



SUNFLOWER STATE
HEALTH PLAN

Sunflower State Health Plan Health Home HIT Support

July 23, 2013



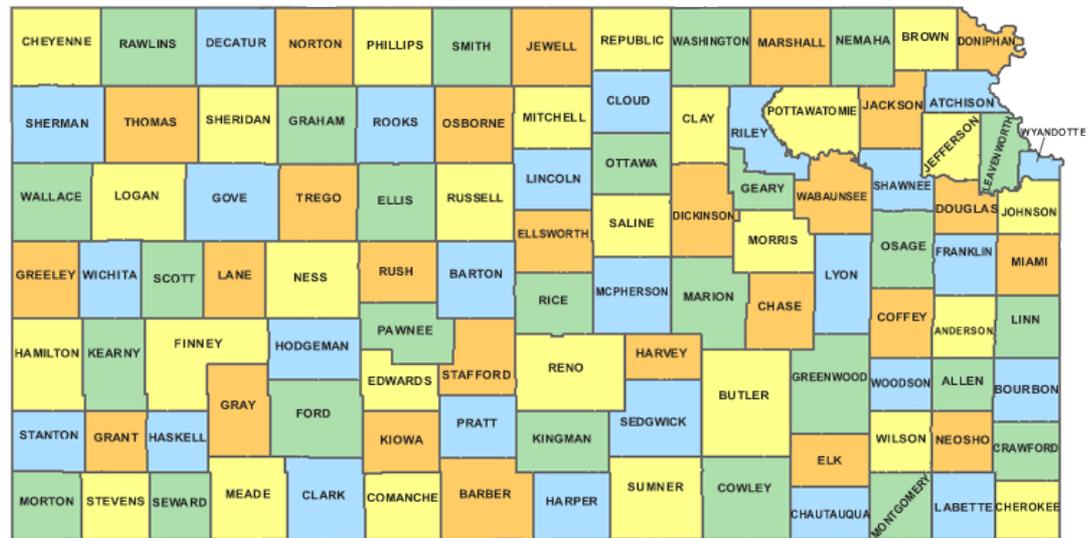
Presentation Overview

1. Sunflower State Health Plan
2. Centene Corporation
3. Health Home Overview and HIT Support
4. Health Home Partners – Clinical Support Tools
5. Health Home Participants – Member Support Tools
6. Questions / Discussion



- Local leadership
- Topeka/ Lenexa / Wichita offices
- Care coordination team throughout the State
- Holistic integration of care
 - Physical health
 - Behavioral health
 - LTSS services
- Comprehensive provider network partnerships
- 135,000 members

Sunflower State Health Plan



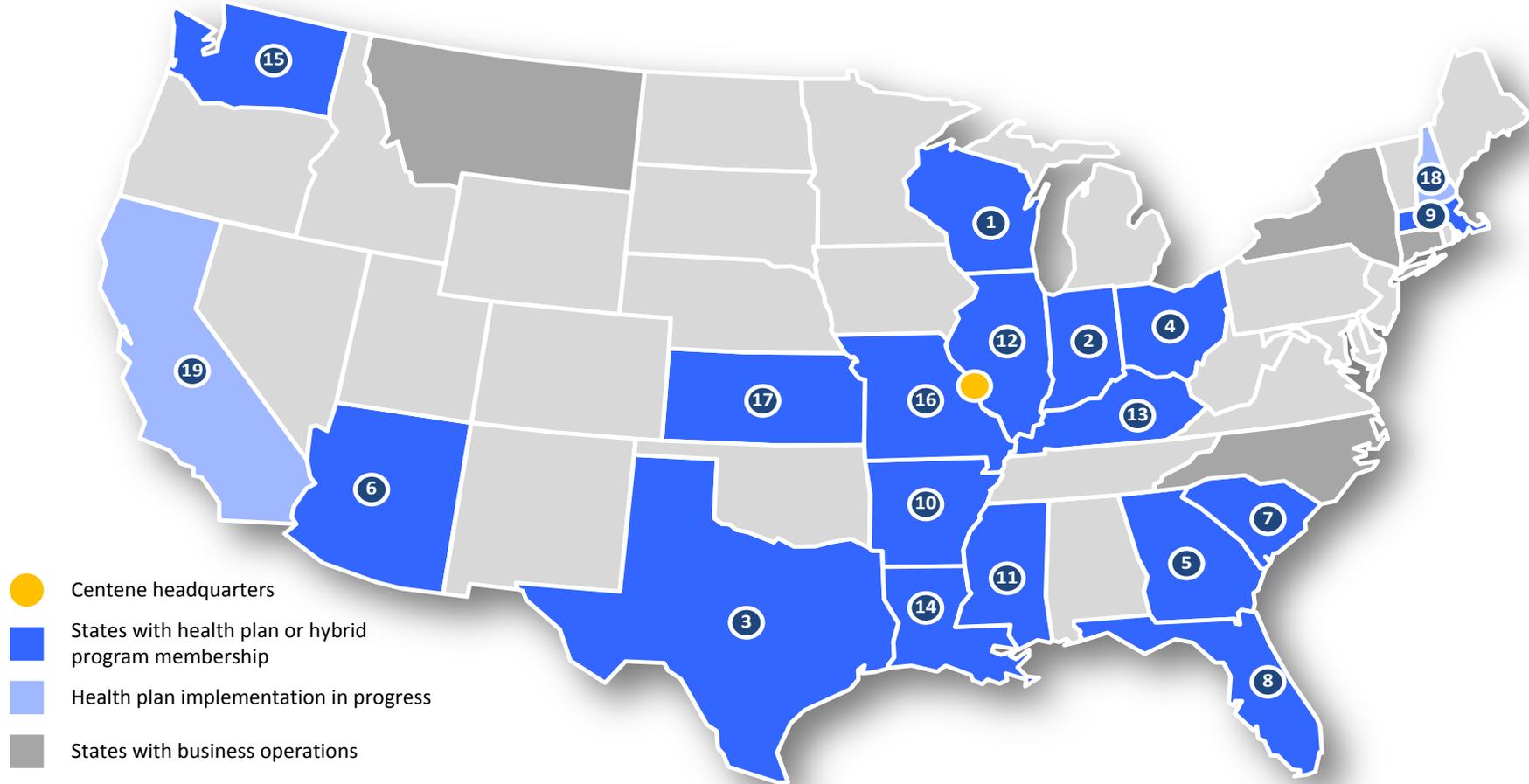
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Centene Corporation Health Home Experience



SUNFLOWER STATE
HEALTH PLAN



Product Expertise
Care Coordination

Local Approach and Job Creation
Healthcare Compliance

Health Home HIT Support

Health Home Services

- Comprehensive care management
- Care coordination and health promotion
- Comprehensive transitional care, including appropriate follow-up, from inpatient to other settings
- Patient and family support (including authorized representative)
- Referral to community and social support services, if relevant
- **Use of health information technology (HIT) to link services**

Sunflower HIT support of Health Homes

- **Clinical / Provider Portal**
 - Improved care coordination and transition of care
 - Improved communication and data sharing
 - Links information between health home partners, members and Sunflower
- **Member Portal**
 - Health promotion and education
 - Patient and family support
 - Improved communication
 - Links information between health home partners, members and Sunflower



- **Sunflower's Clinical Portal supports providers**
 - Online clinical practice guidelines
 - Online clinical reporting
 - Online member health records
 - Access to member treatment plans (Plans of Care)
 - See following slide for screenshot
 - Online member panel roster
 - Online care gap notifications
 - Member eligibility and demographic information
 - See following slide for screenshot
 - Member PCP and Health Home Partner providers
 - Special needs registry

Clinical Portal - Plan of Care Example



SUNFLOWER STATE HEALTH PLAN

Eligibility Patients Authorizations Claims Messaging [Print Data](#)

Viewing Patients For: #091028081 - BELLOTT MEMORIAL HOSPITAL INC [Find Patient](#)

[Back to SUSAN](#)

- Overview
- Coordination of Benefits
- Assessments
- Health Record
- Care Plan**
- Authorizations
- Claims

This member's care plan to treat **COPD** Case Worker Marshi
2011-09-15 - OPEN

Activity intolerance related to inefficient breathing

Goal: Uses controlled breathing in ADLs by 2011-10-21

Cognitive Functioning Issue may be a barrier to success

What we're doing:
2011-09-23 Refer to exercise training program

This member's care plan to treat **Anxiety** Case Worker Marsha Bock
2011-09-15 - OPEN

Non-compliance with anxiolytic medication regime (Actual/Potential)

Goal: Compliant with anxiolytic medications by 2011-11-18

What we're doing:
2011-09-23 Encourage medication compliance



Clinical Portal - Member Eligibility Check



Eligibility Check

Date of Service	Member ID or Last Name	DOB	<input type="button" value="Check Eligibility"/>	<input type="button" value="Print"/>
<input type="text" value="02/26/2013"/>	<input type="text" value="123456789 or Smith"/>	<input type="text" value="mm/dd/yyyy"/>		

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED	CARE GAPS
Eligible	02/26/2013	<input type="text" value=""/>	02/26/2013	Due for annual adult physical <input type="button" value="Emergency Room Visit?"/> <input type="button" value="Remove"/>



Clinical Portal

Member Health Record



- **Sunflower's Clinical Portal gives offers a one-stop shop for member health record information (screenshot on following slide)**
 - The member health record shows Online Care Gaps for the member detected by Centelligence™ Foresight – Sunflower's predictive modeling system
 - Screenshot has example where 'blood lead test' is alerted within the member health record
- **Information for the Member Health Record is populated from current and historic clinical information stored in Sunflower's system in regards to each member or an individual provider**
- **The member portal is near real time – as clinical information is received and processed by Sunflower's Centelligence™ Enterprise Data Warehouse (EDW) the Member Health Record is automatically updated**

Member Health Record Example



- Administration
- My Account
- Eligibility
- Health Record**
- Authorization
- Claims
- Online forms
- Reports
- Resources
- Contact Us

Health Record for [REDACTED]

The CenTraCare Online Member Health Record

This patient is currently eligible and covered by
Validated on 12/02/2011 13:55:16

- Facsheet**
- Visits
- Medications
- Assessments

Facsheet

Gender [REDACTED]
Date of Birth [REDACTED]
Member ID [REDACTED]
Member Address [REDACTED]
Member Phone Number [REDACTED]

Primary Provider Name
SINGH, DAVINDER
Primary Provider Address
**635 E BASELINE RD
PHOENIX, AZ, 85042**
Primary Provider Phone Number
602-243-7277

Care Gaps

- DM - No HbA1C screening in past 12 mos
- Due for blood lead test
- DM - Not seen in past 6 months

Top 5 Most Occurring Diagnosis

- AMP LEG UNI BELOW KNEE W/O COMPLIC
- SCHIZO-AFFECT SCHIZO UNSPEC COND
- BIPOLAR DISORDER, UNSPECIFIED
- DIABETES MELLITUS W/O MENTION OF COMPLICATION, TYPE II OR UNSPECIFIED TY
- OTH UNKN&UNS CAUSE MORBDTY/MRTALTY

Recent Pharmacy Activity

- Multiple Vitamin Tab
- Ascorbic Acid Tab 500 MG

Three Most Recent ER Visits

Date	Facility/Provider	Primary Diagnosis
09/14/2010	[REDACTED]	CELLULITIS&ABSCESS LEG EXCEPT FOOT

Three Most Recent Inpatient Admissions

Date	Facility/Provider	Primary Diagnosis
06/22/2011	[REDACTED]	CELLULITIS&ABSCESS LEG EXCEPT FOOT

Three Most Recent Office Visits

Date	Provider	Primary Specialty
08/15/2011	[REDACTED]	NURSE PRACTITIONER
06/20/2011	[REDACTED]	NURSE PRACTITIONER
05/05/2011	[REDACTED]	PSYCHOLOGIST

Data is available only for the last 18 months.
Data is based on claims received and does not reflect payment status.
Data is not intended for billing purposes and is not a guarantee of payment.

[Back to Search Results](#)

Protected Health Information has been removed from this screenshot.





Additional Functionality

- Drill down capability for providers to view a detailed and tab-organized view of a members clinically relevant information
 - Physician
 - Hospital
 - Behavioral Health
 - Pharmacy
- Ability to print the Member Health Record as a PDF
- Ability to securely export the Member Health Record in the Continuity of Care Record (CCR) or Continuity of Care Document (CCD) format (if the provider has a standards-based EMR or viewer to use the CCR or CCD data)

Provider Partnering

- Sunflower will work with and contract with health home partners to meet the operational, quality and outcome results of the program
- Sunflower's will be forming a steering committee that will help providers meet the NCQA recognition standards for a Level 1/2/3 medical home
 - This committee will be comprised of providers who are currently certified and providers interested in becoming recognized as a medical home by the NCQA



Sunflower's Member Relationship Management system

- Health Promotion and Education - orchestrates targeted outreach campaigns on timely wellness topics
- Targets appropriate levels of population stratigraphy – right down to the individual Member level (e.g. Flu vaccination reminders at a population level)
- Has the ability to outreach a specific Member and discuss potential enrollment in a **Health Home**.
- Member Health Record