



# OneCare Kansas

a program of KanCare, Kansas Medicaid

# OneCare Kansas Newsletter

October 2021



Volume 2



Issue 7

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[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.

## Learning Collaborative Update

In September, more than 50 partners including contracted providers, members of the State and MCO Coordination Team, and OCK Planning Council participated in the OneCare Kansas Learning Collaborative. Attendees were presented with lessons learned from KDHE’s survey of members earlier this summer and also discussed their own efforts to develop quality assurance processes that include collecting feedback from those they serve. Thanks to all who participated in the discussions! Be sure to get registered for the Community of Practice on October 19. We look forward to seeing our partners there!

## Manual Updates

This month the state team made a few updates to improve the OCK manual. Please look for the following:

- Section 2.4 - Clarified guidance related to OCKP communication processes with the MCO(s)
- Appendix A - Updated contact information regarding application, program manual or general questions
- Appendix B - Updated contact information for “OCK Partner Application Instructions” and “OCK Partner Application”





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## OCK Highlights

We continue to gather stories regarding the OneCare Kansas program and how it is helping Kansas Medicaid members. This month’s success story comes from the Wyandot Center for Community Behavioral Health.

“Julie was eligible for the OneCare Kansas program due to asthma and other comorbidities. At the time of our initial meeting, she had several life stressors she was experiencing. She revealed that between dealing with her illness, her past trauma, and the lifestyle changes and struggles Covid-19 had brought about that she was feeling really depressed and hopeless. It was obvious that she would need additional services.

Julie and I worked together to set her goals and complete the HAP during the initial meeting. That same day she received referrals to Foundations of Helping Hands Project for hygiene items. They were able to provide her, and her family, with items they were in immediate need of. She was also referred to the Wyandot Center for Community Behavioral Health to address some behavioral health needs. Currently she has received an intake and has gotten connected to psychiatric and medication management services clinic, therapy, case management, attendant care, and she participates in art therapy at ArtMakers Place. In addition to all of that, she gets support in ensuring she can make it to her medical appointments. With this increased interaction with others, she is now feeling hopeful and engaging with her peers. She still has things she wants to accomplish, but also realizes she has accomplished a lot so far. I saw her earlier this month and she looked GREAT, despite all that is going on in her life. She is extremely grateful for the services she is receiving.”

This success story pays homage to the OCK motto, helping people live healthier lives by integrating and coordinating services and supports to treat the “whole-person” across the lifespan. Thank you so much to the team at the Wyandot Center for Community Behavioral Health for sharing this with us. Keep up the good work!

If you would like to submit an OCK success story, please email [OneCareKansas@ks.gov](mailto:OneCareKansas@ks.gov).



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# Asthma Action Plan

Asthma is a very common diagnosis for children and adults. Asthma symptoms can be minor, requiring a rescue inhaler to be used only periodically, or severe enough that hospitalization is needed. It is crucial for everyone that has a diagnosis of asthma to have an Asthma Action Plan. An Asthma Action Plan (or Management Plan) is a written plan that is created with a doctor to help control asthma symptoms.

The goal of an Asthma Action Plan is to reduce or prevent flare-ups and emergency room (ER) visits. As a Care Coordinator for OneCare, one of your responsibilities will be to ensure that a plan is made and on file. It is required that Care Coordinators make sure that every member with an asthma diagnosis has an Asthma Action Plan. If there is no action plan in place, the OneCare Care Coordinator needs to explain to the member what it is and why it is beneficial.

The Care Coordinator must then make contact with the member's primary care physician to create the action plan. The Care Coordinator can accompany the member to the appointment to ensure all questions are answered and make sure they understand the plan. The last responsibility of the Care Coordinator is to distribute the plan to everyone that is involved in the member's care and to ensure the member benefits from its usage.

An example of an Asthma Action Plan can be seen above. If you would like to download this for your reference, or to share with others, please click on the picture above or follow this link, <https://www.aafa.org/asthma-treatment-action-plan/>.

## Kansas Department of Children & Families Mobile Crisis Helpline

The Kansas Department for Children and Families has contracted with Beacon Health Options to offer a new helpline available for all Kansans 20 years old or younger, including anyone in foster care or formerly in foster care. A few of the resources this helpline can offer are:

- Over the phone support and problem solving to help resolve a child's behavioral health crisis
- Over the phone support with referral to community resources or a recommendation to engage in stabilization services
- In-Person support via mobile crisis response if the crisis cannot be resolved over the phone
- In emergency situations, EMS, law enforcement and/or the mobile crisis response unit will be contacted to assist.

You can contact the helpline by calling, 833-441-2240.



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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

### Four Steps to Food Safety: Clean, Separate, Cook, Chill

Following four simple steps at home - Clean, Separate, Cook, and chill - can help protect you and your loved ones from food poisoning.

#### Clean: Wash your hands and surfaces often

- Germs that cause food poisoning can survive in many places and spread around your kitchen.
- Wash your hands for 20 seconds with soap and water before, during, and after preparing food and before eating.

#### Separate: Don't cross-contaminate

- Raw meat, poultry, seafood, and eggs can spread germs to ready-to-eat foods—unless you keep them separate.
- Use separate cutting boards and plates for raw meat, poultry, and seafood.
- When grocery shopping, keep raw meat, poultry, seafood, and their juices away from other foods.

#### Cook: To the right temperature

- Food is safely cooked when the internal temperature gets high enough to kill germs that can make you sick. The only way to tell if food is safely cooked is to use a food thermometer. You can't tell if food is safely cooked by checking its color and texture.
- Check this [chart](#) for a detailed list of foods and temperatures.

#### Chill: Refrigerate Promptly

- Never leave perishable food out for more than 2 hours
- Keep your refrigerator at 40°F or below and know when to throw food out.

For more information on food safety guidelines, visit:

<https://www.cdc.gov/foodsafety/keep-food-safe.html>