



WICHITA STATE  
UNIVERSITY

*CENTER FOR COMMUNITY SUPPORT  
AND RESEARCH*

# Health Homes Learning Collaborative

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## Presenters:

**Samantha Ferencik** - Program Analyst

**Rick Hoffmeister BSN, RN** - Health Homes Manager

Kansas Department of Health and Environment  
Division of Health Care Finance

October 6, 2015

WELCOME

# Purpose of the Learning Collaborative

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- Bring together contracted Health Home Partners, Lead Entities, KDHE and provider Associations
- Support provider implementation of Health Homes
- In-person and electronic sessions
- Provide peer-to-peer learning and exchange of ideas vs. training



## Today's Topic:

### Health Homes Program Manual & Documents List

## AGENDA

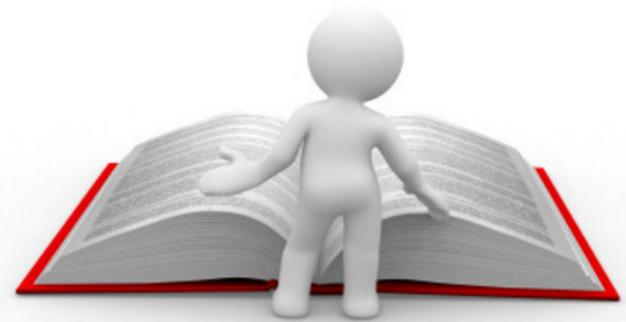
- Highlights of the revised Health Home Program Manual - Samantha Ferencik
- Overview of updated Forms - Samantha Ferencik
- Explanation/Reminders about new Health Home Policies - Rick Hoffmeister
- Q&A - KDHE and MCO staff

# Program Manual and Document Updates

# What we'll discuss

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- How to access and navigate the Program Manual
- The basics of the Health Home (HH) program and HHP, MCO responsibilities
- Important Updates to program policies, forms and procedures internal to KDHE and the MCOs.



*Presentation will also be posted to the KanCare website for future reference!*

# Health Homes Program Manual (SMI)

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- Will not discuss every section in detail—major updates/highlights will receive the most attention
- Future webinars will address some topics in more detail as additional training is needed/requested
- To follow review of the actual document visit:

[http://www.kancare.ks.gov/health\\_home/download/KanCare\\_Health\\_Homes\\_Program\\_Manual\\_SMI.pdf](http://www.kancare.ks.gov/health_home/download/KanCare_Health_Homes_Program_Manual_SMI.pdf)



# KanCare Website

**KanCare**  
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**Latest News – Upcoming Events**  
Meetings for Members with Serious Health Conditions  
I/DD Waiver Services' Incorporation into KanCare  
Open Enrollment for Members with Jan. 1 Anniversary  
Important message for Members (Video)

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Pharmacy  
Provider Billing Information

**Policies & Reports**  
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KanCare Quality Measurement  
**Health Homes in KanCare**  
Readiness Activities  
Delivery System Reform Incentive  
Annual and Quarterly Reports

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Sect. 1115 Waiver and Comments  
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# KanCare Website



## Health Home in KanCare

### Providers

#### Informational Materials for Providers:

##### Health Home

HH Listening Tour Report

##### Stakeholder Calls

Health Home Opt in/out & Change Timeline

##### Foster Care in Health Homes

##### Health Homes Dashboard Data

##### Approaches to Health Homes

##### Hospitals & Other Providers

##### Payment Principles and Parameters:

##### Forms

##### Services

##### Informational Materials for Providers:

##### Learning Collaborative and Stakeholder Meetings

##### Health Homes Webinar Series

##### Additional Resources

##### Contacts

#### Serious Mental Illness (SMI)

- ICD-10 Crosswalk for SMI (.xlsx)
- SMI State Plan Amendment
- **KanCare Health Homes Program Manual – SMI**
- SMI Health Homes Provider Requirements
- SMI Health Homes Services and Professional Requirements
- SMI Target Population Estimates
- Crosswalk of DSM-IV-TR diagnoses and DSM-5 diagnoses for SMI Target Population
- KanCare Health Homes Payment

#### Chronic Conditions (CC)

- CC State Plan Amendment
- CC Health Homes Provider Requirements
- CC Health Homes Services and Professional Requirements
- Kansas CC Health Homes Target Population
- CC Target Population Estimates (.xlsx)
- KanCare Health Homes Payment

Sunflower:

# Section 1:

## The Health Homes Service Model

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- Federal Health Home population criteria
- Federal Health Homes 6 Core Services
- Federal Provider Requirements
  - Responsibilities as a HHP
  - Professional Requirements
  - See KanCare SMI Health Homes Services and Professional Requirements Table, page 11



# Section 2: Provider Requirements

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- Lead Entity (MCO or LE) Requirements
- HHP Requirements
  - i.e. State licensing standards, KanCare enrollment, leadership responsibilities, staffing, capacity to serve, EHR
- Joint Requirements



# Section 3:

## Lead Entity Contracts with HHPs

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- Necessary provisions to be included in contracts
- Indicators of Health Home Partner's Underperformance
  - As audits continue, remember to reference the table on page 24. This is a list of situations that the MCOs have jointly agreed on as evidence of HHP underperformance.



# Section 4: Member Assignment, Enrollment, and Discharge

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- Eligibility for HHs
- Assignment Process
  - MCOs determine eligibility and send assignment letters
- Opt-Out Process
  - Opt-Out timeline, page 25
- **Assignment for People with I/DD**
  - **The LE will notify assigned I/DD TCMs of new HH assignments that are on their caseload—applies to both HCBS waiver recipients and those on the waiting list**
  - **Should the MCOs fail in timely notification they will be responsible for the TCM payments.**

# Section 4: Member Assignment, Enrollment, and Discharge (cont.)

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- Member Assignment for Children in State Custody
  - HH assignment letters will be sent to foster families
  - Only the agency who has custody of the child (or their designee) can opt a child out
  - When foster care children move, the foster care contracting agency will request a change of HHP.
- Health Home Partner Refusals
  - Limited reasons for Refusals
  - **New Refusal policy does not allow for reassignment of refused members. HHP must document two attempts to outreach to the member**

# Section 5: Health Action Plan (HAP)

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- Goals of the HAP
- **90-day timeline for initial HAP**
  - HAP completed within 90 days of the HHP making contact with the member
  - Remember to document all attempts, successful or not
- HAP updates should be done as often as needed, but on a quarterly basis at minimum
  - (This is distinct from the 90-day initial HAP)



# Section 6:

## Member Referral Process

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- Four Types of Referrals:
  - Referrals from Other Providers—Use “standard” Referral Form
  - Referrals from HHPs—Use “standard” Referral Form
  - **Expedited Referrals – Use Expedited Referral Form**
  - **Urgent Referrals – Call the member’s MCO to discuss**
- Revisions to the Forms
  - The “standard” Referral Form is largely the same— **Now asks for ICD-10 codes where possible.**
  - **Expedited Referral Form has signature lines and also asks for ICD-10 codes**

# Section 7: Claims Submission and Billing

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- Diagnosis Codes:
  - **Diagnosis codes are required**
  - **ICD-9 code 780.99 and ICD-10 code R68.89 are not acceptable**
- Outreach and Due Diligence:
  - **Checklist is provided on pages 32-33**



# Section 8: Marketing Guidelines

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- Low-cost incentives for members is alright
- HHPs “should refrain from both marketing to non-members, as well as exerting any undue influence or coercion when talking with Medicaid beneficiaries they serve in other ways”—page 37



# Section 9: Rate Calculation and Methodology

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- Basic Rate Structure
- Payment Principles
- Rate Development Process
  - Acronym table on page 38



# Sections 10 & 11

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## Grievance and Appeals

- HHPs have the same grievance and appeal rights as under KanCare

## Health Information Technology

- Plan within 90 days of contracting
- Full implementation of EHR within agreed upon timeframe
- Connection to an exchange



# Sections 12-14

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## Documentation Requirements

- See table on p. 44

## Quality Goals and Measures

- Refer to p. 46

## Learning Collaborative

- Refer to p. 46



# Form Updates - Highlights

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- HAP – Initial HAP in 90-days
- Referral Forms—Four Scenarios
  - When to use each referral process (“standard”, Expedited, Urgent)
  - Include ICD-10 codes (Free crosswalk resource: [http://www.hipaaspace.com/Medical\\_Billing/Crosswalk.Services/](http://www.hipaaspace.com/Medical_Billing/Crosswalk.Services/))
- Discharge and Refusal Forms
  - Table to assist you in selecting the correct form, page 77
  - No reassignments after Refusal
  - Remember to document!
  - Attaching additional pages is acceptable when needed

got questions?

**UPCOMING**

*Mark Your Calendars*

**EVENTS**



## Learning Collaborative Webcasts

December 1 @ 3:00 – 4:00 p.m.

## Health Action Plan Webinars:

Health Literacy - October 27 @ 10:00 – 11:30 a.m.

## Community of Practice Webcast:

November 17 @ 11:00 a.m. – 12:00 p.m.



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# Thanks for joining us!

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