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

- Conduct Renewal Public Meetings
  - May 2016 and June 2017

- Post Request for Proposals (RFP)
  - November 2017

- Responses due from Bidders
  - January 2018

- State Reviews and Evaluates Proposals
  - January - March 2018

- New MCO Contracts Awarded
  - June 2018

- KanCare 2.0 begins
  - January 1, 2019
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
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!