

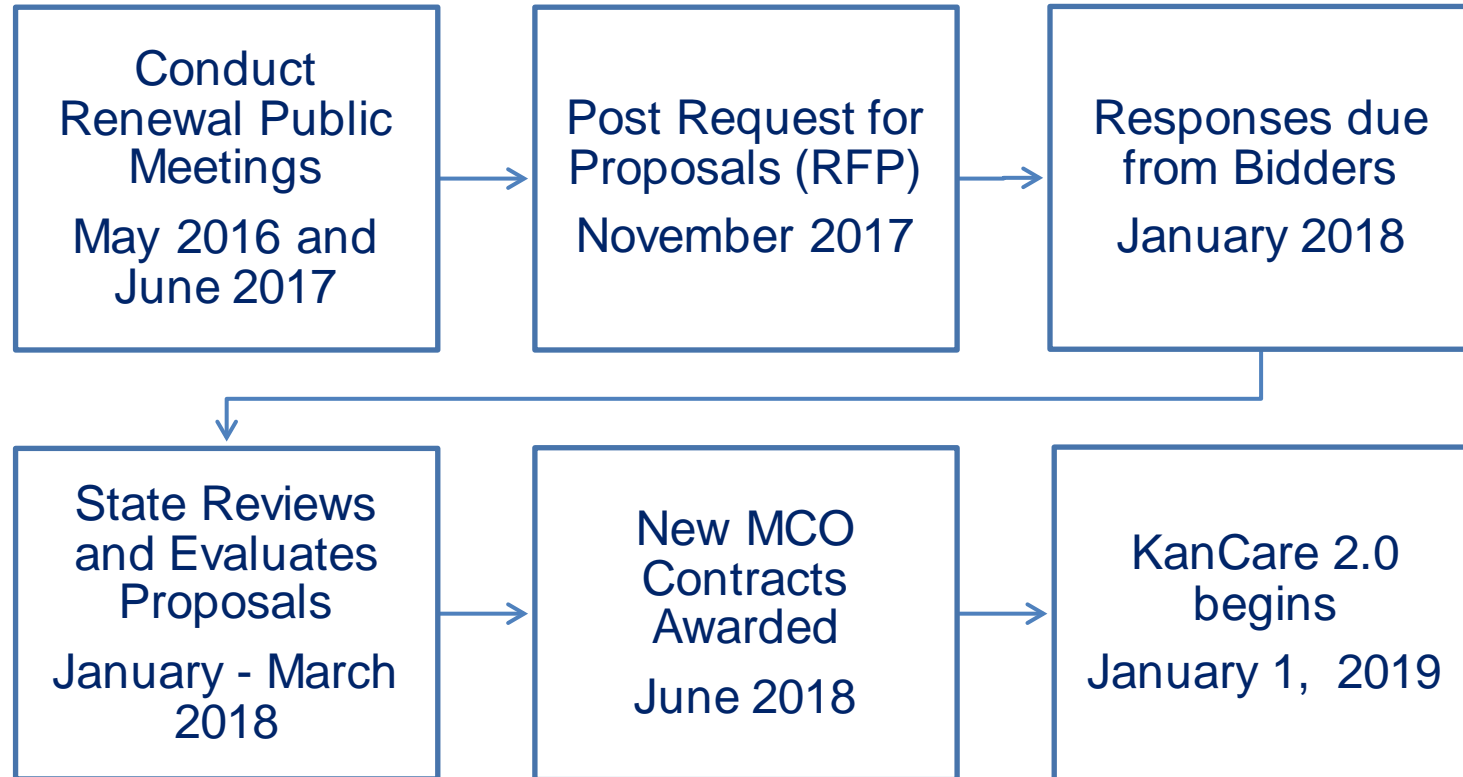


**KanCare Renewal
Provider Conference Calls
October 17, 2017**

KanCare Request for Proposals

- State must ask for bids for new KanCare contracts with managed care organizations (MCOs)
- New contracts begin January 1, 2019
- Now – Explaining how your input was used to write the request for proposals (RFP) for new KanCare contracts

KanCare – MCO Contracts Process



What We Talked About in June

- Value Based Purchasing
- Administrative streamlining
- Managed Care Organizations (MCOs) training
- MCO communications

Value Based Purchasing

You told us in June:

- You needed to know more about what VBP is and how it can work with non-traditional health care, like HCBS
- You want to be included in the definition of the measures of “value”
- You want VBP programs to be consistent across MCOs
- You want VBP programs to recognize geographic and provider size differences
- You want VBP programs to be voluntary

Value Based Purchasing– What's New

Beginning January 1, 2019:

- More education will be provided about VBP to providers and other stakeholders
- Value based purchasing programs will be voluntary and payment will be in addition to FFS payment
- MCOs and the state will work with stakeholders to clearly define outcomes for VBP
- MCOs will be required to create a variety of VBP programs, tailored to geographic areas and different provider groups

Administrative Streamlining

You told us in June you wanted:

- Consistency in billing and claims payment
- Consistency across the MCOs in communication
- Streamlined credentialing processes
- Standardized documents that are passed back and forth between you and the MCOs

Administrative Streamlining – What's New

Beginning January 1, 2019:

- Standardized provider application and enrollment process and all MCOs required to render credentialing decision within 60 days
- Increased standardization of MCO processes and documents

Currently happening and will continue:

- Jointly issued provider bulletins
- Updating state provider manuals to ensure accuracy and reduce duplicative information

MCO Training

You told us in June you wanted:

- Training specific to provider groups
- To be able to provide education about Kansas systems to the MCOs
- A combination of training methods – webinars, in-person, one-on-one
- Dedicated provider representatives throughout the state

MCO Training – What's New

Beginning January 1, 2019:

- MCOs will provide in-person and web-based training at least annually to HCBS providers
- There will be dedicated provider representatives throughout the state for each MCO
- The state will ensure providers have the opportunity to educate MCOs prior to and during implementation

Currently happening and will continue:

- Ongoing provider billing training
- Quarterly in-person provider training
- Webinars available on various topics

MCO Communication

You told us in June:

- You prefer e-mail over faxed communications
- Communications should be consistent across the MCOs and the state
- You want to be able to easily contact a provider representative who knows your provider type
- MCO websites should be easier to navigate

MCO Communication – What's New

Beginning January 1, 2019:

- MCOs required to hold provider forums twice each year
- MCOs must have provider representatives dedicated to behavioral health and LTSS, as well as a Provider Relations Director
- MCO websites will be easier for you to use

Currently happening and will continue:

- Jointly issued provider bulletins
- MCO provider advisory committees

Other Things You Told Us

- You are concerned about network capacity
- You want to expand substance use disorder treatment and mental health services
- We need to do more to integrate physical and behavioral health services

Other Changes Coming

Beginning January 1, 2019:

- New standards will be applied for network adequacy; opportunities for telehealth, including VBP programs focused on telehealth will occur
- MCOs will have VBP programs specific to integration of physical and behavioral health care
- More MCO positions specific to BH and LTSS

Next year:

- Convene a stakeholder group to assess need and make recommendations about behavioral and physical health codes to promote increased capacity and integration

Summary

With new KanCare contracts:

- VBP will be voluntary and will involve providers in selection of outcomes
- Streamlined credentialing; more consistency and standardization in MCO documents)
- More training from MCOs; more specific training; and dedicated provider representatives
- More user friendly websites and more opportunities to talk directly to MCOs
- New network adequacy standards and more effort to integrate physical and behavioral health

Questions?



Thank you!