

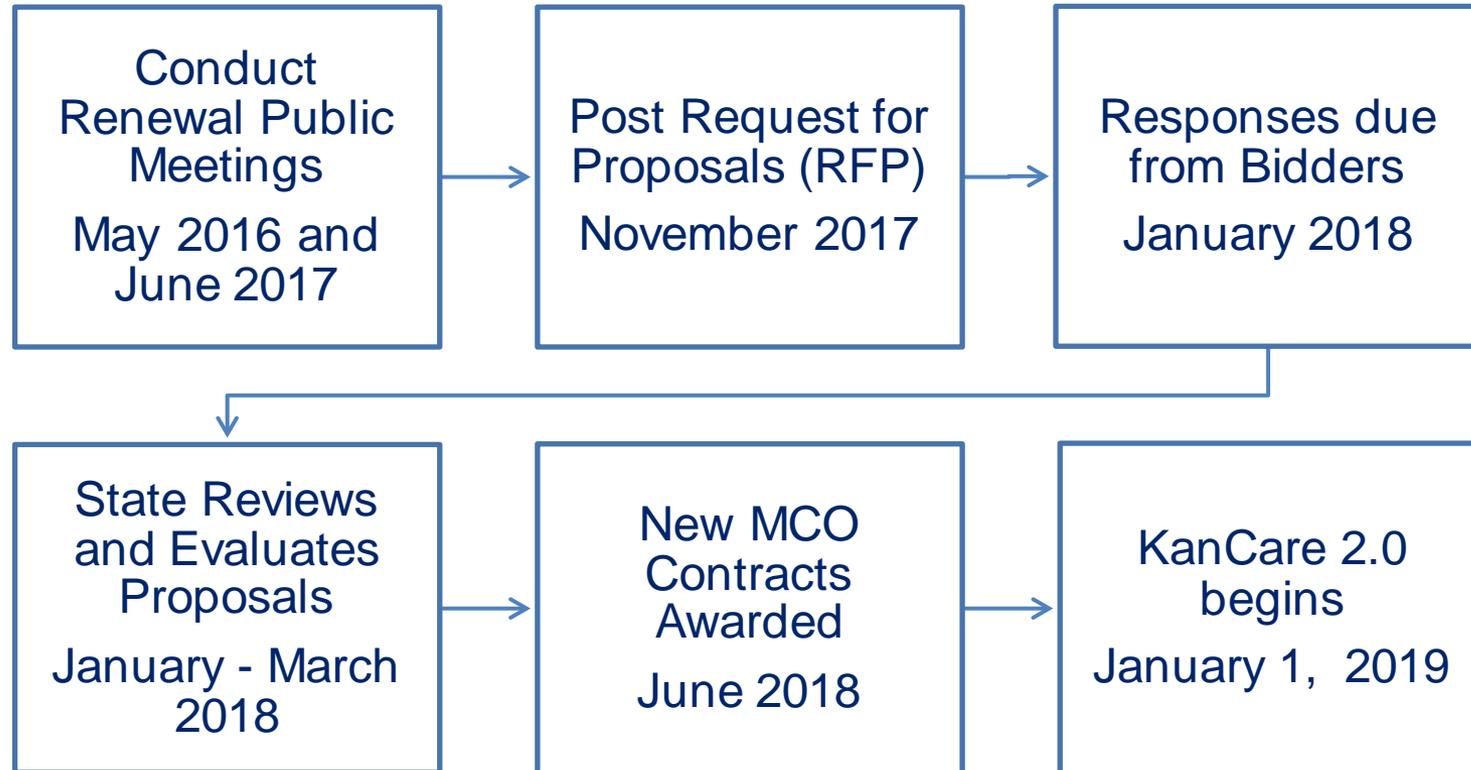


**KanCare Renewal
Member Conference Calls
October 19, 2017**

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

- Continued improvement in care coordination
- Value Added Benefits
- How Managed Care Organizations (MCOs) communicate with you

Care Coordination

You told us in June:

- You often didn't know who your care coordinator is
- Your care coordinator changes a lot
- You can't get in touch with your care coordinator
- Your care coordinator doesn't know about your special needs
- Your care coordinator doesn't always work with other agencies that support you

Care Coordination – What's New

Beginning January 1, 2019:

- Care coordination will be provided to more KanCare members
- You will:
 - Know who your care coordinator is
 - Meet them in person
 - Talk with them on the phone
- You will know how to reach your care coordinator
- Care coordinators will work with other agencies in the community to make sure you get supports you need

Care Coordination – What's New

Other ways care coordination will be better:

- MCOs must hire care coordinators specially trained in helping certain groups of people
- MCOs must make sure they have a good plan when care coordinators leave and must do more to ensure they stay
- Care coordinators will have special training they must complete every year

Value Added Benefits

You told us in June:

- You didn't know about all the value added benefits the MCOs have
- You needed more help getting value added benefits
- You wanted the value added services to be easier to get
- You wanted new services and more flexibility for some, such as more cell phone minutes

Value Added Benefits – What's New

Beginning January 1, 2019:

- Many of the same extra services will be available
- MCOs will work harder to make sure you understand these extra services
- MCOs will make it easier for you to get these extra services
- There will be new extra services

MCO Communication

You told us in June:

- You need to be able to talk with someone who knows about your services
- Your family should be able to talk with people at your MCO
- You want your MCO's website to be easier to use
- The things your MCO sends you should be shorter, simpler, and easier to understand (like pictures)

MCO Communication – What's New

Beginning January 1, 2019:

- MCOs will send you information that is clear and in plain language
- MCOs will have a person you can call to talk with
- MCO websites will be easier for you to use
- If you have children, MCOs will remind you of all the check-ups they need

Other Things You Told Us

- You are concerned about having enough of the right kind of providers, like dentists and in-home care attendants
- You want transportation providers to pick you up when they are supposed to
- You don't want to keep answering the same questions when different assessors come to your home

Other Changes Coming

Beginning January 1, 2019:

- There will be new rules for MCOs to make sure they have enough of every type of provider
- You will have advocates at the MCOs to help you with problems, including transportation problems
- All MCOs will use the same set of questions to figure out the services you need

Summary

With new KanCare contracts:

- Improved care coordination
- Continued value added benefits (extra services)
- Communication from your MCO will be easier to understand
- More member advocates to help you
- Simpler assessment process

Questions?



Thank you!