



KanCare Member Education Meetings  
September 4-6, 2018

## Agenda

- Welcome and Introductions
- KanCare Overview
- What changes are coming?
- What do you need to do?
- Questions
- Wrap-up



# KanCare Member Education Meetings

## KanCare Overview

- KanCare provides services to over 400,000 people
- KanCare serves pregnant women, children, seniors and people with disabilities
- All services provided through managed care organizations (MCOs) to make sure all services work well for you
- Increased emphasis on wellness and avoiding health problems

## KanCare MCOs

- First contracts were with:
  - Amerigroup of Kansas (Amerigroup)
  - Sunflower State Health Plan (Sunflower)
  - UnitedHealthcare of the Midwest (United)
- Federal government wants Kansas to create new contracts regularly
- Beginning January 1, 2019, Kansas has contracted with:
  - Aetna Better Health (Aetna)
  - Sunflower
  - United

## What is Covered?

- You can still get all the services you get now. These include:
  - Doctor's appointments and hospital visits
  - Treatment for mental illness and substance use disorders
  - Prescription drugs
  - Nursing facility care and in home help
  - Transportation
  - All other services you are getting now

## KanCare Protections for You

- You can choose your KanCare health plan (MCO)
- You can choose your doctor
- You can change your doctor
- If a doctor you need is only available in a different town, the health plan must provide you transportation

## More KanCare Protections for You

- If you have a problem, a member advocate will help you file a complaint with your MCO
- Each MCO will have a group of members to advise them, this will be called a Member Advisory Council
- You will be asked how you like your MCO
- There are still no co-pays in KanCare

## Good News about KanCare

- Basic dental care for continues for adults, as well as children
- Improved service coordination for more people with serious health conditions or complex needs
- Extra (value-added) services offered by each KanCare health plan, such as extra vision services, foot care, rewards for healthy behavior
- Same providers
- Same services



## What will Stay the Same

- Your current services
- Your Medicaid ID number
- Your right to appeal
- Your right to choose your MCO each year

## What will Change for Amerigroup Members

- Amerigroup will no longer be a KanCare MCO (after January 1, 2019)
- If you are an Amerigroup member now, that MCO will still make sure you get the services you need through December 31, 2018
- In October, you will get a packet with a letter telling you that you will be assigned to Aetna starting in January 2019
- If you want to stay with Aetna, you do not have to do anything
- If you want to choose Sunflower or United, the letter will tell you how to do that

## What will Change for Everyone

- Enrollment packets will be sent, beginning in October
- They will contain a letter telling you what MCO you are assigned to
- You will be assigned to the MCO you have now
- You can choose to change to a different MCO or stay with the one you have now
- You will have until April 3, 2019 to make your choice
- There will be a phone number and a form in your packet; you can use either one to make your choice

## Some New Extra Services

- KanCare MCOs already offer dental care and other extra services, like:
  - Cell phones
  - Ways to earn points to spend on health items
  - Help to quit smoking
- Some new extras will be added for 2019, including:
  - Extra help for people moving from nursing homes to the community
  - Extra help for children in foster care and their families
  - Extra transportation for some HCBS members
  - Free internet access as a reward for healthy activities

## Your Questions

- Please wait for a microphone
- One question at a time (we'll come back if needed)
- If you'd rather, use a notecard to write your comment
  - Let us know if you need assistance

## More Meetings in October

- We will have more meetings in October to help you understand these changes
- You will receive a letter about them later in September
- **October 1-** Topeka/Wichita
- **October 2-** Dodge City/Olathe
- **October 3-** Hays/Pittsburg
- **October 8-** Conference Calls



# KanCare Member Education Meetings

## Questions? Contact Us:

Call: 866-305-5147

Go to our website: [www.kancare.ks.gov](http://www.kancare.ks.gov)



*Protect and Improve the Health and Environment of all Kansans*