

Introducing Patients to OneCare Kansas

In an effort to assist our providers and OneCare Kansas Partners with recruiting eligible members to the program, we have designed the following script. Please feel free to adjust this script as necessary to reflect your specific program. When introducing patients to OneCare Kansas (OCK) it is important to remember these four key points:

1. OCK is **NOT** a place of residence. It is a place where individuals can receive the enhanced services that are offered by a OneCare Kansas Partner (OCKP);
2. Services offered by OCK are offered at **no additional cost**, and are additional benefits available to OCK participants;
3. OCK offers enhanced services focusing on the overall health and wellness goals of the member.
4. Members have the right to decline OCK services; and, declining these services has **NO** impact on the current services they receive from their provider.

Below is a sample script that can be rehearsed for introductions to OCK. Before meeting with the member, prepare a WELCOME PACKET for your meeting, which includes:

- **Member Invitation Letter (generic)** sent from the member's MCO
- **Your OCK flyer or other document** that contains your agency contact information
 - **The flyer/brochure/other document is best used for talking points during your initial discussion with the member. It may also contain the contact information for the assigned Nurse Care Coordinator for reference. It should also highlight the enhanced services of OCK to promote the benefits of the program and ensure adequate understanding by the member.**

Sample Script:

Meet “**HOWARD**” – Howard is currently receiving primary care services from ‘Gateway Community Health Center’

Meet “**JANE**” – Jane is Howard’s care coordinator

*The Nurse Care Manager can also give the introduction, or both the care coordinator and NCM can meet with the patient.

JANE: Howard, I’d like to talk to you about a new service that we can offer you here at ‘Gateway’ that is covered under your current KanCare benefits – so it is no charge to you. You may have received a letter in the mail, like this one, that talks about OneCare Kansas. Do you remember getting a letter like this?

Provide **Howard with a copy of the generic Invitation Letter**

HOWARD: If Howard is interested or needs more information, then proceed with the conversation.

JANE: I’d also like to give you a flyer for our OneCare Kansas program. Since you are already getting services with ‘Gateway’ we could serve as your OneCare Kansas provider if you want. OneCare Kansas is a program to help you figure out and reach your health and wellness goals. Just to be clear, a OneCare Kansas is not a place to live. It is a place that can help you with your health needs and goals to live a healthier life.

A great thing about OneCare Kansas is that you would have a Nurse Care Manager on your team. Your Nurse Care Manager is a valuable resource. He can help you with your health or wellness goals, and help you make a plan to reach those goals. So if you want to try and quit smoking we can help you with that, or if you want to improve your physical activity or eating habits we can help you with that as well. Your nurse is also there to help you manage your health conditions and behavioral health needs, and help you get the right care to best meet your needs.

Our Nurse Care Manager here at ‘Gateway’ is **John Smith** and his contact information at the bottom of this flyer.

Talking points in this discussion are taken directly from the flyer you are sharing with Howard.

HOWARD: If Howard wishes to decline OneCare Kansas services, then proceed with the following steps:

1. Gently ask why he wishes to decline and try to address any concerns he may have by reminding him of the benefits OneCare Kansas can offer. Point out on the flyer that OneCare Kansas provides individuals with a higher quality of care and can help them achieve healthier outcomes.
2. If he still wants to decline, then assure him that this will only exclude him from OneCare Kansas services, and has NO impact on the services he is currently receiving at 'Gateway'.
3. Thank Howard for his time and remind him that he can contact you or his Nurse Care Manager if he changes his mind.