



Meet the Managed Care Organization

Sunflower Health Plan- Health Homes

8/20/2015

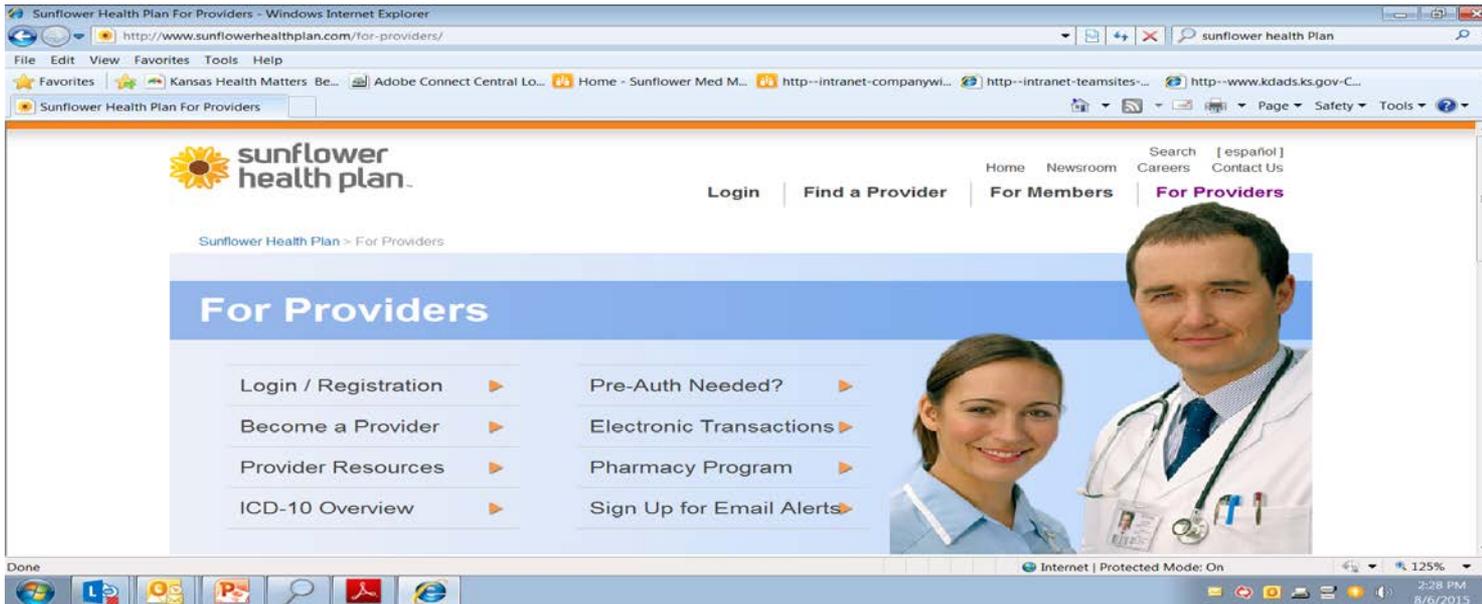


Key Points:

- **Sunflower Secure Provider Portal**
- **Sunflower Health Home Lead Entity Role and Responsibilities**
- **Sunflower Health Home Partner Support**
- **Thank you**
- **Questions**

Sunflower Provider Portal:

Marc Madden – Sunflower Health Plan - Provider Relations



Sunflower Health Home Lead Entity Responsibilities



The requirements for the Lead Entities include:

- **Maintain a valid certificate of authority as a Health Maintenance Organization from the Kansas Insurance Department;**
- **Have NCQA accreditation for its Medicaid managed care plan;**
- **Authority to access Kansas Medicaid claims data for the population served;**
- **A statewide network of providers to service members with SMI; and,**
- **The capacity to evaluate, select, and support providers who meet the standards for Health Home Partners (HHPs):**
 - ✓ **Identification of providers who meet the HHP standards;**
 - ✓ **Provision of infrastructure to support HHPs in care coordination;**
 - ✓ **Gather and share member-level information regarding health care utilization, gaps in care and medications;**
 - ✓ **Provide outcome tools and measurement protocols to assess HHP effectiveness;**
 - ✓ **Develop and offer learning activities that support HHPs in knowledge and delivery of HH services**



Lead Entity and HHP Joint Requirements



- **Provide availability of information and emergency consultation services to enrollees;**
- **Ensure access to timely services for enrollees; includes seeing enrollees within 7 days and 30 days of discharge from an acute care or psychiatric inpatient stay;**
- **Ensure person and family-centered and integrated health action planning that coordinates and integrates all his or her clinical and non-clinical health care related needs and services;**
- **Provide quality-driven, cost-effective Health Homes services in a culturally competent manner that addresses health disparities and improves health literacy;**
- **Establish a data-sharing agreement that is compliant with federal and state laws and regulations;**





Lead Entity & Health Home Partner (continued)

- **An ability to perform each of the following functional requirements -- including documentation of processes used to perform the functions and the methods used to assure service delivery takes place in the described manner:**
 - ✓ **Coordinate and provide the six core services outlined in the Affordable Care Act;**
 - ✓ **Coordinate and provide access to high-quality health care services informed by evidence-based clinical practice guidelines;**
 - ✓ **Coordinate and provide access to preventive and health promotion services;**
 - ✓ **Coordinate and provide access to mental health and substance abuse services**
 - ✓ **Coordinate and provide access to chronic disease management, including self-management support to individuals and their families;**
 - ✓ **Demonstrate a capacity to use health information technology to link services, facilitate communication among team members and between the health team and individual and family caregivers, and provide feedback to practices;**
 - ✓ **Establish a continuous quality improvement program and collect and report data that permits an evaluation of increased coordination of care and chronic disease management on individual-level clinical outcomes, and quality of care outcomes at the population level;**
- **The ability to report required data for both state and federal monitoring of the program.**



Lead Entity – Health Home Partner Support:

✓ **Webinars:**

- **Portal usage**
- **Billing metrics**
- **Forms usage and submission**
- **Value Added Services**

✓ **On Site Reviews:**

- **Staffing**
- **Monthly KKMAR**
- **Policies and Procedures**
- **Documentation of Core Services Provision**



Thank you.

Questions?

