

New England Building  
503 South Kansas Avenue  
Topeka, KS 66603-3404



Phone: (785) 296-6207  
Toll Free: 1-855-643-8180  
TTY: 771  
KanCare.Ombudsman@kdads.ks.gov  
www.kancare.ks.gov/kancare-ombudsman-office

Kerrie Bacon, KanCare Ombudsman

Sam Brownback, Governor

**March 8<sup>th</sup> 2017**  
**12:00 pm**  
**Lunch and Learn Call for HCBS Consumers**  
**(13 participants)**

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

### Information on:

#### **Amerigroup's Integrated Care**

***Keith Derks with Kristine Gernon, Integrated Care Manager – Amerigroup Kansas Inc.***

Today's presentation began with the introductions by KanCare Ombudsman Kerrie Bacon and first to speak was Keith Derks who opened by mentioning that he noticed a recurring theme to his stakeholder meetings, stakeholders generally did not understand that Amerigroup has nurses and case managers providing overlapping "Integrated Care."

Kristine Gernon then spoke, first by explaining how Amerigroup actually integrates care. The focus is on personalized care, as well as identifying and assisting with barriers to care. A key component is the collaboration between providers and community partners.

At this point Kristine began the Integrated Care Discussion - Power Point presentation. Kristine briefly touched on each point including Amerigroup's service coordination that breaks down like this:

#### AMERIGROUP SERVICE COORDINATION

- Involving members in care and service decisions
- Resolving issues quickly
- Completing comprehensive health assessments
- Helping members with referrals
- Linking members to community services and other natural supports to help them meet their goals
- Helping members schedule appointments
- Following up with members after emergency room visits and inpatient stays
- Assisting members with inpatient admissions
- Coordinating transitional care and services

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“We all work together, we just had a staff meeting and discussion of recent tornados and fires, we also check on clients in remote areas, we are all here under one roof, working together without borders.” –Keith Derks

With the end of the presentation an opportunity for Q&A was provided.

Q: During the presentation both case coordinator and case manager are used many times, can you clarify the difference?

A: Typically I/DD, PD, FE, TBI and LTSS are referred to as Service Coordinators, Physical Health and Behavioral Health Professionals are often called Case Managers, but Amerigroup generally refers to both as Case Managers. Our call center does a good job of sorting that out for us as well.

Contact information was provided by Keith Derks for potential follow up questions anyone may have. Email: [keith.derks@amerigroup.com](mailto:keith.derks@amerigroup.com)

“Integrated Care Discussion” Power Point Attachment was also provided and will be attached on the KanCare Ombudsman website at <http://www.kancare.ks.gov/kancare-ombudsman-office>. Go to Lunch and Learn link under Ombudsman, look for March 8<sup>th</sup> file under Quarter 1.