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Kerrie Bacon, KanCare Ombudsman

Sam Brownback, Governor

**Feb. 8<sup>th</sup> 2017  
12:00 pm**

**Lunch and Learn Call for HCBS Consumers  
(14 Participants on the call)**

## *\* Ombudsman Lunch and Learn Conference Call Series\**

### **Information on:**

#### **Disease Management and Preventive Care *Janette Spear, Case Manager – Sunflower Health Plan***

Today's presentation began with the introductions and our first speaker Janette Spear, Case Manager for Sunflower. Janette spoke of Sunflower holistic approach taken to provide a more integrated care for covered and non-covered members. Members see a "primary care manager" and can request their own primary care manager who closely monitors the care they receive. This kind of close attention helps to provide better preventive care and identify any gaps in care. Janette noted that this effort focused on preventive care could save as many as 100,000 lives per year.

Rosemarie Kisner, Health Operations Manager- Disease Management, explained that disease management is the concept of reducing healthcare costs and improving quality of life for individuals with a chronic condition through ongoing integrative care. Disease management supports the physician or practitioner/patient relationship and plan of care while it emphasizes prevention of exacerbations and complications using evidence-based practice guidelines and patient empowerment strategies with the goal of improving overall health.

Sammi Snodgrass, Health Operations Manager- Telecare Management (TCM), offered information on telephone health coaching and the rapid follow up system in place to track care and changes in conditions like diabetes and cardiac hypertension. Telecare places emphasis on staying very current and involved in peoples care. "Coordinated tracking of biometric equipment we put in place helps us watch for trends as well as respond in real time and take action immediately!" This program tries to prevent hospital visits for higher risk members.

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With the end of the presentation contact information was provided for potential questions anyone may have.

- Rosemarie Kisner, Health Operations Manager- Disease Management  
Email: [rosemarie.kisner@envolvehealth.com](mailto:rosemarie.kisner@envolvehealth.com)
- Sammi Snodgrass, Health Operations Manager- Telecare Management (TCM)  
Email: [sammi.snodgrass@envolvehealth.com](mailto:sammi.snodgrass@envolvehealth.com)
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The following attachments were also provided:

1. Office Visit Checklist
2. Case management
3. Care Management