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Kerrie Bacon, KanCare Ombudsman

Sam Brownback, Governor

Feb. 22, 2017

12:00 pm

Lunch and Learn Call for HCBS Consumers

** Ombudsman Lunch and Learn Conference Call Series**

Information on:

2017 Value Added Benefits

Kim Crawford – United Healthcare

Today's presentation was on United Healthcare 2017 Value Added Benefits. Speaker Kim Crawford provided brief descriptions on services provided. The value added benefits help consumers choose the MCO that best fits their specific needs. These additional benefits are the key differences between Managed Care Organizations.

- ✓ Helping along the way with telephone assistance in English, Spanish and TTY.
- ✓ Manage your health online at myuhc.com
- ✓ 24hr Nurse line
- ✓ Non-Emergency Transportation
- ✓ Care Coordination
- ✓ Community Rewards Program
- ✓ Adult AVB like Podiatry, Glasses, and Dental Exams
- ✓ Work Tips Book, Application Resource Sheet, Disability Rights Flyer
- ✓ Pregnant Women's Benefits
- ✓ Baby Blocks reward program
- ✓ Benefits for kids 3-19
- ✓ KidsHealth online Resource
- ✓ Satisfaction Survey to increase satisfaction
- ✓ Asthma Resources
- ✓ KidsHealth Advice Flyer in English and Spanish
- ✓ KidsHealth Directory with topics on tabs
- ✓ Special Benefits for Members with Diabetes
- ✓ Benefits and rewards for BH members
- ✓ Help and activities for PD members

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- ✓ Frail and Elderly members benefits like activities, dentures, even pest control
- ✓ Extra Respite, Transportation and Pest Control for I/DD members

There was also an attachment, "UHC VAB" that explains in detail each Value Added Benefit available from United for 2017.