



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, the OneCare Kansas Learning Collaborative was focused on the identification and recruitment of potentially eligible members. Directors and managers from contracted partners had the opportunity to learn how their peers at HealthCore Clinic and High Plains Community Mental Health Center use internal systems and external networks to grow their programs and discuss challenges and strategies to enhance their own efforts. We would like to send out a big THANK YOU to Megan Pinkley and Sonja Stice for sharing their wisdom with the group! Also, in November, more than 30 care coordinators and social workers within the contracted network gathered virtually to discuss how they are providing health promotion services in the current environment as well as the challenges related to connecting current members with community resources and ways to overcome these challenges.

For December, WSU CEI is cancelling the Learning Collaborative and Community of Practice to allow our partners to focus on other OCK activities including program audits and training being offered by the Managed Care Organizations. We wish all of our OneCare Kansas partners a safe, healthy, and happy holiday season! See you in January!





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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 week’s success story comes from Sonja at High Plains Mental Health Center.

Currently in our OCK program, we have an elderly lady whom has a diagnosis of paranoid schizophrenia. When this program started, she stayed home and wouldn’t answer her phone out of fear that others were after her. She hasn’t worked in over 30 years due to her mental illness. I sent her information about the program in the mail and called her, but she wouldn’t answer.

One day, I sent her information letting her know that I was involved with the Health Homes program last time, and I wanted to help her. She called me in the office on the day she read the letter. She was happy to know someone cared about her. She remained suspicious of me and others. Over the next couple of months, I spoke with her on a regular basis. She didn’t have a PCP, she had bills she wanted to pay, but she was unable to trust others due to her mental illness. I assisted her in getting a PCP, seeing her mental health provider, seeing a neurologist, and with transportation.

Then, with all the medication changes, she felt better. After she had someone she could trust, she decided she would get a job to pay her overdue bills. I have helped walk her through what’s real and what’s not real when it comes to her mental illness. We solved her transportation problem and figured out how she would pay for work clothes. She is currently working at a local restaurant and is the happiest she has been in over 30 years. In her words, she is “happy, taking my medications, working off my debt, and a contributing member of society- all because someone believed in me.”

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



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Provider Map

As part of our efforts to continually improve the OneCare Kansas program, we have created a provider map so members can locate providers in their area of the state. We also hope that this map will help facilitate collaboration between local OCK providers. This map has the various provider locations throughout the state, with the main offices identified by blue markers and satellite offices by red markers.

Please note: The state team did their very best to place accurate locations on this map. However, we ask for our providers to assist us in keeping this updated. If you are a provider, please visit the map and examine it periodically to ensure accuracy. We hope you find this useful! As we move along with the OneCare Kansas program, we will continuously update the map as provider information changes. If you find an error or have a location change to report, please reach out to Ashley and/or Chanda at: Ashley.ONeal@ks.gov or Chanda.Gross@ks.gov.

You will be able to see the provider map on the OneCare Kansas webpage soon, but for now you can access it here: www.google.com/maps/d/viewer?mid=1hZcJ7iNHai_7eOKFkOOd3jqWkrFRDKxT&ll=38.45846763113499%2C-98.17041110000001&z=6.

Member Surveys

The State team has been looking into member surveys for the OneCare Kansas program. In our research, we have found that there is no longer a CMS requirement for member surveys, but we feel it would be a good way to gather data from members about the program. Due to this, the State intends to conduct member surveys within the first 12-18 months of the program launch. The providers will not be responsible for completing any member surveys and will not be audited on member surveys.

Implementation Calls

As a reminder, our implementation calls are on the third Thursday of each month. We have developed a FAQ document detailing the questions and answers that arise from those calls. You can find the FAQ document at https://www.kancare.ks.gov/docs/default-source/providers/ock/faqs---ock-implementation-calls.pdf?sfvrsn=821d4f1b_60. The schedule and call-in information for these calls can be found on our website at https://www.kancare.ks.gov/docs/default-source/providers/ock/ock-implementation-calls-for-providers.pdf?sfvrsn=8aa54e1b_16. Please check back as the schedule will soon be updated.



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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

Home for the Holidays

With the winter holidays approaching, there are many considerations in deciding how to celebrate safely with loved ones. To help with these tough choices, the Centers for Disease Control and Prevention (CDC) has provided some information on how to make gatherings as safe as possible during the COVID-19 pandemic.

Attending a Winter Holiday Celebration

In addition to following the steps that everyone can take to make the holidays safer, take these additional steps if attending a gathering to make your celebration safer:

- Have conversations with the host ahead of time to understand expectations for celebrating together.
- Bring your own food, drinks, plates, cups, utensils, and condiment packets.
- Avoid shouting or singing.

Hosting a Winter Holiday Celebration

If you choose to have guests at your home, make sure that everyone follows the steps to make holiday celebrations safer. Other ways you can make your celebration safer include:

- Limit the number of guests.
- Have a small, outdoor celebration with family and friends who live in your community, weather-permitting.
- Have extra unused masks available for your guests and encourage everyone to wear them inside and outside.
- If celebrating indoors, bring in fresh air by opening windows and doors, if possible. You can use a window fan in one of the open windows to blow air out of the window. This will pull fresh air in through the other open windows.
- Have a separate space for guests to wash their hands or provide hand sanitizer.

To learn more about how to safely celebrate the holidays, visit: www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html.