



# OneCare Kansas Provider Onboarding Guide

This document is designed as a resource to assist newly onboarded OneCare Kansas (OCK) provider staff in navigating the program. This guide highlights several resources available on the [OCK website](#) that are important during the initial onboarding stages.

## What is a Health Home?

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A Health Home is an expansion of the “patient centered medical home” model to include links to community and social supports for eligible Medicaid Members. It is not a place, but a way to provide coordination of physical and behavioral health care with long term supports and services for people with certain chronic conditions. Health Homes focuses on the whole-person and their needs to help that person be as healthy as possible. Kansas has named their Health Homes program “OneCare Kansas”.

## Eligibility

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The OCK Program is an opt-in program for members who have:

- One serious and persistent mental illness, defined as having at least one of the following diagnoses:
  - Schizophrenia
  - Bipolar Disorder
  - Major Depressive Disorder
- Or one chronic condition defined as people who have Asthma that also are at risk for developing other chronic conditions. For a comprehensive list of additional chronic condition diagnoses under this eligibility criterion, please consult the [OCK Provider Quick Facts Document](#).

## OCK Services

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OCK partners provide the following services:

- **Comprehensive care management:** Involves developing a plan to guide members and their providers.
- **Care coordination:** Ensures that members receive appropriate services at the right time.
- **Health promotion:** Encourages members to learn about their conditions and how they can help themselves be healthier.
- **Comprehensive transitional care:** Services provided to members who are discharged from a hospital or care facility.
- **Member and family supports:** Assist the members in meeting their health goals with the help of family or caregivers.
- **Referral to community supports and services:** Ensures members have access to additional services and supports necessary to stay in their home.

For a more detailed explanation of these services, please refer to the [OCK Services Document](#).

## TCM Duplication

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The Centers for Medicare and Medicaid Services (CMS) considers OCK and Targeted Case Management (TCM) to be duplicative. Members must choose which service to receive if they are eligible for both TCM and OCK.

## Member Enrollment

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Member invitations to join the program are extended through the following ways:

- Managed Care Organizations (MCOs) analyze their data to identify eligible members. Upon determination of eligibility, the MCO sends a personalized invitation letter to the eligible member. A generic version of the invitation letter is available [here](#).
- If a referral form is submitted for a member, the MCO reviews the form to assess eligibility within the eligible population. The OCK Referral Form is available [here](#).

Additionally, members have the option to opt-out from the program at any time by completing the OCK Opt-Out Form available [here](#).

## Health Action Plan

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The Health Action Plan (HAP) is a tool to record the goals that members will pursue within the OCK program. For additional details on the HAP, please visit the [Health Action Plan Documents](#) page.

## Training Information

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Trauma Informed Care is the required training for OCK providers. This includes "Preventing Adverse Childhood Experiences (ACEs) Introductory Training", consisting of Module 1: ACEs Overview and Module 2: The Public Health Approach to Preventing ACEs. Please consult the [OCK Partner Training Requirements Document](#) for more details on the required training and additional recommended trainings.

The state has conducted a series of webinars that are focused on the structure of the OCK program, including a detailed video walkthrough of the HAP portal. These recordings are available on the [OCK News and Events](#) page.

## Peer-to-Peer Learning Opportunities

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The team at Wichita State University - Community Engagement Institute (WSU-CEI), host the following peer-to-peer learning events:

- **OCK Learning Collaborative:** Designed for Directors and/or Managers within a contracted partners OCK program. Participation is mandatory for all contracted OCK partners.
- **Community of Practice:** Designed for Care Coordinators and Social Workers in the OCK network. These learning sessions provides staff with opportunities to connect with other OCK staff facing similar issues related to their roles.

For additional details regarding peer-to-peer learning opportunities, please contact [Vanessa Lohf](#).

## OCK Newsletter

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The state publishes a monthly OCK newsletter, typically on the 15th of each month. Individuals interested in receiving the OCK newsletter can utilize the [GovDelivery subscription link](#) to subscribe and customize their subscription preferences. For those in need of additional assistance regarding newsletter subscription, they are encouraged to email the [OCK state team](#).

## OCK Program Manual

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The OCK Program Manual is available [here](#) for reference. It is recommended to bookmark the page, as the manual undergoes regular updates.

## Informational Materials for Providers

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On this webpage, providers can access comprehensive information about the OCK program, operational documents, additional resources, and a list of contracted OCK partners. The Informational Materials for Providers webpage is available [here](#).

## Contact Information

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Further inquiries or comments regarding the OCK program, should be emailed to the [OCK state team](#). A state representative will promptly address any questions.

For additional information, please visit the official [KanCare website](#).