



Robert G. (Bob) Bethell Joint Committee on Home and Community Based Services and KanCare Oversight

*Presented by Dr. Mike McKinney
CEO and Plan President*

11/18/14



Operations Update



28-2

- \$893 million paid to providers through October 2014 (Total paid to providers in 2013 was \$685 million)
- \$1.8 million is projected cost of Value-Added Services and In Lieu Of Services in 2014
- Processing more than 442,000 claims/month
- Clean claims paid = Avg. 5.3 days
- 99.87% - clean claims paid in 30 days
- 99.68% - non-clean paid in 60 days
- 99.99% - claims processed in 90 days



Health Homes

Sunflower Health Plan	Nov. 5, 2014
Members in a health home	10,672
Opted out of health home	1,209
Providers (HH Partners)	80



- \$695,750 in Health Home claims have been paid to the provider community, through October 2014

Health Homes aim to improve health outcomes by encouraging the expansion, strengthening, and integration of local health care delivery systems.

Flu Vaccinations

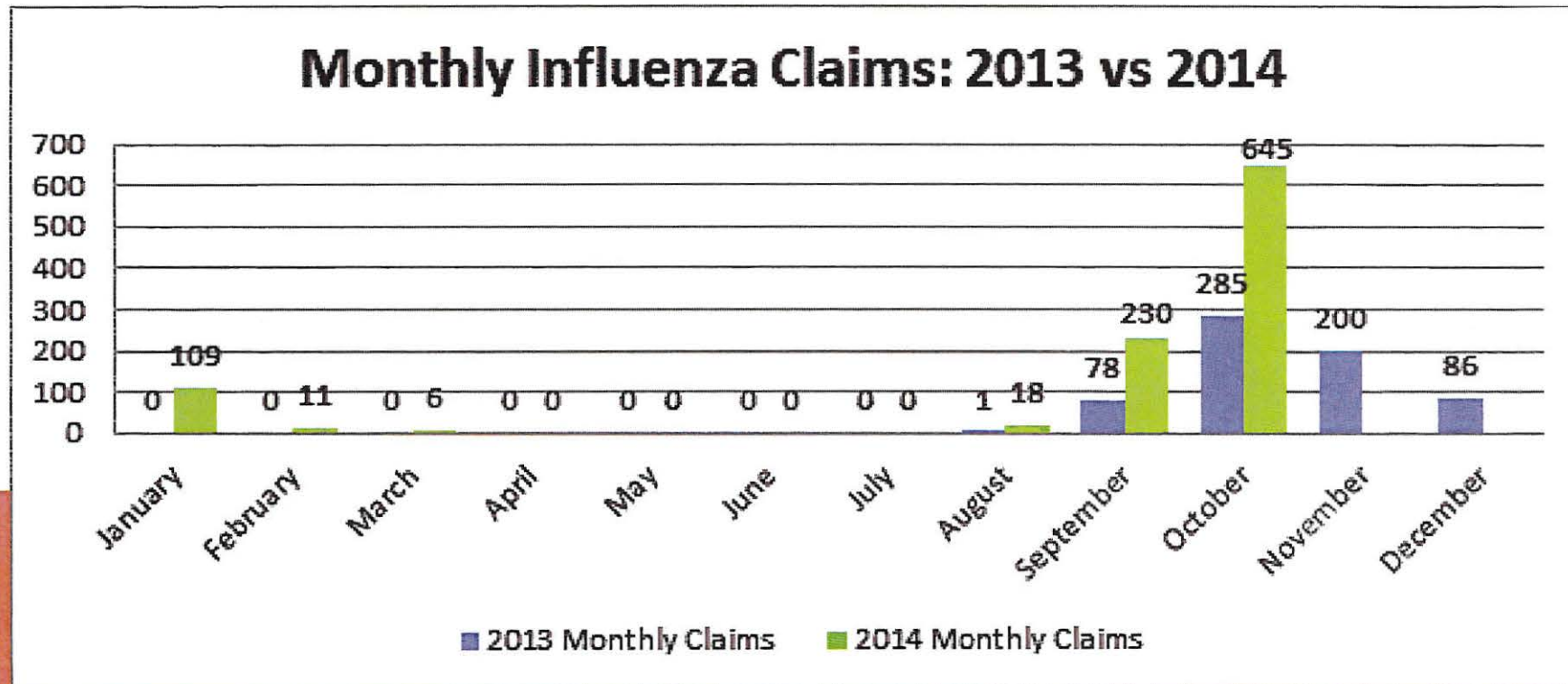


28-4

2014-2015 FluVention Campaign

- ❑ Case Managers have reached over 4,000 members in just 5 weeks, conducting Influenza vaccination education
- ❑ Claims for the influenza vaccination have more than doubled since this time last year.

Pharmacy claims data; *does not* include vaccines administered at physician offices, hospitals, health departments, etc.



I/DD Waiver



28-5

- 5 Days: SHP's avg. turnaround time for paying I/DD service claims. (Shorter TAT compared to FFS, pre-KanCare)
- Sunflower had 717 people who were on the State's "underserved" list. Members were asked whether they had a current need for service. Those that said yes were assessed and services were implemented, when needed. Sunflower provided additional services to approximately 200 people at an annualized cost of \$5 million.
- In addition to the underserved list, Sunflower added services for an additional 83 people within the first 6 months of KanCare. This cost was approximately \$1 million/year.

(Cont.)



I/DD Waiver (Cont.)



28-4

- Services for members with I/DD have not reduced unless one service was replaced with another service, or the person moved off of the waiver voluntarily or due to no longer being eligible.
- 200 people with I/DD who are on the statewide waiting list were offered services during the first year of KanCare implementation (2013). An additional 100 persons are being offered services now.
- Sunflower has approximately 1,400 people with I/DD who qualify for a Health Home for severe mental illness. They are assigned to the TCM provider as a Health Home, when possible.
- Specialized, whole-person care coordination with a behavioral specialist or program specialist; rapid crisis response services; integrated rounds; and Pathways.



Employment for People with Disabilities



28-7

- Disability Mentoring Day (DMD) activities
 - Health plan employees are volunteering their time to mentor teenagers and young adults to compete for full-time or part-time employment.
 - Sponsoring DMD events across the state to help community leaders conduct mentoring activities for persons with disabilities and encourage local employers to be involved in DMD.
- Job Fairs
 - Workforce Center's WorkAbility Wichita
 - Supporting and training job seekers to achieve success
 - Sunflower recruiting employees



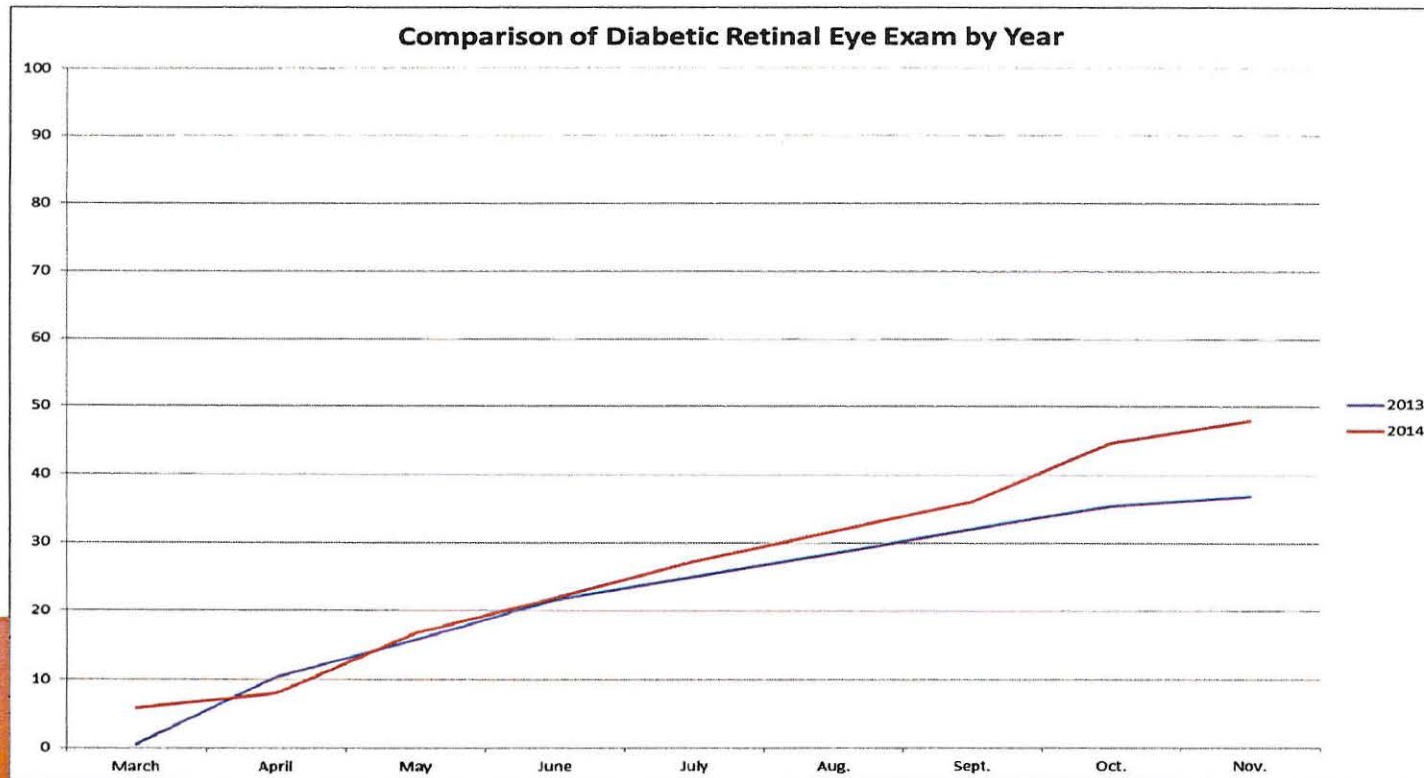
Quality Initiatives



28-8

Comprehensive Diabetes Management: 30.35% increase over last year's HEDIS rate for the Comprehensive Diabetes Care sub-measure for Diabetic Retinal Eye (DRE) Exam, as of November 2014

- Web Enhancement for billing code to capture negative results for DRE
- Outreach calls made to non-compliant members in attempt to schedule appts.



Quality Initiatives



28-9

Annual Monitoring for Patients on Persistent Medications (MPM) for Patient Safety:

- Sunflower began interventions in June 2014 to improve this HEDIS measure, involving 4 sub-measures (including ACE or ARB inhibitors, Digoxin, Diuretics and Anticonvulsants) and a combined rate.
- Faxes were sent to providers of their non-compliant members
- Follow-up calls were made to those providers 4 days later
- Results indicated a 24.12% increase from July to November in the HEDIS rate for the combined rate

MPM Defined: The percentage of members 18 years of age and older who received at least 180 treatment days of ambulatory medication therapy for a select therapeutic agent during the measurement year and at least one serum potassium and either a serum creatinine or a blood urea nitrogen therapeutic monitoring test in the measurement year



Additional Quality & Service Measures



28-10

- 130 members have moved from Nursing Facilities into Home and Community Based Services
- 175,000 calls to the Customer Service Center this year, with abandonment rate at <2%
- Service levels are at 97% for Customer Service
- Credentialing providers within 15 days 95% of the time



Partnering Highlights



11-82

- Dental sedation for adults with disabilities – partnered with GraceMed to bring this service to SGCO.
- Visiting Nurse Practitioners (NPs), currently in Wichita only, see patients that haven't been able to get out to see their PCP.
- Pilot Home Modification Program with KACIL (Kansas Assn of Centers for Independent Living) – Sunflower and KACIL piloting new process that gives the member/family more autonomy over their services.
- Flu Vaccine Clinics at CDDOs, other facilities - Sunflower coordinating sessions to better serve members who might not otherwise get vaccinated.
- MCOs jointly launching Performance Improvement Project (PIP) in an effort to prevent diabetes among pre-diabetic members

