



OneCare Kansas

a program of KanCare, Kansas Medicaid

Early Implementation Success Stories



“Please...remind yourself that
you improve people’s lives
everyday, because you do!”

~ OCK member



OneCare Kansas (OCK) went live on April 1, 2020. There are approximately 1,027 members who have opted into the program and are currently receiving services. OCK services are provided for a subset of the Kansas Medicaid population with complex chronic health and/or behavioral health needs.

The OCK service model brings together all professionals involved in a member's care, so that a member's medical, behavioral, and social needs are treated comprehensively. A member's care is coordinated by a dedicated case manager who works to optimize a member's health.

The aim of OCK is to address the “whole person” through the use of 6 Core Services:

- Comprehensive Care Management
- Care Coordination
- Comprehensive Transitional Care
- Health Promotions
- Referral to Community Supports and Services
- Member and Family Support

This booklet contains some early implementation success stories. Where appropriate, we have changed members' names to protect their identity.

Setting the Standard for a Sustainable Program



We have been fortunate to have a successful OneCare Kansas program at Community Health Center of Southeast Kansas (CHC/SEK). There were two things that helped to kickstart our OCK program: a dedicated OCK staff and a lot of support from leadership. With a dedicated staff, we were able to quickly train our team members and hit the ground running. This helped us to enroll more members and provide more services at an early date in the life of the program. Our leadership committed these resources because they truly believe in the OCK program and want to see it succeed.

“...the OCK program is designed to put members in the driver’s seat of their care.”

While we had a solid program foundation, we knew that we needed to get as many members opted in as possible. At the start of the program, we tried cold calling people in our community that were eligible for OCK. We soon found out that we needed to find a more effective way. Our OCK coordinator, Leah Gagnon, started going to every provider meeting and staff meeting that she could. In these meetings, Leah would talk about OCK, tell some success stories, and do everything she could to sell our providers on the program.

One of the things we say to members or people we are trying to get enrolled is “what can we do to make your world a little easier?” When talking to members about the program, we try to make it clear that the OCK program is designed to put members in the driver’s seat of their care. We tell prospective members that we want them to make the decisions about their health, but they have to be informed decisions, and that we will help connect them to resources to make those decisions. Our goal is to teach our members about their care and the health care system as a whole to the point that we work ourselves out of a job.

With a solid program foundation, an adaptable approach, and a lot of hard work from our staff, our program has been sustainable for the past four months (November 2020 to February 2021), and we hope to be sustainable long-term. Achieving this milestone has allowed us to advocate for more positions to grow our OCK team.



ON THE ROAD TO INDEPENDENCE

COMMUNITY HEALTH CENTER OF SE KS

In April, we first started working with a member in her mid-30s who primarily wanted our help in obtaining a wheelchair for lifelong use. She has a complex medical history, was reporting high levels of pain, and had multiple specialists involved in her care. She was against receiving behavioral health services because of past negative experiences.

Our OCK team worked to build trust by getting to know the member and her family, providing transportation to the grocery store, and helping her mom find a PCP. All the while, we were working with her providers to order a wheelchair, although the order was only approved temporarily due to her age.

By June, the member decided to establish with a therapist and has since been attending weekly sessions. Unfortunately, in mid-summer she ended up going to the ER three times in one week. Our nurse case manager asked if she would be comfortable seeing a PCP that specializes in chronic pain management to follow up. She decided to establish care with this provider and, working together as a care team, arranged for the member to visit with a fitness trainer. The member began focusing on her independence and thinking about what it might be like to no longer need the wheelchair.

By August, the member returned her wheelchair to the equipment supplier and she is now stronger, more independent, and only uses a walker as needed. On her most recent HAP update, her PHQ-9 score decreased by 15 points.

It has been such a privilege to coordinate care for her and walk alongside this member as she continues the hard work of learning about her conditions and what she can do to manage them.

We started working with a member who was 19 years old and was coming off a rough couple of months before she enrolled in OCK. She had lost two different jobs due to the COVID-19 pandemic. She didn't currently have a car, and this was a big obstacle to being able to work because she kept getting job placements that were 4 or 5 miles from where she was living. When we started building a relationship with her and asked, "what is going to make your life easier?" she didn't hesitate in asking if we could help get her a ride to work. So, we started giving her a ride to and from work everyday for over two months. After this initial period, we began to broach the subject of her asking a friend who works the same shift for a ride to and from work. She began to ride with a coworker, and it transitioned to us only giving her a ride once or twice a week.

Then, all of a sudden, she had saved up enough money to buy her own car. Soon after she was able to get her own place. On top of all of that, she enrolled in an online business program. With this member's newfound independence, she is far less reliant on the OCK program now. She calls us when she needs help with something, but otherwise she takes care of it herself. All she needed was for us to give her a ride to work for a few months to get her through a rough time and flourish.



Solving Stressful Problems

Lamont joined Bert Nash's OCK program in June 2020. He quickly established weight loss and money management goals. During this process, Lamont needed to buy a blood pressure monitor, so he called the pharmacy where he gets his routine medications to order one. During this call, he was told he had a past due bill of over four hundred dollars. This was a complete shock to Lamont, as he had recently been told he had a zero balance when he and his Case Manager were checking on his unpaid bills. When asked what the past charges



were for, he was told they were from a few years ago when his insurance company declined to pay for a breathing treatment machine and the medicine he uses for his asthma.

Lamont did not recall this being brought to his attention in the past, and the pharmacy did not have any documentation proving they had attempted to contact him about this issue. Understandably, he was extremely upset and concerned about his ability to pay the bill on his limited income. The pharmacy told him he needed to pay this bill down significantly before he would be able to obtain any other equipment from them. Fortunately, he still had access to his medication because it was covered by insurance at that point.

After talking to his OCK team, the initial plan was to significantly reduce his debt, if not eliminate it altogether. A meeting was scheduled with Lamont, his Case Manager, Care Coordinators, and the pharmacy owner. During the discussion, the pharmacy owner admitted that their previous billing person had moved on and since then they had found many discrepancies with their billing.

The owner admitted that no one had ever reached out to Lamont about this bill and decided to remove the delivery charge, late fees, as well as half of the equipment charge. These changes reduced the bill to approximately half the previous amount.

Lamont was able to schedule small monthly payments on the remaining balance, which eased his stress and anxiety. Lamont was thankful for the help he received from the team with this stressful situation. Since this experience, Lamont has set a goal to start and maintain a savings account so he will hopefully avoid a similar situation in the future.



A Successful Smoke-Free HAP Goal



Joey joined our OneCare Kansas program in the fall of 2020. He was serious about quitting smoking. He was aware of the affects it had on his health, and he was ready to make a change. He has asthma and chronic obstructive pulmonary disease (COPD), and he is aware that smoking has not only contributed to these health challenges but has also exacerbated them. He admitted that he smoked a pack of cigarettes a day for the last 30 years. Joey's initial HAP goal was to quit smoking. Unlike many smokers, he had not quit successfully before.

His Care Coordinator researched what options were available in order begin the task. Joey's Care Coordinator also discussed his medical options with his provider, Kelly Williams. These options included nicotine patches or medications that could help Joey to quit. His provider preferred the patches, so Joey started using those. Joey also consistently came into the

clinic to work through a tobacco cessation workbook with his Care Coordinator and his Behavioral Health Consultant, Emily Stuart (pictured).

With the assistance of his OCK team, Joey successfully stop smoking in December 2020. He worked through each chapter of the tobacco cessation workbook and when he struggled, he would let us know so we could help him work through it. When he had questions, he asked us. He will be the first one to tell you that it was not easy. Joey was given details on the National Quitline and other resources in order to stock his toolbox for the days when he wanted to pick up a cigarette.

Along the way, there were times when Joey would discuss how much better he felt as his smoking diminished. He was able to take control of his smoking because he was ready to make a change! We are so proud of Joey and hope his story inspires others to improve their health.



A VIP Program That Lives Up to Its Name



Through our work within the Valeo Integration Partnership (VIP) OneCare Program, we have been able to see individuals make incredible strides to improve their quality of life. An example of this is an individual who we will refer to as Sue. Sue started working with the VIP Program in the spring of 2020. Having been involved in a car accident numerous years earlier, Sue had mobility issues which left her reliant on a wheelchair. She also struggled with a mental health disorder. Sue lived at home with a family member who assisted with her daily living. In the two years prior to her enrollment in the OneCare Kansas Program, Sue experienced intense anxiety and isolation, never leaving her home except to attend medical appointments. Within the VIP Program, Sue began working with a Comprehensive Care Coordinator and a Recovery Specialist.

Initially, Sue's goal focused on getting out of the house so that her life would have more meaning and purpose. Working with her Recovery Specialist, Sue challenged herself to explore her community and visit places for the first time in her life. One place she visited with her Recovery Specialist actually resulted in her getting a job offer. In working with VIP staff to accomplish her first goal, Sue set more to accomplish. Having a passion for disability rights, Sue wanted to get involved with social justice to increase her self-esteem and purpose.

Although she does not view her second goal as accomplished, she has made considerable progress in helping to improve her life and that of others. Through a referral from her Recovery Specialist, Sue has become involved with NAMI Topeka, assisting with the Crisis Intervention Team (CIT) Program. From her work with NAMI

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Topeka, she was referred to the Justice Involved Youth and Adult (JIYA) Subcommittee where she is currently a member. She has also made a public service announcement. Staff of the VIP Program feel fortunate to have been able to accompany her on this journey to improve her life and that of others, and we look forward to seeing what else she will accomplish.

HAPPY, HEALTHY, AND INDEPENDENT

VALEO BEHAVIORAL HEALTH CARE

Mindy Baccus, one of our OneCare Kansas members, recently had an issue with some essential medication. She previously found a medication that worked after trying several others. With this medication, she was able to stay out of the hospital. But at the beginning of this year, she was told the medication would no longer be covered by her insurance, and instead would cost her several thousand dollars a month. Our OCK staff worked with Mindy, her providers, and her insurance agency to appeal this decision. Thankfully, the agency agreed to pay for the medication for this year. Below is her generous thank you note to our OCK staff:

Words cannot express the gratitude I have for your help with my recent medication crisis. I am not sure what finally worked, but I was able to get my medication at literally the last minute thanks to your untiring efforts. I've recovered from my panic, and I'm back to being the happy, healthy, independent woman that I have finally become over the last year.



I would have never become this person without your help. When my fiancé Eric died, 8 to 10 of your staff came to meet with me when I was at a crisis. Then, a few days later, you offered me immediate services and a plan to move forward. I know how busy your schedules are, and that helping me then was a gargantuan task, so thank you! Many of you have been working with me for years, and you are very special to me. I know that you went above and beyond for me during my medication crisis to ensure that I continue living the life I love because you truly care about me and my well-being. I pride myself on being capable, so I tried to handle this medication issue on my own. I forgot that no one can be independent in a healthy way without knowing when to reach out for assistance and without having a group of people who truly care about them. Please write yourself a sticky note and put it on your desk to remind yourself that you improve people's lives every day, because you do!



*You improve people's
lives everyday!*
— Mindy Baccus

The Value of Care Coordination

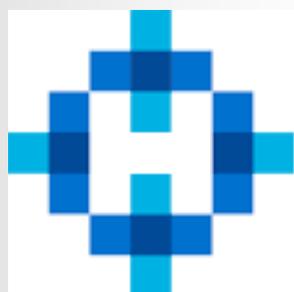
Loren is a member with several areas of concern: mental illness, high functioning special needs, obesity, and especially non-compliance with his medications for diabetes. Because of his lack of understanding regarding the importance of taking his meds, eating right, and measuring his blood levels, Loren 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 issues explaining his issues effectively to his primary care provider (PCP).

At first, Loren was not too interested in doing anything healthy—he was simply looking for a way to be out of the house more often and with another person. Loren is very social, and the COVID-19 pandemic has wreaked havoc on his ability to see others. 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.

“...because of OneCare Kansas, he is on his way to a healthier, longer, better life.”

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.



HORIZONS
MENTAL HEALTH CENTER

Little Help, Lots of Grit

South Central Mental Health Counseling Center's (SCMHCC) OneCare Kansas program started in the latter part of 2020. Currently, we have five members and we are hoping to grow our program. Our program goal is to improve the overall health outcomes for our members while slowing the rate of cost growth over time. The program helps client to stay healthy and includes physical health services, such as doctor appointments, hospital visits, behavioral health services, dental and vision care, transportation, and nursing facility care.

We have an OCK member named Michael Harpstrite that struggles with schizophrenia and is a heavy smoker. He has been having dental problems for a while, and as a result, has been struggling to eat. These eating problems have affected his general physical health. Most notably, he lost quite a bit of weight and developed some nutritional deficiency problems.

Michael had been wanting to get dental work done for more than four years. But, because of his schizophrenic symptoms, he had been unable to make much progress on this goal.

When he started working with our OneCare Kansas program at SCMHC, we assigned a person to work with him on all his dental appointments. He has been going to all those dental appointments, and he was able to achieve his dental goal in January.

Michael is now gaining some weight and enjoying his meals very much. He is now due for dentures, which he is scheduled to get in June 2021 with some financial support from his mom.



south central mental health

COUNSELING CENTER

HELPING TO SHAPE PROMISING FUTURES

The Benefit of Believing in Someone

High Plains Mental Health Center is a licensed community mental health center located in Hays, Kansas. High Plains' has been an OCK partner since the beginning of the program in April 2020. We have been working diligently to increase the number of members in our program. While it's not easy work, we are proud of the fact that we currently have 47 OCK members in our program. We are encouraged by the difference we are making in our members' lives and hope to continue to grow our program.

Currently in our OCK program, we have an elderly lady who 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 had not worked in over 30 years due to her mental illness. To try to get her to join the program, I sent her information 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 when it was operational a handful of years ago, and I wanted to help her. She called my office on the very same day she read the letter. She was happy to know that there was someone who cared about her. Despite this, she remained suspicious of me and others for some time.

Over the next couple of months, I spoke with her on a regular basis. She didn't have a primary care provider and 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 primary care provider, seeing her mental health provider, seeing a neurologist, and with transportation.

Then, with all the medication changes, she felt much 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 her 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."

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For additional information,
please visit our website:
<https://www.kancare.ks.gov/>

Or contact us through our OneCare Kansas email:
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