



# 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.

## Community of Practice Update

In August, more than 40 care coordinators and social workers within the contracted network gathered as part of a virtual OCK Community of Practice. Participants discussed the difference between “care coordination” and “health promotion” services, including examples of health promotion activities being utilized in their organization. The group also discussed strategies for assuring Health Action Plans are completed and updated in a timely manner. Our thanks to everyone who attended and participated!

## Learning Collaborative Update

Our next event will be an in-person Learning Collaborative on September 29th. The event will bring together staff within contracted partners, KDHE, KDADS, and Managed Care Organizations to discuss opportunities to improve OCK services. Pre-registration is required for the event. For pre-registration, please be sure to check your inbox for your invitation or contact [vanessa.lohf@wichita.edu](mailto: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 the Community Health Center of Southeast Kansas (CHC-SEK).

*“Our OCK team was connected to David in May 2022 and we then began providing services. David has a high acuity score, has trouble reading, and requires a lot of support. David’s care is provided to him using a team approach to meet his needs. When first visiting David, our OCK team learned he had not been taking his medications or seeking primary care for some time. Our team also learned he lost his job and was struggling with alcoholism. To get David back on track, our team first worked with him to identify and refill his medications, as well as schedule and provide transportation for his doctor’s appointments. Our team also provided David with a pill box and visited his home once a week to set it up for him. When providing support, our OCK team approached David several times about receiving treatment for his alcoholism. However, he was not ready to seek help. In the meantime, our team continued to provide daily phone support to David.*

*After four weeks of receiving services, David informed our OCK team that he wanted to quit drinking and enter rehab. We arranged a bed at a rehab facility and a behavioral health appointment where he was seen for an exam and later admitted. David was in the rehab facility for three days before being voluntarily discharged. One week later, David decided to try rehab again. However, this time he was required to complete an inpatient detox program before the facility would accept him back. We admitted David into an inpatient detox program, and he left after five days.*

*Following his last attempt at seeking help, our OCK team met with David to establish boundaries and a plan for when he was ready to try rehab again. We assured him we would continue to be there for him as we had prior. Since this meeting, David has continued seeking behavioral health services, and our team continued to provide daily phone support. David is now doing much better. He has a job, is taking his medication, and drinks less. He no longer needs as much support as he previously did. Our OCK team is proud of David’s progress thus far and will continue to meet him where he is at in his journey of care.”*

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](mailto:OneCareKansas@ks.gov).



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# Affordable Connectivity Program Resource Available to OneCare Kansas Members

The OneCare Kansas program connects members to many valuable and relevant resources based on their unique needs. To that end, the state team wants to inform our provider network about a new resource that is available to Medicaid members. The Affordable Connectivity Program (ACP) is a new government benefit program that aims to close the digital divide by helping low-income households gain access to affordable internet services and connected to electronic devices. ACP benefits allow members to remain connected to the internet without barriers of high cost, which is essential as more individuals utilize online platforms for employment, education, healthcare, and other activities. Furthermore, OCK members automatically meet the eligibility criteria to receive ACP benefits due to their Medicaid enrollment.

Those eligible for the program include households with income at or below 200 percent of the federal poverty line or households with a member receiving assistance through a government program or through Lifeline. Benefits through the program include up to a \$30 monthly discount on broadband internet service or up to a \$75 monthly discount for Tribal households. Households may also be eligible for a one-time discount of \$100 for a laptop, desktop, or tablet purchased through a partnering internet service provider, after a small co-pay is met. One monthly service and one device may be discounted through the program per eligible household.

To receive ACP benefits, eligible households can apply online by visiting the [Affordable Connectivity Program website](#) or they can request a mail-in application for submission by calling 887-348-2575. After completing the application, the household can contact a participating internet service provider to select a plan and device the discount will be applied to.

To learn more about ACP benefits, please visit the [Federal Communications Commission](#) website.

## Health Action Plan Reminders

Due to recent questions regarding the Health Action Plan (HAP), the state team wants to reiterate a couple messages regarding HAP submissions and HAP access.

- For the HAP to be considered fully completed in the portal, the HAP needs to be submitted first.
- For care coordinators at your organization that no longer need access to the HAP portal, please reach out to your HAP administrator to have them removed.
  - For HAP administrators at your organization that no longer need access, please reach out to the OneCare Kansas team to assist in implementing this change.

For more information or for further assistance with the HAP, please email the OneCare Kansas team at [OneCareKansas@ks.gov](mailto:OneCareKansas@ks.gov).



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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

### Fall into a Healthier Lifestyle

As the days grow shorter, the temperatures drop, and the leaves begin to change color, it is time to think of the new season as a fresh start. Preparing for a healthy fall by using the strategies below can help prevent chronic disease and promote a healthier lifestyle.

- Consider receiving COVID-19 and Flu vaccinations and wear a mask to protect the immune system.
- Wear long-sleeved shirts and pants, as well as a sunscreen with SPF 15 or higher to protect from the sun.
- Wash hands with soap and water for 20 seconds to prevent the spread of germs.
- Unwind and connect with others by engaging in relaxing activities.
- Visit the doctor for preventive services and regular checkups.
- Get at least 7 hours of quality sleep every night.
- Drink more water and consume less sugary or alcoholic beverages to reduce calorie intake.
- Move more and sit less by engaging in the recommended 150 minutes of moderate aerobic activity per week and two days of muscle-strengthening activities per week.
- Consume healthy foods, including seasonal fruits and vegetables, whole grains, low fat dairy products, and lean meats.
- Avoid using tobacco, and if necessary, call 1-800-QUIT-NOW for assistance in quitting.

A wonderful way to adopt a healthier lifestyle is to support good healthy habits. These recommendations are a great way to improve one's overall health and wellbeing this fall season.

More information can be reviewed on the [CDC's Healthy Fall Infographic](#) and the [13 Tips for a Healthy Fall Article by U.S. News](#).