



OneCare Kansas Guidance: Communicating Program Phase-Out to Members

Key Messages

- **Program End Date:** Effective January 1, 2025, the OneCare Kansas (OCK) program will no longer be covered services under Kansas Medicaid.
- **Last Day for Services:** Members can continue to receive OCK services through December 31, 2024.
- **KanCare Benefits:** Members' KanCare benefits, and eligibility remain unchanged.
- **Provider Continuity:** Members may keep their current healthcare providers and Managed Care Organization (MCO).
 - **Note:** The Kansas Department of Health and Environment (KDHE) will host meetings in October to provide important information about upcoming changes to KanCare's MCOs, effective January 1, 2025. Visit the [KanCare website](#) for more information and the latest updates.
- **Care Coordination Options:** Alternative care coordination services are available within KanCare if members wish to receive these services.

Talking Points

When discussing the OCK program phase-out with members, please emphasize the following:

Program Unwinding:

- The OCK program is ending on December 31, 2024.
- After this date, OCK-specific services will no longer be available.

Continuity of Care:

- Your KanCare benefits and eligibility will not be affected by this change.
- You can keep your current healthcare providers and remain with your current MCO.

Alternative Care Coordination:

- While OCK services are being phased out, other care coordination options are available within KanCare.
- We can discuss which options might best meet your needs if you wish to continue receiving similar care coordination services.

Options for Alternative Care:

Some services and supports that may be available to you are:

- **Certified Community Behavioral Health Clinics (CCBHCs)**
 - This service offers mental health care and help with substance use disorders.
 - CCBHCs can help you coordinate all your health services.
 - To get started, we can contact a [CCBHC](#) near you to begin their intake process.
- **Targeted Case Management (Members with IDD Diagnosis):**
 - This service is for members with an intellectual or developmental disability (IDD) diagnosis.
 - We can contact your local Community Developmental Disability Organization (CDDO) to determine eligibility. If eligible, the CDDO will help you choose a TCM agency.
 - The local [TCM agency](#) you chose will contract you to begin services.
- **MCO Care Management Programs:**
 - Your MCO offers care management services.
 - We can help refer you to your MCO's case management team to get you started.
- **Community Health Workers (CHW):**
 - CHWs provide support in your community.
 - We can refer you to a [CHW](#) at an agency in your area.
- **TCM, CCBHC, and MCO Care Coordination:**
 - You may be able to utilize MCO case managers, TCM services, and CCBHC at the same time.
- **OCK Program Graduation:**
 - If you have met all the goals in your Health Action Plan by January 1, 2025, you may be eligible for OCK program graduation.
 - This will support a smooth transition to the next phase of your care and encourage your ongoing health journey.

Transition Support:

- We are here to help you transition to other care coordination options.
- Our priority is ensuring your care needs continue to be met.

Ongoing Communication:

- We will keep you informed throughout this transition process.
- Please don't hesitate to reach out with any questions or concerns.

Guidelines for Discussion

Providers' role is to provide clear information and support and help members navigate this transition smoothly. If you encounter questions you cannot answer, please refer members to their MCOs.

- **Be Clear and Concise:** Use simple language to explain the changes.
- **Be Reassuring:** Emphasize that core KanCare services remain unchanged.
- **Listen Actively:** Allow members to express concerns and ask questions.
- **Offer Support:** Discuss available care coordination options based on individual needs.
- **Check Understanding:** Ask members to summarize what they have understood about the changes.
- **Provide Resources:** Offer written materials or contact information for further questions.
- **Follow-up:** Schedule follow-up discussions as needed to ensure a smooth transition.