

Kerrie Bacon, KanCare Ombudsman

Sam Brownback, Governor

March 22nd 2017
12:00 pm
Lunch and Learn Call for HCBS Consumers

Ombudsman Lunch and Learn Conference Call Series

Information on:

Sunflower – Behavioral Health SHP Behavioral Health Care Coordinator, Brandy Jackson

Today's introductions were made by KanCare Ombudsman, Kerrie Bacon. Representing Sunflower Health Plan was Amy Salazar, Miranda Steele, Debbie Cooper and guest speaker Brandy Jackson. Brandy's experience as Care Coordinator pre-dates KanCare and she began her presentation by explaining some of a Care Coordinators role and services they provide. The goal is truly integrated care and Brandy likes to start by providing updates and education to both patients and providers.

Why should you contact Sunflower and seek out the help of a Care Coordinator?

- Help and guidance with conditions and treatment
- Finding the right providers
- Medication Questions
- Translation
- Service Plans
- Availability of options

Care Coordinators are trained to specifically identify gaps in, or barriers to care and help you to overcome these barriers with helpful programs like:

My Strength – This is a unique program offering a confidential, secure application or website access to trackers and health information 24/7.

Logisticare – Provides transportation options including rides to appointments, travel reimbursement and travel tickets.

Disease Management – Provides help with Depression, Diabetes, Asthma and other persistent/long term medical care needs.

Member Connections – Sunflower staff get to know you, provide resources and understand your specific needs.

Connection Plus – Is a program that provides phones to better stay in contact.

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Whole Person Care – Defines what are your current needs, your persistent needs, and what exactly is available to best fit you.

At Sunflower Health Plan we understand how important you and your family's healthcare needs are. It's important to us too. We are here to support your health needs and make that part of your day easier. Sunflower Health Plan is your partner and advocate. Sunflowers team wants to help clients set health goals and provide the assistance necessary to meet those goals.

Lunch and Learn ended, contact Information was provided:

Sunflower Behavioral Health Services: **866-896-7293**

(For answers or assistance finding providers, housing/ group homes & special programs)

SPECIAL ANNOUNCEMENT

This will be the **last Ombudsman Lunch and Learn Conference Call**. After over four years the time has come to end this series. If there is a need for a special topic, we may still have a Conference Call as needed, but not on a regular basis. I would encourage you to consider participating in the HCBS Stakeholder Calls on the 1st and 3rd Wednesdays related to the Final Settings Rule and related topics. The call-in line is (866) 620-7326 and code is: 582 673 6791.

Sincerely, Kerrie Bacon, KanCare Ombudsman

Downloadable content was provided in the links below:

Sunflower Health Plan/Cenpatico Behavioral Health Brochures:

<http://www.cenpatico.com/members/kansas/member-tools/?state=Kansas>

- Sunflower Health Plan/KRAMES Health Sheets:
<http://sunflowerstatehealth.kramesonline.com/>
- Sunflower Health Plan/Cenpatico – MyStrengths page:
<http://www.cenpatico.com/members/mystrength/?state=Kansas>
- Sunflower Health Plan/Find-A-Provider: <https://providersearch.sunflowerhealthplan.com/>
- Website Home Page: www.SunflowerHealthPlan.com