach out to our MCO partner contacts for more information.



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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:

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Website:

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Special Note

Winter Weather Safety—Are you Prepared for Winter Weather?

When winter temperatures drop significantly below normal, staying warm and safe can become a challenge. What is considered cold weather can vary from person to person, region to region. To that end, whenever temperatures drop below what feels lower than normal to you—and as wind speed increases—heat can leave your body more rapidly and leave you at risk of health problems. If you are prepared for the hazards of winter, you will be more likely to stay safe and healthy when temperatures start to fall.

Here are some tips for staying safe during the colder winter months:

- **Winterize your home**—Install weather stripping, insulation, and storm windows.
- **Get your car ready for cold weather**—Service the radiator and maintain antifreeze level; check tire tread or, if necessary, replace tires with all-weather or snow tires; keep an emergency kit in your car.
- **Be prepared**—Have plans and take precautions for weather-related emergencies, including power outages.
- **Prevent CO poisoning**—Install a CO detector and check that it has a working battery.
- **Take precaution when spending time outdoors**—Wear appropriate outdoor clothing and be aware of the wind chill factor.
- **Awareness of Weather**—Look at current and forecast weather conditions when planning for travel.
- **Hypothermia**—Learn how to avoid, spot, and treat frostbite and hypothermia.
- **For Pets**—If you have pets, bring them inside. If this isn't possible, provide adequate, warm shelter and unfrozen water to drink.

For more information, please visit the link below:

<https://www.cdc.gov/nceh/toolkits/winaterweather/default.html>