



Health Action Plan (HAP)

Instructions and Portal Demonstration

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

Welcome!

- My name is Alan O'Neal from the KDHE Data Team
- We will be reviewing the tools and resources that can be used for completing the OneCare Kansas Health Action Plan, also known as the HAP
- We will also be discussing how to access the online HAP portal, as well as granting or revoking access to it
- Lastly, there will be a demonstration of the online HAP Portal



HAP Documents

- The HAP Website can be found at:
<https://www.onecarekansashap.org/>
- Within this page, there are several helpful resources found in links on the right side (these links can also be found on the Adobe Connect platform):

Tools & Resources

[Home Page](#)

[OCK Program Manual](#)

[Health Action Plan \(HAP\) Documents](#)

[Asthma Action Plan](#)



HAP Documents – Home Page

- This [link](#) will take you to the KDHE main page for KanCare and OneCare Kansas enrollment:
- Newsletters, applications, and hotline numbers, among other items, are located here.

KanCare Quality Dashboard	
KanCare Dashboard	
OneCare Kansas	Quick Links
 <p>Helping people live healthier lives by integrating and coordinating services and supports to treat the "whole-person" across the lifespan.</p> <p>Member Information Provider Information OCK Provider Map</p> <p>OneCare Kansas Newsletter - March 2024 Sign up to receive the OneCare Kansas newsletter or to access your subscriber preferences.</p> <p><small>OCK Providers, please see the FAQ section and a special note in the August 2022 OCK newsletter pertaining to CCBHCs and OCK.</small></p>	<p>Apply for KanCare Hotline Numbers Report Abuse Contact KanCare Clearinghouse Incident Reporting Guide Provider Training KanCare Newsletter Quality Measurement Reporting Medicaid Fraud</p>



HAP Documents – OCK Program Manual

- This [link](#) will take you to a downloadable copy of the Program Manual. This details how an entity may become a OneCare Partner, guidance on OCK services and billing practices, as well as links to additional information about the program.



OneCare Kansas (OCK) Program Manual

A Program of KanCare, Kansas Medicaid

Kansas Department of Health and Environment
January 16, 2024
Version 2024 - 1



HAP Documents – Health Action Plan Documents

- Within this [link](#), you will find documents and resources to help you with completing a member's Health Action Plan
- Both versions of the PHQ-9 form are also available under this link:
- ***Note: Within a member's form, the correct PHQ-9 form will be available next to their name***

Health Action Plan (HAP) Documents

HAP Form
HAP Instructions
HAP Portal Instructions
HAP Fields & Options
Adult Health Assessment Sample
Medication Reconciliation Form
PHQ-9 Form
PHQ-9 Form Modified for Teens
Kansas County Abbreviations



HAP Documents – Asthma Action Plan

- This [link](#) will take you to the website of the Asthma and Allergy Foundation of America. Within, there is a printable Asthma Action Plan that will list medications and allows the user to determine the severity of their symptoms and decide what course of action to take:

GO		Use these daily preventive anti-inflammatory medicines:		
		MEDICINE	HOW MUCH	HOW OFTEN/WHEN
You have all of these: • Breathing is good • No cough or wheeze • Sleep through the night • Can work & play	Peak flow: from _____ to _____			
For asthma with exercise, take:				
CAUTION		Continue with green zone medicine and add:		
		MEDICINE	HOW MUCH	HOW OFTEN/WHEN
You have any of these: • First signs of a cold • Exposure to known trigger • Cough • Mild wheeze • Tight chest • Coughing at night	Peak flow: from _____ to _____			
CALL YOUR PRIMARY CARE PROVIDER.				
DANGER		Take these medicines and call your doctor now.		
		MEDICINE	HOW MUCH	HOW OFTEN/WHEN
Your asthma is getting worse fast: • Medicine is not helping • Breathing is hard & fast • Nose opens wide • Ribs show • Can't talk well	Peak flow: reading below _____			

GET HELP FROM A DOCTOR NOW! Do not be afraid of causing a fuss. Your doctor will want to see you right away. It's important! If you cannot contact your doctor, go directly to the emergency room. **DO NOT WAIT.** Make an appointment with your primary care provider within two days of an ER visit or hospitalization.



HAP Portal – Functionality

- Across the top of the Portal, you will see a few tabs that offer different resources than the ones previously discussed



- The "Home" option simply takes you back to the main page, but let's take a look at the others quickly



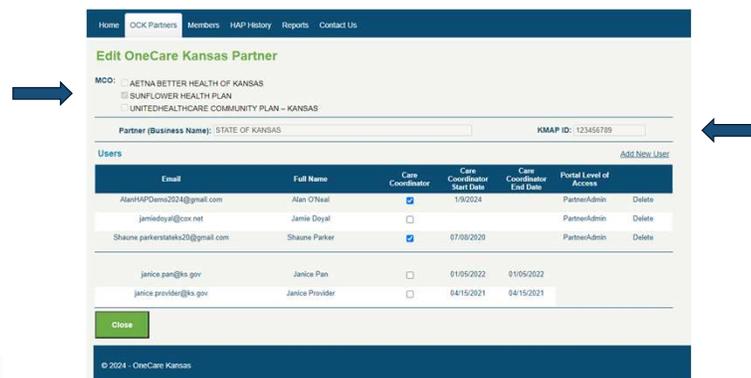
HAP Portal – OCK Partners

- The OCK Partners tab contains a link to the user's associated institution:



HAP Portal – OCK Partners

- Clicking on this link will bring up a list of Admins and Care Coordinators for that provider
- It also lists associated MCOs and the KMAP ID of the provider:



HAP Portal - Members

- This tab shows a list of all current OCK members along with their eligibility date, member goals, and an option to print their current Health Action Plan

Medicaid Id	OCK Eligible Date	Members			
00123456789	04/01/2020	TESTA MEMBER	Physical & Behavioral Health	Member Goals	Print Current HAP



HAP Portal – Health Action Plan

- Clicking on a member will bring up an option to look at their Health Action Plan in the top ribbon.
- This will display their MCO, date of last HAP submission, and how long until they need to submit their next one.



HAP Portal – Health Action Plan

- Below this, there will be a list of member information, some of which can be edited from this page:

Member Information

First Name: TEST M: A Last Name: MEMBER Notes:

Medicaid ID: 00123456789 OCK Eligibility Start Date: 04/01/2020

Member in Institution Date Entered Institution: 03/05/2022

Date Discharged from Institution: / /

Mailing Address incorrect

Mailing Address: 100 SW MAIN ST

City: TOPEKA State: KS Zip: 66614-1234

County: Shawnee

Check here if Physical Address same as Mailing

Physical Address: 100 SW MAIN ST

City: TOPEKA State: KS Zip: 66614-1234

County: Shawnee

Phone: (855) 553-1000 Email:

Date of Birth: 05/15/1981 Age: 38

Gender: Female Gender Other:

Race: White

Primary Language (spoken): English Ethnicity: Non-Hispanic

OCK Diagnoses: Check all that apply:

Asthma COPD Hypertension Metabolic Syndrome Schizophrenia

Bipolar Disorder Diabetes Kidney Disease Morbid Obesity Substance Use Disorder

Cardiovascular Disease Exposure to second hand smoke Major Depressive Disorder Other Mental Illness Tobacco Use



HAP Portal – Health Action Plan

- At the bottom of the page, you will see options to navigate forward and backwards through the member's HAP. Changes must be saved before continuing to the next page:

< Back Save and Continue > Cancel

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- Selecting "Cancel" will discard changes and return the user to the "Members" tab



HAP Portal – HAP History

- This tab lists the member, their HAP Archive date, the date of the member signature, and then options to either print or export the member's archived HAP data

Members	Archive Date	OCK Member Signature Date		
TEST A MEMBER	7/6/2020 3:00:19 PM	07/08/2020	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	7/8/2020 3:08:24 PM	07/08/2020	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	9/2/2020 4:00:15 PM	09/02/2020	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	4/5/2021 8:16:24 AM	04/05/2021	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	4/6/2021 4:03:53 PM	04/06/2021	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	4/15/2021 11:57:40 AM	04/05/2021	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	5/11/2021 3:36:24 PM	05/04/2021	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	1/5/2022 10:16:32 AM	01/05/2022	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	1/28/2022 10:22:18 AM	01/27/2022	Print Archived HAP	Export Archived HAP Data
TEST A MEMBER	1/28/2022 10:24:21 AM	01/27/2022	Print Archived HAP	Export Archived HAP Data



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HAP Portal - Reports

- This tab lists the various reports that are generated for the OCK Program.
- The user must select the way they want to receive the reports, in either a printable form or Microsoft Excel Export
- The available reports are listed on the next slide



HAP Portal - Reports

- Available reports:

Home OCK Partners Members Health Action Plan HAP History Reports Contact Us

- Aggregate Goal Summary
- Aggregate Health Summary
- Days Since Last Submission
- Initial HAP Submission
- Initial HAP Submission Timeliness
- Initial HAP Submission Timeliness - By Month
- Member Goal Summary Export
- Member Level Tobacco Nicotine Report
- Member List
- PHQ-9 Export
- Tobacco Nicotine Report
- Weight Export

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HAP Portal – Contact Us

- This page simply lists the contact information for the OneCare Kansas State Team
- If you are ever experiencing issues with the portal, please don't hesitate to contact us or the MCOs and we will work to get it resolved quickly

Home OCK Partners Members Health Action Plan HAP History Reports Contact Us

Contact Us

If you have questions about OneCare KS, please contact us!

Email: OneCareKansas@ks.gov

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HAP Portal Access

- Now that we've looked at what is available under the HAP Portal, let's start discussing how to access it!
- The HAP Portal can be accessed through the following link:
- <https://www.onecarekansashap.org/>
- This will take you to the sign-in page, shown below:




HAP Portal Access - Admins

- Access to the HAP Portal is granted to the contracting OCK partner, who will then designate HAP Portal Administrators.
- To do this, the partner will submit a request to the OneCare State team by emailing: OneCareKansas@ks.gov (This email can be used to contact the OneCare state team with other issues as well.)
- Start your email with the subject "HAP Portal Admin Access" and within the body of the email include the first name, last name, and email address of the individual who requires administrative-level access.
- Follow these same steps if access needs to be revoked for a HAP Admin.



HAP Portal Access - Admins

- After the email has been received, the administrator will need to set up a username and password and complete the new user registration process (detailed next) before accessing the HAP Portal
- Once this is completed, the administrator can then grant or revoke OCK Portal access for program **Care Coordinators**
- ***Note: An administrator can also be a care coordinator. In this case, they will need to contact the state to gain access.***



HAP Portal Access – Registration Instructions

- From the Login Page, one can select "Register as New User" if it is their first time using the portal.
- From there, enter the email address **provided by the OCK Partner's Portal Administrator**.
- Create and then confirm a password for the account
- Select "Register"
- An email will then be sent to the Registration email address from sntp.account@kfmcc.org
- Follow the instructions in the email to confirm the account
- The user can then return to the HAP login page and sign in with their new credentials



HAP Portal Access – Registration Instructions

Some hints on registration....

- Contact your Network Administrator to allow the email to pass through network security
- Check junk mail and spam folders
- Add the email address to an email list so communications can go directly to your inbox
- If issues arise, contact the state team with the email subject line: "HAP Portal Access Issues"



HAP Portal Access – Care Coordinators

Portal Administrators will follow these steps to grant access to Care Coordinators:

1. Log into the HAP Portal
2. Locate the "OCK Partners" tab on the top ribbon and click the link
3. Select the OCK Partner's name from the list - this will bring up a new page
4. Select "Add Care Coordinator" - this will generate blank fields on the screen
5. Enter the Care Coordinator's first name, last name, and a **unique** email address
6. Select "Add Portal Access" as the final step



HAP Portal Access – Care Coordinators

Note: The Care Coordinator will NOT receive an email to register. The granting Administrator MUST contact the Care Coordinator to register as a new user. Care Coordinators should use the email address provided to them by the partner/administrator when registering

- Once the Care Coordinator has begun the registration process by selecting "Register as New User", they will be asked to create a username and password
- Once this is done and they have selected the "Register" option, an email will then be sent to their inbox from the address: sntp.account@kfmc.org and subject line "Confirm OneCare Kansas Account"
- After completing the steps outlined in the email, the Care Coordinator will then have access
- If any issues are encountered during this process, send an email to: OneCareKansas@ks.gov



HAP Portal Access – Care Coordinators

To revoke access for Care Coordinators:

1. Log into the HAP Portal
2. Locate the "OCK Partners" tab within the site and click the link
3. Select the OCK Partner's name from the list
4. Select "Delete" next to the Care Coordinator for whom access is being revoked

Note: Access will be immediately terminated when selecting "Delete" and a record of their start- and end-date of access will be created



HAP Portal - Demonstration

I want to take this time to go into the portal and show its functionality as a real user would experience it.

This is the end of the slide portion of this presentation.

