



SUNFLOWER STATE
HEALTH PLAN

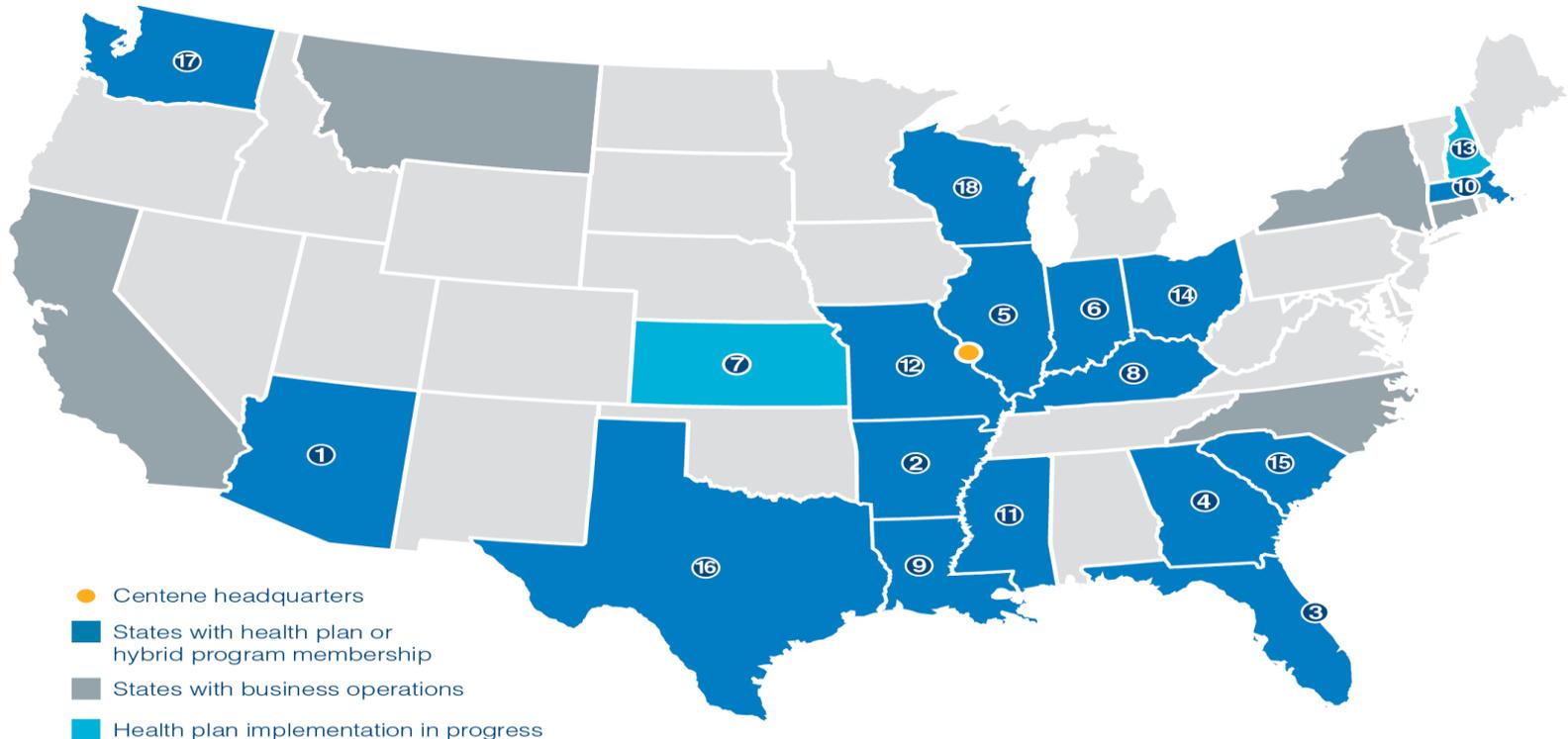
KanCare Education Tour Workshop

Confidential and Proprietary

Parent Organization Overview



- Headquartered in St. Louis, MO
- Fortune 500 company
- Employ over 6,000 individuals
- Contract with over 130,000 providers
- Serve over 2.1 million members / 18 states
- 4 LTC programs/ 12 ABD programs



Local Approach & Job Creation

- Sunflower State’s core philosophy is that quality healthcare is best delivered *locally*. This enables us to provide accessible, high quality and culturally sensitive healthcare services to our members

Care Coordination

- Our proprietary care management programs promote a *“medical home”* for each member and enable Sunflower State to partner with its trusted providers to ensure members receive the right services, in the right place, at the right time.

Healthcare Compliance and Improved Outcomes

- State and Healthcare Effectiveness Data and Information Set (HEDIS) reporting constitutes the core of the information base that drives our clinical *quality* performance efforts.

Integration of Services

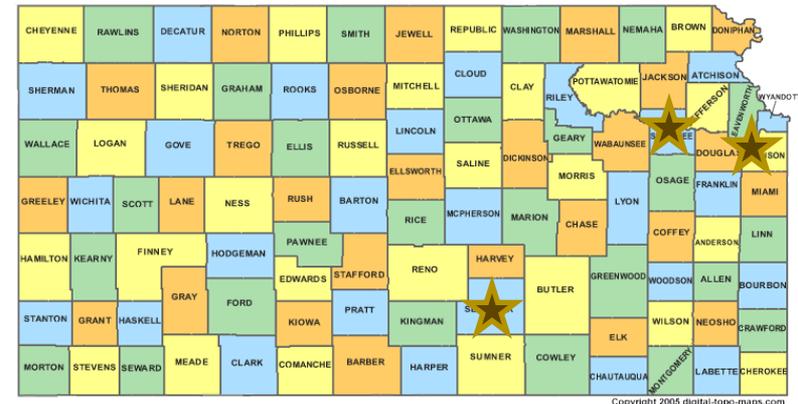
- Holistic Approach to Meeting Member Needs
- Understanding of Community and Social services

❖ Local Kansas Health Plan

- Topeka/ Johnson County/ Wichita- administrative
- Integrated Care Teams – distributed throughout Kansas

❖ Kansas Staff to include the following:

- Local CEO who is empowered and accountable
- Local Call Center
- Local Integrated Care Teams
- Local Provider Relations and Contracting



❖ Local Kansas representatives on our Board of Directors

❖ Sunflower committees will be staffed by local stakeholders

- Member Advisory Committee
- Provider Advisory Committee
- Hospital Advisory Committee
- Credentialing Committee
- Peer Review Committee
- Community Advisory Committee
- Quality Improvement Committee
- Pharmacy & Therapeutics Committee

- Consumers have a **VOICE** and **CHOICE** in what services they receive, and how they receive them
- Meaningful engagement of the disability and aged advocacy networks
 - Help to shape the program and its evaluation through participation in our advocate committees
 - Contract for services
- Community education and outreach
- Ensuring access to traditional LTSS providers
- Accessible housing
- Transition services that impart the culture of independent living
- Facilitate appropriate transportation for all members
 - Seek out community resources
- Peer support to help with access to support services
- Coordinating with Medicare covered services

LTC and DD Advocate Meetings
Sunflower Participation: 100+

Quality treatment

- Evidence-based standards of care
- Demonstrated efficiency in working with the member



Integrated care coordination

- Multi-disciplinary clinical teams and collaborative staffing on high risk members
- **Focus on the whole person** rather than just the behavioral or physical diagnosis

Local health plan

- Member supported by local staff who understand the culture, delivery systems and available community resources

Engage members and advocates

- Directing how services are provided to **support** the coordination of their own healthcare needs

Provider Collaboration

- Support providers in working with complex members to increase treatment adherence

Specialty Services

Behavioral Health



Vision Benefits



Dental Benefits



Pharmacy Benefits



working with the Independent Pharmacies

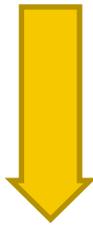


Transportation



Identification of members in the process of receiving care is critical to ensuring continuity and seamless transition of care

❖ Quick identification of Members with existing services



- State claims/authorization data
- Data from existing MCO (from the state)
- Provider requests for authorizations and referrals
- New Member Outreach

❖ Existing treatment authorizations

- Honor existing treatment authorizations for ***initial 30 calendar days*** regardless of provider's network status
- Medically necessary services with a Non participating provider will continue up to 90 days or transition to a participating provider

Value-Added Services



Service

Eligible Group

- CentAccount Member Incentive Program → All Populations
- Connections Plus → High Risk/Disease state/Pregnancy
- Start Smart for Expectant Mothers/Newborns → Pregnant Women, Moms and Children
 - Baby Showers/ Home visits for New Mothers/ Birthday Programs
- Nicotine Replacement Therapy → All Populations

➤ Behavioral Health-Children’s Follow-Up Incentive Program → Behavioral Health/ under age of 21

- In-Home Telemonitoring → High Risk/Multiple Co-Morbidities
- Assistance for Appointments and Care
 - Escort/Assistant to accompany Members to appointments → SMI/PMI
 - Lodging and Travel assistance for Specialty/In-Patient Care → All Populations
 - Practice visits to OB/GYN and Dental → MR/DD

➤ Preventative (Adult) Dental Coverage → All Populations

- Pet Therapy → Aged/HCBS
- Healthy Schools/Adopt-A-School Program → Selected Schools/All Students

➤ Additional Respite Care → ABD

What Providers can expect



- Timely and Accurate Claims Payment
 - Testing of Claims Pre-operations
 - Weekly check cycle
 - Electronic payment
 - Clearinghouse relationships
 - Participation in the State Central clearinghouse
 - Batch & single submission online
- Local, dedicated resources
- Care Coordinators serving as an extension of providers
- Local, designated Provider Relations Representatives
- No referrals required
- Web based tools for administrative functions

Sunflower's promise:

"One Call That's All"

First Call Resolution is the goal of all calls
that are received

we strive to reduce administrative hassles so providers can focus on what they do best - providing quality health care & services



Member Portal

- Complete HRA
- Find-A-Doc
- Order a new ID Card
- Benefit Information
- Links to Resources



Provider Portal

- Check Member Eligibility
- Check /Submit PA - Medical
- View Patient Lists
- Submit, view and adjust claims
- View Payment History
- Member Health Record



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For Members

- | | |
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Transition of Care

We focus on coordination of care.
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TV Ads

View Louisiana Healthcare Connections TV Ads.
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Louisiana Healthcare Connections Selected For Louisiana Medicaid Contract

Baton Rouge (July 25, 2011) — Louisiana Healthcare Connections announced today it has been awarded a contract by the Department of Health and Hospitals to serve Medicaid beneficiaries in Louisiana. Louisiana Healthcare Connections is a joint venture between Centene Corporation and physicians and healthcare providers organized as the Louisiana Partnership for Choice and Access, an...

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Phone Numbers

Member Services
 (866) 595-8133
 TDD/TTY (877) 285-4514
 Monday - Friday
 7 a.m. - 7 p.m. (CST)
NurseWise - After Hours
 (866) 595-8133

Resources

[Member Handbook](#)
[Member Handbook - Spanish](#)
[Member Handbook - Vietnamese](#)
[Helpful Links](#)

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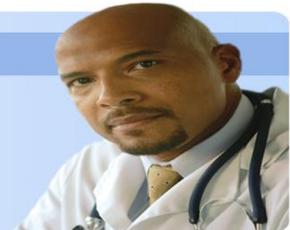
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|--|---|
| Login | Out-of-Network |
| Become a Provider | PaySpan - EFT/ERA (Payformance) |
| Transactions | Pre-Authorization |
| Eligibility Verification | Provider Resources |



Payformance Corporation Announces Name Change to PaySpan®, Inc.

Payformance Corporation changes name to PaySpan®, Inc.
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Provider Q&A Calls

We're here to answer any questions you may have.
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Transition of Care

We focus on coordination of care.
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Provider Services
 (866) 595-8133
 Monday - Friday
 7 a.m. to 7 p.m. (CST)

Provider Agreement
 To request a provider agreement or for other information, please call (866) 595-8133.

Resources

[Provider Handbook](#)
[Provider Billing Manual](#)
[Contract Request Form](#)
[Forms & Reference Materials](#)
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All Providers today providing services we want to contract with you

❖ Contracting

- ✓ Provider Contract (Medical)
- ✓ Provider Contract or Behavioral Health Addendum (CBH)
- ✓ CAQH Credentialing documents or KS Standardized Credentialing Application
- ✓ Disclosure Ownership Form (Federal requirement)

1-877-644-4623

<http://www.sunflowerstatehealth.com>

❖ Transition of Care

- ✓ Notification to Health Plan as soon as membership is assigned
- ✓ Honor existing treatment authorizations for initial 30 calendar days regardless of provider's network status
- ✓ Medically necessary services with a Non participating provider will continue up to 90 days or transition to a participating provider

❖ Job Opportunities

- ✓ Visit www.sunflowerstatehealth.com for current openings
- ✓ Watch for job fair information



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Sunflower State Provider Contracting

1-877-644-4623

<http://www.sunflowerstatehealth.com>