



# OneCare Kansas

a program of KanCare, Kansas Medicaid

# OneCare Kansas Newsletter

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**Contact Information**  
**Email:**

[OneCareKansas@ks.gov](mailto:OneCareKansas@ks.gov)

**Website:**

[www.kancare.ks.gov](http://www.kancare.ks.gov)



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

## Community of Practice Update

In October, more than 40 care coordinators and social workers from contracted OneCare Kansas (OCK) partners gathered during the virtual OCK Community of Practice session. The group discussed strategies for identifying and collecting OCK success stories, completing quality health assessments, and conducting community outreach. The wonderful wisdom that this group continues to share with one another enriches the learning experience, passion, and spirit of collaboration across this diverse network! Thank you all for attending this session and for contributing! Our next OCK Community of Practice session is tentatively scheduled for December, so please look out for your invitation to join us.

## Learning Collaborative Update

As a reminder, our next mandatory Learning Collaborative is scheduled for November 15, 2022 at 3:00 p.m. We look forward to seeing managers and directors from the network in attendance!





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## OCK Success Stories

The OCK state team continues to seek success stories from our provider network to share in upcoming OCK newsletters. Providers who have OCK success stories to share can make a submission to the state team by emailing [OneCareKansas@ks.gov](mailto:OneCareKansas@ks.gov). The OCK state team looks forward to receiving some great success stories to share in the coming months! We thank you for your efforts in collecting and submitting these stories and all that you do for our members.

## HAP Notes Section

The OCK state team would like to remind our provider network of what the Notes section of a member’s HAP is and what it is used for. The Notes section of a member’s HAP is located on the opening page. This section’s purpose is specifically for writing internal communication (s) that others in the member’s care team may need to view or may need to access in the member’s HAP at a later time. This section is not intended for the member to view or review. Rather, this section is meant for the main care coordinator or other care coordinators involved in the member’s care to utilize for their own internal communications.

In this section, care coordinators can enter notes regarding items such as how many attempted calls were made to the member, the member’s status, the member’s willingness to participate in the program, or other relevant items that would be useful for other care coordinators to review. To that end, it is also important to note that this section is not subject to audits. Additionally, the items entered into the Notes section should not be printed with the HAP since it is meant for internal use only. If you have any questions about the HAP or the HAP portal, please contact the OneCare Kansas team by emailing [OneCareKansas@ks.gov](mailto:OneCareKansas@ks.gov).



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# Adult Dental Benefit Program

The OCK state team would like to remind our provider network of the new benefits available to OCK members under the KanCare Adult Dental Benefit program. Historically, under Title 19, KanCare members ages 21 and older have had access to limited coverage for emergency dental procedures, which consisted of tooth extraction. Fund allocation used to expand adult dental benefits beyond emergency care were approved during the last legislative session. As a result, on July 1, 2022, KanCare expanded dental coverage to include periodontal care, silver diamine fluoride treatments, and some restorative care such as fillings and crowns for adult KanCare members. To be eligible to receive these dental benefits, KanCare members must be 21 years or older and enrolled in the Kansas Medical Assistance Program (KMAP).

In addition to the new dental benefits covered under KanCare, each MCO provides members with \$500 toward preventive dental services through their Value-Added Benefits. Additionally, each MCO may provide other benefits [In Lieu of Services](#), such as adult dentures and partials, which are not currently covered through the KanCare adult dental benefit program. Services covered by the MCO's under lieu of services must be medically appropriate and cost-effective to those covered under the State Plan, as previously approved by the State.

More information on adult dental coverage benefits can be reviewed on the [KanCare website](#), [Kansas Medical Assistance Program \(KMAP\) Provider Manuals](#) and [KMAP Bulletin 22140](#).

## KIERA Chatbot

The OCK state team would like to remind our provider network of the recently launched KanCare chatbot named KIERA, on the [KanCare website](#). The acronym KIERA stands for Kansas Integrated Eligibility Reporting Assistant. This new site feature allows members to easily update their address and phone number as needed if their contact information has changed. The member's updated contact information then automatically feeds into the KEES eligibility system. Notifying KanCare when there is a change in contact information is a simple and important step KanCare members should take to ensure letters from KanCare are received, which in turn helps members retain their benefits. To start using the KIERA chatbot feature, members can go to the bottom right corner of the KanCare site and can click on the red speech bubble to start chatting.



**Meet KIERA:**  
KanCare's new chatbot, KIERA, is here to help you keep your contact information up to date.

Go to **kancare.ks.gov** and click the red speech bubble to start chatting.



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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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**Website:**

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## Special Note Happy and Healthy Thanksgiving

Thanksgiving is a time when families gather to enjoy one another's company and reflect on what they are thankful for as they enjoy a holiday feast. Most individuals want to enjoy Thanksgiving dinner without feeling full or uncomfortable afterward. Fortunately, it is possible for individuals to savor their holiday meal while also managing their health goals. There are many ways to remain balanced and well this Thanksgiving. Below are some ways that individuals can improve their health and achieve balance this Thanksgiving holiday.

### **Don't Skip Breakfast**

Many individuals skip breakfast as they anticipate having a big Thanksgiving dinner. Those who skip meals risk becoming so famished that by dinnertime, they overeat and feel uncomfortable. Eating a nutrient-rich breakfast with lean protein and fiber can help with maintaining energy levels and feeling full for longer.

### **Stay Hydrated**

Staying hydrated is recommended daily, but is even more important on Thanksgiving as many of the foods eaten are high in sodium. Drinking plenty of water can help to alleviate bloating and help individuals feel more alert and energized.

### **Try a Healthy New Recipe**

Try some new healthy dishes this Thanksgiving in order to eat a more nutrient-dense meal. Make a healthy stuffing dish with whole grain bread and vegetables. Add Greek yogurt and broth in a potato recipe as a healthier alternative to adding butter. Add almonds to top green bean dishes instead of fried onions. These healthy options allow individuals to still enjoy their favorite dishes alongside nutrient-dense modifications.

### **Start an Active Family Tradition**

Families can enjoy a fun and healthful activity by going for a walk on Thanksgiving. Walking also gives families a chance to digest their holiday meal. Engaging in backyard games as is also a great way for families to make new memories, stay active, and keep up energy levels after consuming a large meal.

Having a happy and healthy Thanksgiving is everyone's goal. It is important to enjoy the holiday while also consuming a healthy meal. Being mindful of what one eats and how much is the start to keeping the body and mind happy and healthy this holiday season. More information on this topic can be reviewed in the article titled [5 Ways To Have a Healthier Thanksgiving](#).