



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 November, nearly 60 partners including contracted providers and members of the State and MCO Coordination Team virtually attended the OneCare Kansas Learning Collaborative. The purpose of the meeting was to celebrate the growth of the OneCare Kansas program in 2021, as well as share ideas and challenges for engaging other medical and mental health professionals in whole person care for their members. Participants were also asked to consider how they might help illustrate their own program’s story through the utilization of ongoing documentation efforts. These efforts not only serve to tell a story, but also help assure leaders and decision-makers at the organizational, community, and state levels about how their work continues to benefit the people they serve. Thanks to all who participated in these discussions!

Community of Practice Update

We will be taking a break from the OneCare Kansas Community of Practice in December, but look forward to reconnecting with partners at the January Learning Collaborative. The WSU team wishes our partners the opportunity to engage in activities that energize them and renew their spirit in the coming weeks. See you in 2022!





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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.

“Jane was originally referred to the OCK program for bipolar disorder, but when she chose to opt-in to the program, she was in a very depressive state. During her initial HAP meeting, Jane set goals for incorporating healthier habits including physical exercise and maintaining a healthy diet, as well as working towards reducing her depression. However, shortly after joining the program, Jane had a heart procedure that limited her ability to do tasks she was once able to do with ease. Unfortunately, between the constant fatigue and general recovery issues from her procedure, her depression worsened.

When I started to work with Jane, she had an “I can’t do it” attitude. To help combat this, we worked a lot on self-compassion and re-framing her views. We had many discussions about how to be kinder to herself considering her recent circumstances and remembering that her current state was only temporary; she would soon be able to do more than she was before! Once her healing progressed further, she started to realize the benefits of receiving the procedure and felt she was regaining control of her life; there was a light at the end of the tunnel for her and her depression started to improve.

Since Jane joined OCK, I have been able to attend appointments with her, help her better communicate with her doctor about her medications, take her to the local food pantry, and help her join some physical fitness groups to help achieve her health goals. During her most recent HAP review, her goals were to continue exercising through physical therapy, reduce isolation when she is feeling depressed, reduce her anxiety, and work on dealing with past trauma.”

It sounds like Jane is well on her way to meeting her goals and creating new ones. Great job to the team at Pawnee Mental Health Services. Keep up the good work!

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



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Manual Updates

This month, the state team added new language and guidance to the OCK manual. Please see the OCK manual for more details on these updates:

- **Section 1.8 and Appendix E: OneCare Kansas Provider Team Meetings-** Guidance provided on team meetings for OCKPs and the documentation needed to support these meetings.
- **Section 2.2: OCKP Requirements; Item 8-** Language provided on collaborations in the community.
- **Section 2.3: OCKP Staff Roles and Responsibilities-** Language provided on procedures for new positions, open positions, and regular staff performance evaluations.
- **Section 9: Grievances and Appeals; Members-** Guidance provided on procedure for member grievances.
- **Section 12.4: Member Satisfaction-** Guidance provided on the use of a member survey tool and the corresponding procedure.

COVID-19 Vaccine Incentives for KanCare Members

As the COVID-19 pandemic continues, Aetna Better Health of Kansas (ABHKS), UnitedHealthcare (UHC), and Sunflower Health Plan (SHP) are making efforts to encourage members to get their COVID-19 vaccinations by offering incentives. Below are the incentives each MCO partner has offered.

For ABHKS, members ages 12 and older who are fully vaccinated are eligible to receive a \$25 gift card. Fully vaccinated is defined as members who have received both shots of either the Pfizer or Moderna vaccine or one shot of the Johnson & Johnson vaccine.

UHC has partnered with providers, health departments, and community organizations to provide education and awareness regarding COVID-19 and vaccinations. As a result, UHC members currently have the opportunity to receive incentives by attending activities in their local communities. So far, UHC has provided members access to volunteers and interpreters, as well as various food offerings and prizes at several vaccination clinics.

SHP currently provides members with information on COVID-19 vaccines and also helps members find vaccination clinics and locations. These communication efforts include e-mail, interactive call communications to members, and social media messaging. Members can also earn rewards through their My Health Pays account for vaccinations and healthy behaviors as well.

For more information, please visit each MCO's website at the links below:

<https://www.aetnabetterhealth.com/kansas/members/>

<https://www.uhccommunityplan.com/covid-19>

<https://www.SunflowerHealthPlan.com>



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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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Special Note

Safer Ways to Celebrate the Holidays

December is often a month filled with holiday celebrations and gatherings with friends and family. These celebrations and traditions can be important to adults and children alike. Since several generations tend to gather together around the holidays, there are many ways to still enjoy holiday traditions and protect your health.

Safer ways to celebrate the holidays:

- **Generally:**
 - Outdoors is safer than indoors.
 - Avoid crowded, poorly ventilated spaces.
 - If you are sick or have symptoms, don't host or attend a gathering.
 - Get tested if you have symptoms of COVID-19 or have a close contact with someone who has COVID-19.
- **For traveling during the holidays:**
 - If you are not fully vaccinated and must travel, follow CDC's domestic travel or international travel recommendations for unvaccinated people.
 - If you will be traveling in a group or family with unvaccinated people, choose safer travel options.
 - Everyone, even people who are fully vaccinated, is required to wear a mask on public transportation and follow international travel recommendations.

For more information, please visit the links below:

<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays/celebrations.html>

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>