



OneCare Kansas

a program of KanCare, Kansas Medicaid

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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

On September 30th, contracted providers, members of the state, and the MCO coordination team participated in the first in-person Learning Collaborative since the program launched in April 2020. We had a wonderful time hearing stories and connecting with so many people who share such a deep passion for caring for Medicaid members in Kansas. Throughout the day, participants received program data charting the current growth and success of the program, learned more about the Kansas Certified Community Behavioral Health Clinic program from KDADS, and heard updates on Medicaid benefits related to Adult Dental Care and MCO Value Added Benefits. Additionally, three OneCare Kansas providers shared their strategies for building sustainable programs within their organizations. Many thanks to the Community Health Center of Southeast Kansas, the Mental Health Association of South Central Kansas, and Valeo Behavioral Health for being so generous with their time and expertise! Handouts from the day's events will soon be posted to the OCK website.

Community of Practice Update

We invite care coordinators and social workers within contracted OCK Partner organizations to join us on October 18th for our next Community of Practice. Please check your inbox for your invitation to participate!





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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 the Community Health Center of Southeast Kansas (CHC-SEK).

“Our OCK staff connected with Robert and enrolled him into OCK services in March 2021. Unfortunately, our staff found it difficult to keep Robert engaged in services. Robert was known to routinely visit the emergency room for minor concerns that could be addressed by our OCK staff at the CHC-SEK walk in clinic. Our team also found it difficult to remain in contact with Robert. Ultimately, our OCK staff were unable to get in contact with Robert for several months in a row, despite our efforts of leaving voicemails, sending text messages, and sending follow-up letters to his residence.

Fortunately, our staff were able to contact Robert’s wife in August 2022, who gave us his new phone number. Our staff finally reached Robert after calling the new phone number provided to us. During the conversation, Robert informed us that his fuel-efficient vehicle had just been wrecked and that he was now using a family member’s truck, which did not get good gas mileage. In addition, when we spoke with Robert, he informed us that he needed an ECHO, as well as a heart monitor, as ordered by his primary care physician.

Our staff proceeded with taking measures to support Robert with the issues that he was facing and helping him get re-engaged in services. Additionally, with the help of his MCO, we were able to enroll Robert in a gas mileage reimbursement program. We were also able to schedule him an appointment with his local hospital to complete testing and receive a heart monitor.

Since we were able to re-engage Robert in OCK services, he has kept in contact with our OCK staff and has been informing them of his big and little wins at least once a week. We are proud of his progress and will continue to support him throughout his care in our OCK program.”

Thank you, Colette for sharing this success story and for your efforts in assisting this member. Keep up the great work!

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



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The HAP Portal and MCO Portals

Both the Health Action Plan (HAP) and Managed Care Organization (MCO) portals are valuable tools that contracted providers use when caring for OneCare Kansas (OCK) members. Each portal is unique and serves different purposes. Because there has been some confusion regarding what each portal is used for, the OCK state team would like to remind our provider network of these portal tools and how each portal serves a different, distinct purpose.

The HAP Portal is the platform where the Health Action Plan is created and stored. The HAP is created during a face-to-face meeting with the member and Care Coordinator, but can also include other individuals on the member's care team and/or anyone else the member chooses to include. The HAP is used by providers to document goals that the member will pursue within the OCK program. The HAP is also used to document the proposed process for achieving member goals, as well as the progress that has been made in achieving these goals. HAPs are updated and submitted in the HAP portal every 90 days in a face-to-face setting with, at minimum, the Care Coordinator and the member present. Member long and short-term goals and action steps may be revised, updated, deleted, or carried over to the following 90-day HAP period in the portal.

Contracted OCK partners can access the HAP portal once access is granted by the state team. Lastly, it is important to clarify that the HAP portal is only used for the Health Action Plan. It is not an OCK program portal and does not store information all things OneCare Kansas related. To that end, any relevant information beyond what is found on the HAP portal can be retrieved from the MCO portals. Each MCO has a Member Portal that gives OCK providers access to information that can assist with Care Coordination. Examples of the valuable information providers can access on the MCO portals may include:

- Member information, such as contact information
- The name of the MCO Care Coordinator
- PCP information
- OCK eligibility and enrollment information
- Service authorization and claims management information
- Recent emergency department admission, discharge, and transfer information
- Recent treatment history of the member
- And other items that can assist with Care Coordination activities

Access to the MCO portals are provided through each of the MCO OCK leads. Each MCO provides training and support to contracted OCK partners on their respective portals. For additional information on the MCO portals, OCK partners should contact each of the OCK MCO leads. Ultimately, both the HAP portal and MCO portals are great tools for providers to utilize when each are used for their intended purposes.



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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 Breast Cancer Awareness Month

As a result of a partnership between the American Cancer Society and the pharmaceutical branch of Imperial Chemical Industries, Breast Cancer Awareness Month was established in October 1985. Breast Cancer Awareness Month aims to raise awareness of the disease and the value of early screenings, particularly mammograms, as a tool in the fight against breast cancer. October is also devoted to raising funds for breast cancer research.

One in seven women will be diagnosed with breast cancer. In the United States (U.S.), an estimated 287,500 cases of invasive breast cancer and 51,400 cases of non-invasive breast cancer are expected in 2022. There are around 3.8 million breast cancer survivors in the U.S. Many breast cancer symptoms are invisible and can only be detected by professional tests. Some symptoms can be detected early. Individuals should be mindful of health changes, including the onset of pain or a lump in the breast or underarm, as well as changes in skin texture or pore size in the area. Changes in one's health can be detected by performing monthly breast exams and receiving mammograms.

Furthermore, mammograms can help with early detection of breast cancer as it examines the tissue for abnormalities and can detect a lump before it is felt. Annual mammograms are recommended for women 40 and older. Women under 40, with or without symptoms and risk factors, should consult their healthcare provider as to whether mammograms are recommended and how frequently they should be performed.

Individuals can reduce their risk of breast cancer by following the recommendations below:

- Eat fruits and vegetables and maintain a healthy weight
- Engage in physically activity
- Abstain from smoking and limit alcohol consumption

Promoting breast cancer awareness is critical as early detection can identify cancer when it is most treatable through early intervention. Individuals may be able to prolong their lives and prevent breast cancer by adopting lifestyle changes and receiving routine mammograms. To view more of the ongoing work and information other states and organizations are putting forward to spread awareness, please visit the [National Breast Cancer Foundation](#), [Brevard Health Alliance](#), and [Community Health of Central Washington](#) webpages.