



# KanCare 2.0 Member Meetings

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*Healthier Today, Better Tomorrow*

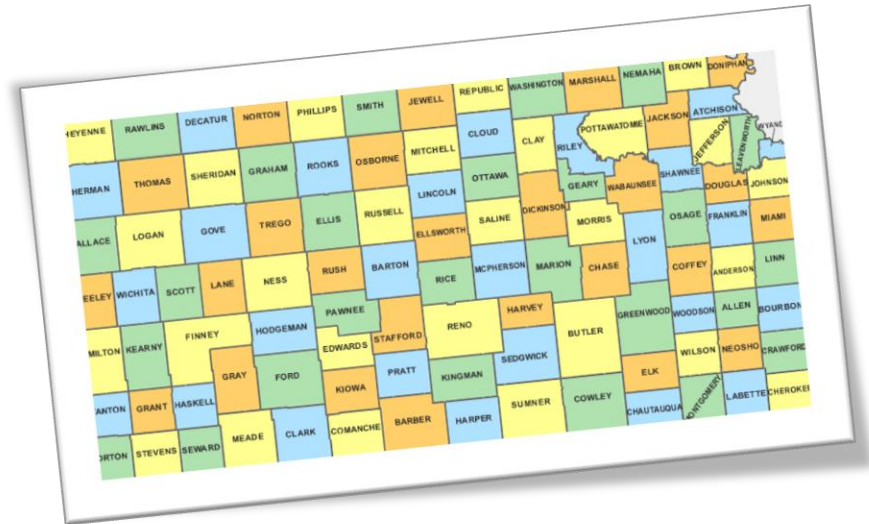




sunflower  
health plan™

# Who we are

- Supporting KS communities  
>> close to our members!
- Care Coordinators in every region of the state
- 3 office locations: Lenexa, Topeka and Wichita
- Approximately 415 employees statewide



# Our beliefs

- Local approach
- Care coordination
- Healthcare compliance
- Cultural sensitivity



# Quality is key

- **Quality means**
  - Care Coordination programs are performing at or above standard
  - Member health status is improving
- **“Commendable” Level Accreditation Status with NCQA (National Committee for Quality Assurance)**
- **“Exemplar” Long Term Services & Supports (LTSS) health plan by Long Term Quality Alliance (LTQA)**

# Our provider network

## By the numbers

- Providers | 22,500
- Hospitals | 183
- Pharmacies | 813
- Dental Providers | 431

# Member benefits

- All Medicaid-covered services
- Sunflower's Value Added Benefits
- Transportation Services to and from appointments
- Service coordination for whole-person care
  - Physical health
  - Mental health
  - Long-term care
  - Social supports at home and in the community

# Home & Community Based Services (HCBS)



- HCBS waiver programs ensure the right supports and services are provided for our members:
  - Elderly individuals
  - Persons with disabilities
- These services are provided by our network partners - in the member's home, the community or in a facility
- Sunflower care managers and staff focus on integrated care for the member's medical, behavioral, and community-based services



# Member resources

- Local Customer Service Call Center
- Language & Interpreter/Translation services;  
Accessible Material
- Nurse Advice Line available 24 hours a day
- Care Coordinators & Community Health Workers
- Website: Find-a-Doctor directory, handbook,  
forms, books, events/news
- Member Portal: fill out forms, check your claims,  
find your Healthy Rewards balance



# *Extra Services*

- Value Added Benefit – a service we cover or provide that is in addition to Medicaid benefits
- Also referred to as “Extra Services” or “Value Added Services”

# *Extra Services*

- Dental

- Two dental visits (cleanings, screenings) for adults 21 years and older every year
- Children are covered for most dental services under regular Medicaid benefits
- Practice visits for Intellectually/Developmentally Disabled (IDD) and Autism Waivers
- Dentures may be covered for Frail and Elderly Waiver members



# ***Extra Services***

- Free Smartphone through *SafeLink*®
  - 350 free minutes and unlimited texting
  - 1GB of data the first three months, then 500MB each month after
- Smoking Cessation Program
- Choose Health Program
  - Chronic health conditions, managing emotions

# Extra Services

- Community Programs for Kids
  - Boys & Girls Club
  - Sunflower Adopt-A-Schools
- Sunny's Kids Club
  - Books mailed to subscribers
  - Sign up online
  - Appearances at community events
- Farmers Market Vouchers



# *Extra Services*

- Healthy Solutions for Life
  - Weight Management
  - Smoking Cessation
  - Disease Management Program
- MyStrength – Digital Mental Health
- In-home tele-health for adults with diabetes and heart failure

# *Extra Services*

- Hospital companionship
  - I/DD and F/E waiver members
- Care attendant for medical appointments
  - I/DD waiting list members
- Comprehensive Medication Review

# *Extra Services*

## *Healthy Rewards Program*



- Members can earn \$10-50 for certain doctor visits
  - Immunizations for children and adolescents
  - Diabetes check-ups
  - Prenatal and postnatal visits
  - Cervical cancer screening
  - Plus more
- Rewards are used to buy from hundreds of items at participating retail stores such as **CVS Pharmacy**, **Dollar General** and **Walmart**.
- Qualifying purchases, examples:
  - Baby care, diabetes care, digestive health, eye & ear care, fitness & wellness, foot care, first aid, groceries, home care such as air purifiers, household products like pesticides, and OTC (over-the-counter) medications



# *Extra Services*

## *Start Smart for Your Baby®*



- Program for pregnant members, babies and families
- Nursing support, education and gifts
- No cost services:
  - In-home help with benefits and community services
  - Special texting program for Start Smart participants
  - Community baby showers for pregnant members, with diapers and other items
  - Birthday programs for children





# 6 *New Extra Services* for 2019



1. Nursing Home-to-Community Transition Support
2. Caregiving Collaborations® - for members' caregivers
3. "Care Grants" for Children in Foster Care
4. Parent Management Training – Oregon Model (PMTO) for Foster Care Families
5. Employment Support & Transportation
6. Enhanced Transportation for F/E & PD



# Extra Services *New for 2019*



## Nursing Home-to-Community Transition Support

Partnering with providers to:

- Conduct pre-placement transition meetings and activities such as finding and securing housing, securing house-hold items, confirming informal supports, completing in-home risk assessment, and assisting with hiring of caregivers.
- Follow-up visits to ensure services and equipment are in place and meeting the member's needs, to confirm or set up a PCP appointment, among other personal support activities
- Cover 1 week of home-delivered meals for each member transitioning out of a nursing facility regardless of waiver benefit coverage.

Members may be eligible for additional financial assistance or benefits, based upon need, when transitioning to independent living situations.

## Caregiving Collaborations®

Caregivers are supported in the Caregiving Collaborations program. This benefit is available to one primary, informal support caregiver per member. Benefits include the Caregiver Resource Center and a Caregiver Journal. In addition to the program benefits, each member and caregiver will continue to receive coordination of respite services available through the individual care plan.



# Extra Services *New for 2019*



## **Parent Management Training – Oregon Model (PMTO)**

Extra support to Foster Care families and agencies through nationally recognized Parent Management Training program. The goal is to enhance stability in the home. This program is ideal for many families because it is known to strengthen interventions that address conduct, social behavior and other associated symptoms.

## **“Care Grants” for Children in Foster Care**

Care Grants benefiting children in Foster Care. Sunflower will provide care grants to be used in helping members in Foster Care access person-specific resources that are not covered by Medicaid, such as hypo-allergenic sheets for those with asthma, art supplies, clothing, camp fees or other personal items.



# Extra Services *New for 2019*



## **Employment Support & Transportation**

Sunflower Transition to Employment Program (STEP) is a workforce development and employment support resource program. We help members identify and remove employment barriers. Benefits include enhanced transportation coverage, GED prep test vouchers, and assistance with career counseling services. Members are connected with a benefits specialist to learn how their income may impact their benefits, as well as to learn about the STEP Scholarship program.

## **Enhanced Transportation for F/E & PD**

Enhanced transportation to local community events and social activities for members receiving Frail & Elderly (F/E) and Physical Disability (PD) waiver benefits. This benefit includes three round trips a year.





# Reach us

- Website: [SunflowerHealthPlan.com](http://SunflowerHealthPlan.com)
- Phone: 1-877-644-4623 (TTY: 711)
- Social: Facebook, Twitter, YouTube
- Mail: 8325 Lenexa Drive, Suite 200, Lenexa, KS 66214

Sign up for emails!





THANK YOU!

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