

KDHE- DHCF

# Claims Contract Review

Sunflower Health Plan of Kansas

2025

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**2025 Contract Review**  
**Sunflower Health Plan of Kansas**

[Contract Area: Claims](#)

## Findings Descriptions

### Fully Met:

- All documentation listed under a State contract area, or component thereof, is present; and
- MCO staff provided responses to reviewers that are consistent with each other and with the documentation; or
- A State-defined percentage of all data sources – either documents or MCO staff provided evidence of compliance with State contract areas.

### Substantially Met:

- After review of the documentation and discussion with MCO staff, it is determined that the MCO has met most of the requirements as stated above.

### Partially Met:

- All documentation listed under a State contract area, or component thereof, is present, but MCO staff are unable to consistently articulate evidence of compliance; or
- MCO staff can describe and verify the existence of compliant practices during the interview(s), but required documentation is incomplete or inconsistent with practice; or
- Any combination of “Met,” “Partially Met” and “Not Met” determinations for smaller components of a State contract area would result in a “Partially Met” designation for the provision as a whole.

### Minimally Met:

- After review of the documentation and discussion with MCO staff, it is determined that although some contract requirements have been met, the MCO has not met most of the contract requirements.

### Not Met:

- No documentation is present and MCO staff have little to no knowledge of processes or issues that comply with State contract requirements; or
- No documentation is present and MCO staff have little to no knowledge of processes or issues that comply with key components (as identified by the State) of a multi-component provision, regardless of compliance determinations for remaining, non-key components of the provision.

### Not Applicable:

The contract provision is not applicable to the MCO.

**Contract Area: Claims**

	<b>2025 Finding:</b>	<b>2024 Finding:</b>
<b>Scope of Work-Claims Management</b> <b>Timely Claims Processing</b> <b>5.14.1.C.</b> Abide by the specifications of the following: <b>5.14.1.C.3.</b> The date of payment is the date of the check or other form of payment.	FULLY MET	Choose an item.
<b>Comments:</b>		

Below is a summary of the issues found during the review. See the attached contract review results for the detailed response for each claim review: *SHP 2025 Claim-Encounter Contract Review – KDHE Draft Response 10032025*

Draft Response was sent to SHP – 10/03/2025

SHP rebuttal received – 10/13/25

BOT remediated in collaboration with SHP on the identified issues – N/A

BOT began working with SHP on the outstanding issue – N/A