



OneCare Kansas

a program of KanCare, Kansas Medicaid

OneCare Kansas Newsletter

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What's Inside



Learning Collaborative Update

Page 1

OCK Provider Training Update

Page 1

OCK Highlights

Page 2

Member Brochure Update

Page 3

Member Surveys

Page 3

NAMI Walks Your Way Kansas

Page 3

Special Note

Page 4

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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 April, over 45 Care Coordinators and Social Workers within the contracted network gathered to discuss strategies for engaging members and their supports in the Health Action Planning process. Experienced staff were also asked to share insights with newer staff related to the role of Care Coordinators in developing and implementing Health Action Plans with their members. Our next Community of Practice event will be in June. Also this month, about 25 OneCare Kansas staff attended the third session of the Health Action Plan Training Series to learn more about developing Health Action Plans utilizing a trauma-informed lens.

OCK Provider Training Update

Coming in May, OCK partners will participate in a Learning Collaborative that will highlight current OCK programs and allow participants to discuss their successes and challenges in engaging OneCare Kansas members. Additionally, the Health Action Plan Training series will conclude with a presentation on Health Literacy from our partners at K-State Research and Extension. Watch your inbox for your invitations to these events!





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

OCK Highlights

We continue to gather stories regarding the OneCare Kansas program and how it is helping Kansas Medicaid members. This week’s success story comes from Tomi at Horizons Mental Health Center.

Loren is a member with several areas of concern: mental illness, high functioning special needs, obesity, and especially non-compliance with his medications for diabetes. Because of his lack of understanding regarding the importance of taking his meds, eating right, and measuring his blood levels, Loren had seen his A1C level above 12 and his sugar levels over 400 mg/dL prior to signing up for OneCare Kansas. He also had trouble explaining his issues effectively to his primary care provider (PCP).

With the help of his OCK Care Coordinator (CC), he put together a plan to try to incorporate fruits and vegetables into his diet at least three times a week. (This was not an easy task, as he doesn’t like veggies, except for corn and occasionally green beans. He’s also not too excited about fruit, except for pineapple, apples, strawberries, and oranges.) They also came up with menus that Loren could fix at home rather than spend his money eating out at least once a day every day of the week. They discussed that by eating at home, he could save up money to go on a trip out of town sometime in the future, something he has been very interested in doing for a couple of years now.

Loren asked his CC to go to his meetings with his diabetes educator (DE), if possible. His CC got the necessary releases to see his DE, pharmacist, and his PCP. (Loren was having trouble with his bowels and wasn’t able to explain it in such a way that his PCP would understand that it wasn’t just “food poisoning”.) Loren’s CC attended the first meeting with the DE and learned that Loren was doing a better job taking his meds and this was having a positive impact on his numbers. However, they were still too high, so his DE recommended he continue to improve his eating habits, take his levels at least three times a week, and most importantly, that he takes his meds as prescribed.

A few weeks later, at another meeting with this DE, his sugar levels were at 157 mg/dL! His DE almost fell out of her chair. And after praising him for all his hard work, she said she didn’t want to see him again for 6 weeks. Loren and his CC still have a lot of work to do, but because of OneCare Kansas, he is on his way to a healthier, longer, better life.

Great job, Tomi!

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



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Member Brochure Update

With the OCK population expansion, we have been updating program documents on the OneCare Kansas website. The member brochure has now been updated to reflect the expansion population. Our team also reviewed the language in the brochure to ensure it was at an appropriate reading level. Lastly, there has been a small change regarding targeted case management. Both the English and Spanish versions of the brochure are now updated and posted on the website.

We want to make sure that current and prospective OCK members have access to this brochure to understand what the program can do for them. To access both versions, visit: www.kancare.ks.gov/consumers/onecare-ks-members/materials-for-members.

OCK Member Surveys

In June, we will begin conducting surveys of OCK members. We think speaking directly to members is a great opportunity for feedback on the program. The OCK team is constantly working to improve the OCK program so that it can benefit members' lives.

With the ongoing COVID-19 pandemic, we will be conducting these surveys exclusively through phone calls and mailed surveys. OCK Partners, the OCK team will be reaching out to you in the next few weeks to ask for your assistance in getting members to participate in the survey. With your relationship with the members, we would appreciate any help with member participation.

NAMIWalks Your Way Kansas

On May 22, 2021, join the thousands of concerned citizens in over 85 communities across the nation that will walk together to raise money and awareness to ensure vital, free NAMI programs and services are available to provide help and hope to those in need. Every journey begins with that first step. Through NAMIWalks' public, active display of support for people affected by mental illness, we are changing our American communities and ensuring that help and hope are available for those in need.

Our collective mental health needs are at their greatest now. One in three U.S. adults reported experiencing depression or anxiety since the pandemic began. NAMI's programs and advocacy are needed more than ever, and with your help, we are pleased to present NAMIWalks Your Way on Saturday, May 22, 2021.

Here are some of the things participants plan to do on event day: walk 7,000 steps for a 5K their way, planning a craft day with their kids, holding a virtual bake-off with their team, practicing self-care with a favorite hobby, doing a 5K on the treadmill or stationary bike, or taking a safe and socially distanced stroll in their neighborhood

To register for this event, visit:

www.namiwalks.org/index.cfm?fuseaction=donorDrive.event&eventID=1057



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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:

OneCareKansas@ks.gov

Website:

www.kancare.ks.gov



Special Note

Mental Health Month

May is Mental Health Month. With the isolation and anxiety caused by the COVID-19 pandemic in the past year, mental health treatment is more important than ever.

Here are some data points you can use to speak to the scope of mental health:

- 1 in 5 U.S. adults experience mental illness each year.
- 1 in 20 U.S. adults experience serious mental illness each year.
- 1 in 6 U.S. youth aged 6-17 experience a mental health disorder each year.
- 50% of all lifetime mental illness begins by age 14, and 75% by age 24.
- Suicide is the second leading cause of death among people aged 10-34.

If you know someone who is experiencing anxiety or depression, use these tips:

- **Assess for risk of suicide or harm.** Identify if they're experiencing a crisis such as a panic attack or suicidal thoughts, and address that first.
- **Listen nonjudgmentally.** If the person isn't in a crisis, ask how they're feeling and how long they've been feeling that way.
- **Give reassurance and information.** Reassure them that it is appropriate to experience fear, sadness or anxiety during situations like this.
- **Encourage appropriate professional help.** Offer to help them find a professional for support, even if it's by phone and/or secure videoconferencing.
- **Encourage self-help and other support strategies.** Self-help strategies and reaching out for support from family, friends, and faith communities can make a difference.

To learn more about mental health data or how to help someone struggling with their mental health, visit:

www.thenationalcouncil.org/mental-health-month/.