



Sunflower health plan™

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Committee on Home and
Community Based Services
and KanCare Oversight**

Chris Coffey, Plan President & CEO

11/9/2016



Update in Accreditation Status



Sunflower achieved “Commendable” accreditation status following final HEDIS rates for measurement year 2015.

This is following the “Accredited” status the Health Plan received in 2014.



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Contents



- Clinical Outcomes with LTSS Integration
- HCBS Waiver Enrollment
- Member Satisfaction
- Employment



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Long-Term Quality Alliance



- *Key Components for Successful LTSS Integration: Case Studies of Ten Exemplar Programs*
 - <http://www.ltqa.org/case-studies/>
- Integration of Long-term services and supports (LTSS) with Medical Care
 - Studied impact on total health care costs, quality of life and health outcomes for members in the Medicaid managed care program

HCBS – Integrated Care



- Sunflower’s HCBS population is out-performing the entire Sunflower member improvement rate in many physical health metrics.
- Sunflower Care Managers:
 - Reinforce the importance of primary and preventive care during home visits.
 - Offer health education using KRAMES.
 - Highlight care gaps and facilitate closing them.

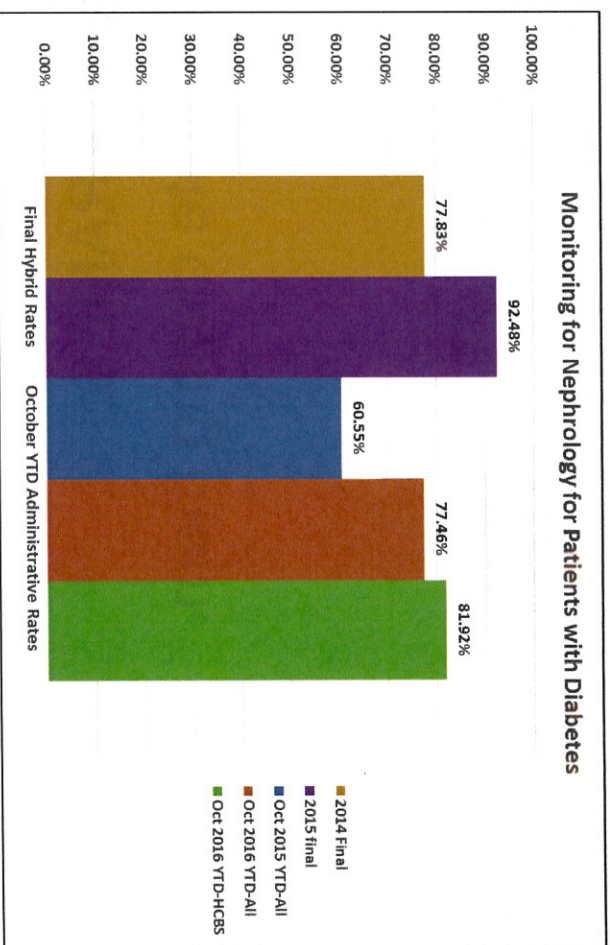


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Diabetes Screening

Eye Exams

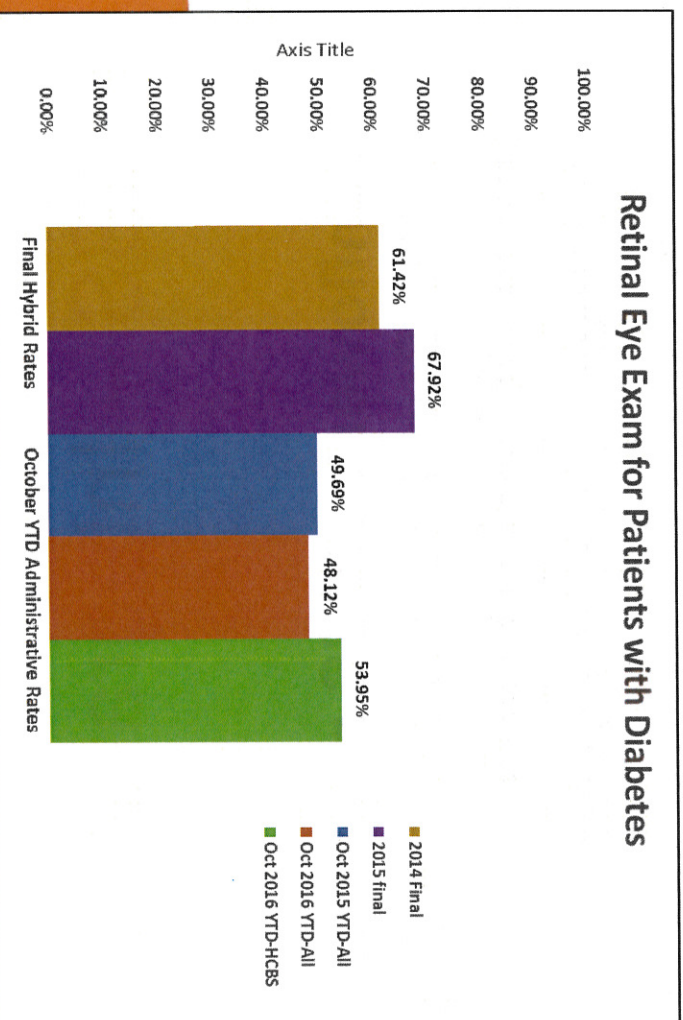
- 11% YOY improvement in Diabetes Eye Exam Screening Rate
- Sunflower exceeded the 75th percentile in 2015.
- HCBS rate of improvement is exceeding Sunflower total population YTD



Nephropathy

- 19% YOY improvement in Rate*
- Sunflower exceeded the 75th percentile.

Retinal Eye Exam for Patients with Diabetes



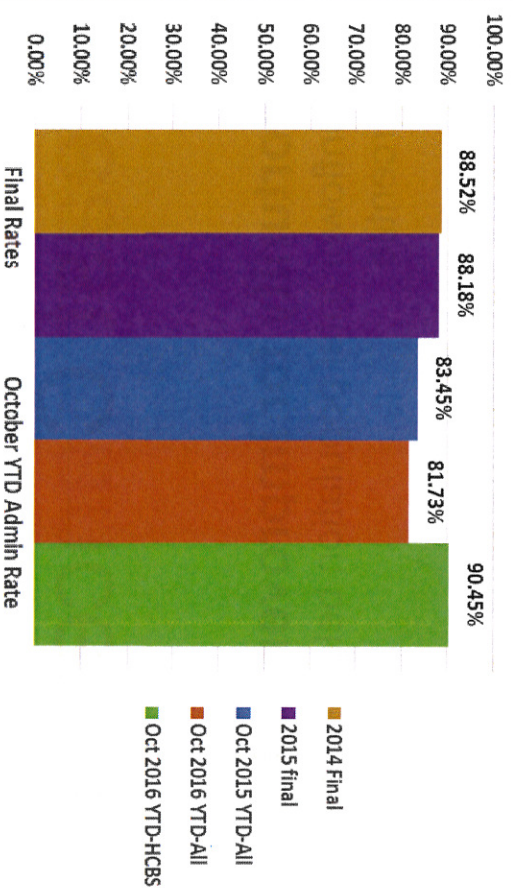
- HCBS rate of improvement is exceeding Sunflower total population YTD



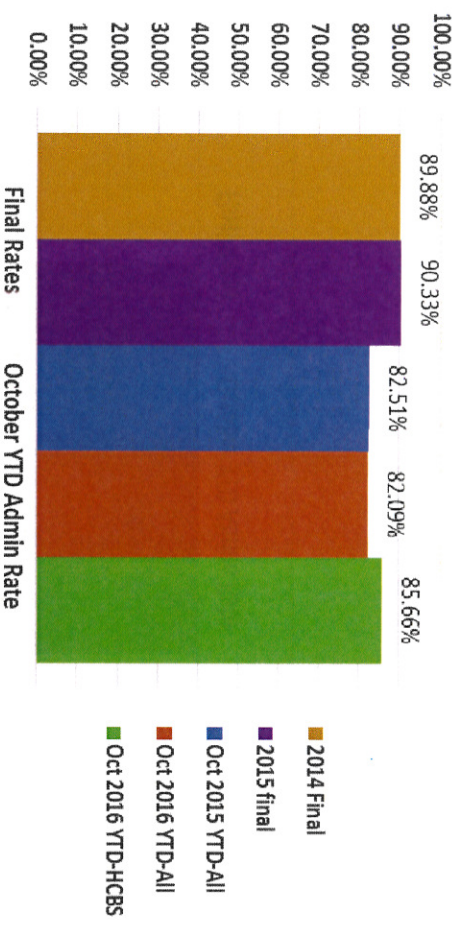
Adult Access & Annual Monitoring

Adults' Access to Preventive/Ambulatory Health Services:

- Sunflower at 90th percentile in 2015
- HCBS exceeding total population and already exceeding 95th percentile.



Annual Monitoring for Patients on Persistent Medications



Annual Monitoring for Patients on Persistent Medications:

- 2015 exceeded the 75th percentile.
- HCBS exceeding total population

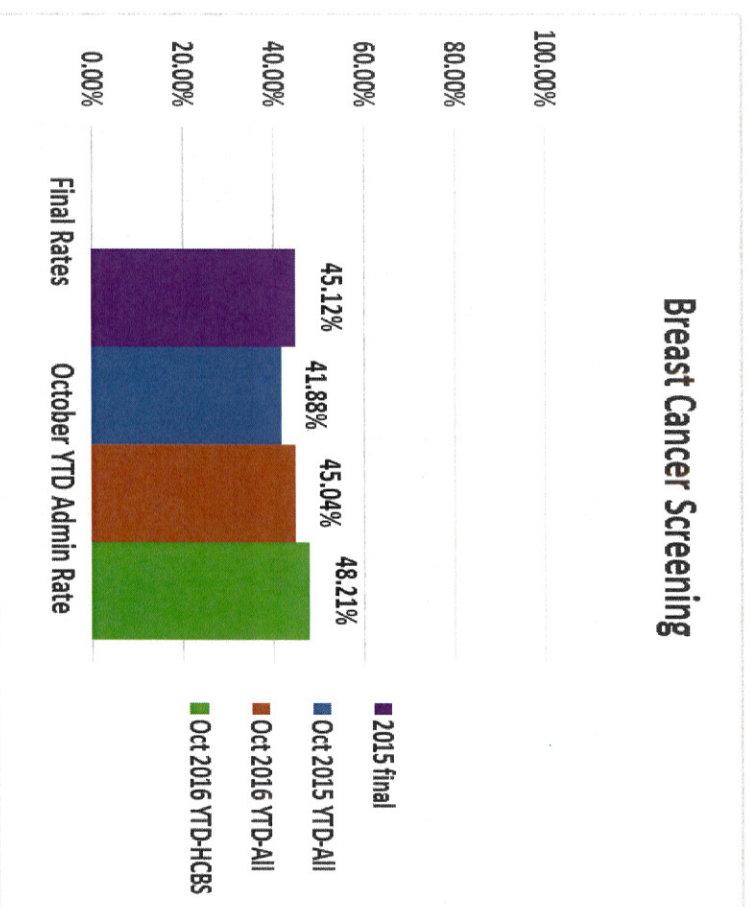


Breast Cancer Screening



Opportunity for improvement

- Sunflower total population below 10th percentile
- Targeted outreach, including sending a postcard with a list of three breast cancer screening facilities that are near the member's home.
- 7.5% YOY improvement over entire population
- HCBS rate of improvement is exceeding Sunflower total population YTD





Get a mammogram.

STOP breast cancer early. Schedule your annual mammogram TODAY.

Sunflower Health Plan's records show you still need your annual breast cancer screening for this year. You should get a mammogram once a year starting at age 50. Since you are a member of Sunflower Health Plan, your annual mammogram is no cost to you.

Call and schedule your annual mammogram TODAY.

WHAT IS A MAMMOGRAM?

A mammogram is simply an x-ray of the breast. It shows any unusual cells growing in the breast tissue. Sometimes these cells are not cancer and are not harmful. If your doctor calls for a second visit, do not worry! Your doctor will tell you if there are any concerns.

FACTS ABOUT BREAST CANCER

- Breast cancer is the second leading cause of death in women.
- One of every eight women will get breast cancer at some point in their life.
- If breast cancer is found early, it can raise your chance of a full recovery by 80-100%.



MAMMOGRAMS ARE
no cost!
SINCE YOU ARE A
SUNFLOWER HEALTH
PLAN MEMBER

 **CALL ONE OF THE LOCAL PROVIDERS BELOW TO SCHEDULE YOUR MAMMOGRAM TODAY.**

| Location 1 | Location 2 | Location 3 | Appt. Date: |
|--|--|--|-------------------|
| 7234 Main Street City, State, Zip 1-XXX-XXX-XXXX | 7234 Main Street City, State, Zip 1-XXX-XXX-XXXX | 7234 Main Street City, State, Zip 1-XXX-XXX-XXXX | _____ |
| Transportation services available XXX-XXX-XXXX | Transportation services available XXX-XXX-XXXX | Transportation services available XXX-XXX-XXXX | Appt. Time: _____ |

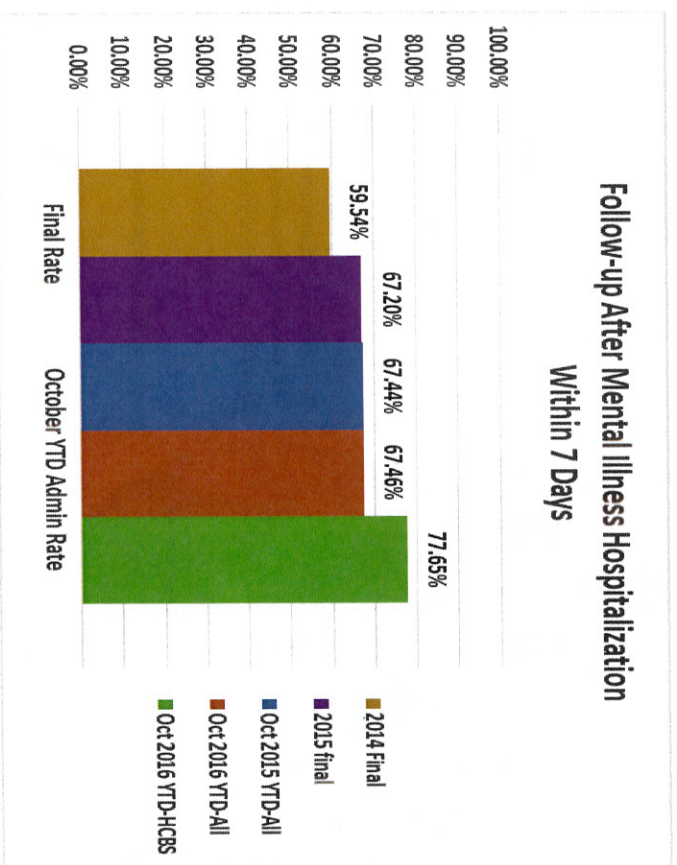
For assistance with scheduling an appointment or questions, call Sunflower Health Plan at 1-877-644-4623 (TTY/TDD 1-888-282-6428). SunflowerHealthPlan.com

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(F/UH) Follow-up After Mental Illness Hospitalization Within 7 Days



- 13% YOY improvement in 2015
- 2015 rate exceeded the 75th percentile.
- HCBS is trending 15% higher than All Sunflower and exceeding the current 95th percentile.





Value Added Services 2016

| | 2016 | Jan | Feb | March | April | May | June | July | Aug |
|-------------------------|------|---------|---------|----------|---------|---------|----------|----------|----------|
| Unique Members | | 11 | 5 | 9 | 3 | 9 | 7 | 15 | 13 |
| I/DD Hospital Companion | | 22 | 343 | 130 | 0 | 324 | 412 | 200 | 40 |
| I/DD Respite | | 648 | 284 | 949 | 246 | 195 | 378 | 1,164 | 1148 |
| Total Units | | 670 | 627 | 1079 | 246 | 519 | 790 | 1364 | 1188 |
| Total Cost | | \$8,710 | \$8,151 | \$14,027 | \$3,198 | \$6,747 | \$10,270 | \$17,732 | \$15,444 |

HCBS VAS YTD Total: \$84,279

All Value Added Services YTD Total: **\$1,742,837**

Top VAS by expenditure, TYD:

| | |
|---------------------------|-------------|
| CentAccount Debit Cards | \$1,269,500 |
| Dental Visits for Adults | \$243,499 |
| Smoking Cessation Program | \$71,760 |

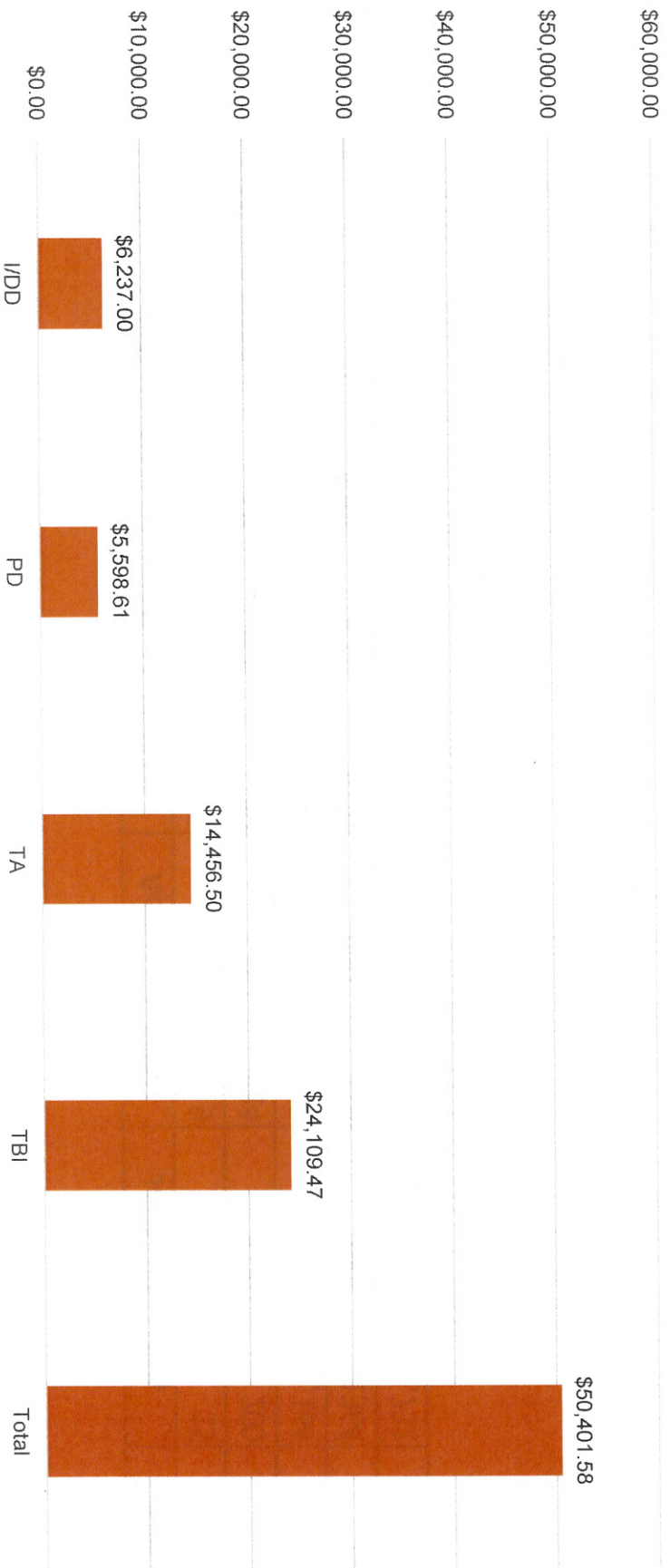


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In Lieu of Services – Sept. 2016



Cost/Month



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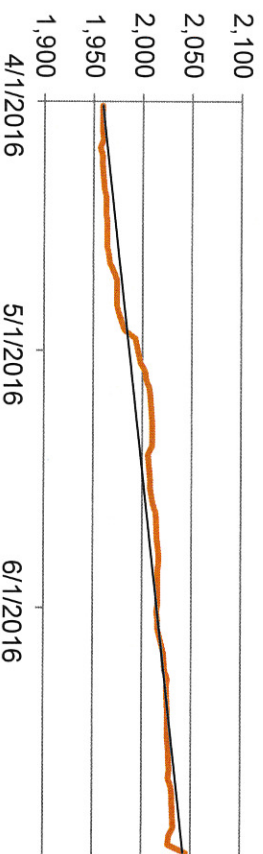
Enrollment- PD Waiver



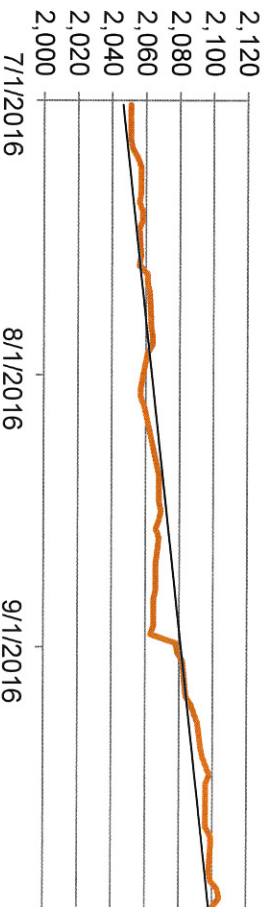
HCBS Physically Disabled



HCBS Physically Disabled



HCBS Physically Disabled



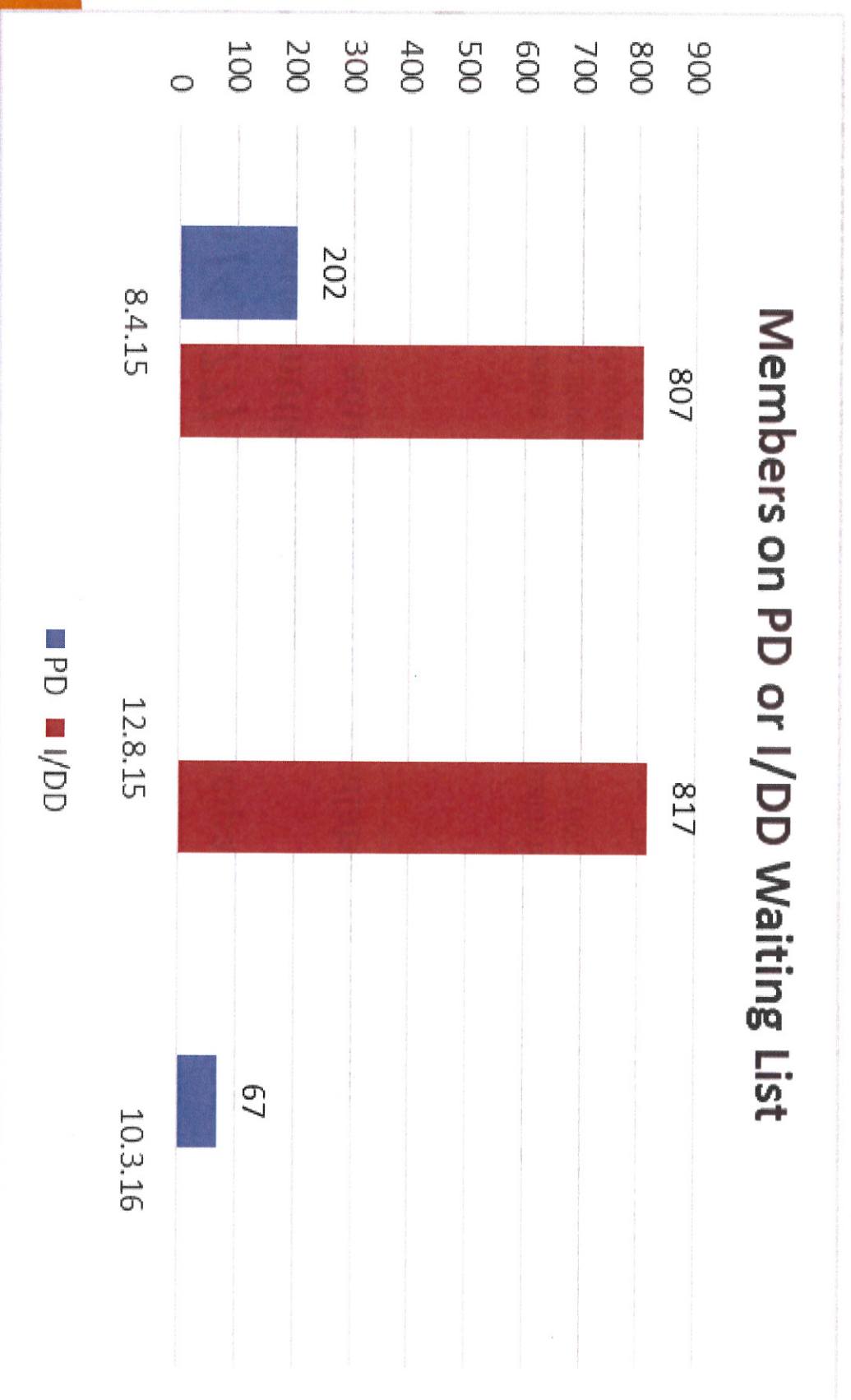
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Enrollment

| | Sunflower | | | | % Change | State Total | | | | % Change |
|------------------|-----------|---------|-----------|--|----------|-------------|---------|-----------|----------|----------|
| | July | August | September | | | July | August | September | | |
| Totals | 118,720 | 118,908 | 115,381 | | -2.97% | 336,260 | 337,082 | 327,133 | -2.95% | |
| Autism | 16 | 18 | 19 | | 5.56% | 60 | 61 | 60 | -1.64% | |
| BCC | 66 | 69 | 73 | | 5.80% | 220 | 227 | 231 | 1.76% | |
| Child Inst | 0 | 0 | 0 | | 0.00% | 0 | 0 | 0 | 0.00% | |
| DD | 3,970 | 4,009 | 4,012 | | 0.07% | 8,612 | 8,693 | 8,721 | 0.32% | |
| FC/Adoption | 5,205 | 5,240 | 5,232 | | -0.15% | 15,113 | 15,147 | 15,196 | 0.32% | |
| ICF/MR | 83 | 84 | 85 | | 1.19% | 131 | 134 | 136 | 1.49% | |
| Medically Needy | 614 | 604 | 687 | | 13.74% | 1,820 | 1,825 | 1,997 | 9.42% | |
| Mental Health | 52 | 55 | 54 | | -1.82% | 148 | 149 | 144 | -3.36% | |
| PLE PW | 1,481 | 1,461 | 1,618 | | 10.75% | 4,281 | 4,327 | 4,874 | 12.64% | |
| Refugee | 18 | 31 | 30 | | -3.23% | 73 | 117 | 107 | -8.55% | |
| SED | 827 | 840 | 861 | | 2.50% | 2,704 | 2,744 | 2,790 | 1.68% | |
| Spenddown | 2,148 | 2,072 | 2,105 | | 1.59% | 6,459 | 6,161 | 6,243 | 1.33% | |
| SSI | 12,864 | 12,877 | 12,816 | | -0.47% | 36,694 | 36,779 | 36,607 | -0.47% | |
| TA | 139 | 139 | 140 | | 0.72% | 428 | 428 | 432 | 0.93% | |
| TAF/PLE | 71,659 | 71,592 | 68,548 | | -4.25% | 201,716 | 201,810 | 193,255 | -4.24% | |
| TAF 22+ | 11,778 | 11,909 | 11,240 | | -5.62% | 36,052 | 36,467 | 34,415 | -5.63% | |
| TBI | 149 | 150 | 145 | | -3.33% | 498 | 511 | 505 | -1.17% | |
| Working Disabled | 427 | 431 | 420 | | -2.55% | 1,155 | 1,177 | 1,139 | -3.23% | |
| LTC | 7,212 | 7,288 | 7,285 | | -0.04% | 20,055 | 20,232 | 20,249 | 0.08% | |
| KC Kids | 12 | 15 | 11 | | -26.67% | 41 | 40 | 32 | -20.00% | |
| MCHIP | 0 | 24 | 0 | | -100.00% | 0 | 53 | 0 | -100.00% | |
| CHIP | 19,950 | 20,112 | 19,253 | | -4.27% | 54,879 | 55,296 | 52,968 | -4.21% | |
| Totals | 138,670 | 139,020 | 134,634 | | -3.15% | 391,139 | 392,378 | 380,101 | -3.13% | |

HCBS Waiting Lists

Members on PD or I/DD Waiting List



HCBS Provider Trainings



- more than **[4,677]** stakeholders participated in training
- **[366]** unique entities impacted
- more than **[50]** educational topics available for training

Topics:

- **Physical Health:** Diabetes 101 & Nutrition; Dental Health for Persons with I/DD; Signs and Symptoms of Common Illness often Disguised as Behavior; The Fatal Five- Constipation, Epilepsy, Aspiration, Sepsis, Dehydration
- **Emotional/Behavioral Health:** Trauma Informed Care, The Language of Positive Behavioral Supports
- **Community Living:** Shared Living Arrangements; Models of Community Living & Choice
- **Employment:** Self-Employment; Family Employment Awareness; Increasing Expectations of Employment
- **Self-Direction/Supporting Families:** IEP Advocacy, The Ian Kuenzi Story



11/9/2016



2016 CAHPS Adult Survey Consumer Assessment of Healthcare Providers and Systems

Highlights

- Rating of Health Plan exceeded the 50th percentile
- Sunflower exceeded the 90th percentile
 - Getting Needed Care, Providing Needed Information
- Sunflower exceeded the 75th percentile
 - How Well Doctors Communicate & Customer Service
- Opportunity: Health Promotion & Education



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2016 CAHPS Adult Results (cont.)



Three-Point Scores: Accreditation

| Composite/Rating Item | Your Three-Point Scores | Three-Point Scoring | | | |
|---------------------------------|-------------------------|--------------------------|------|------|------|
| | | HEDIS/CAHPS Percentiles* | | | |
| | | 25th | 50th | 75th | 90th |
| Getting Needed Care (GNC) | 2.4539 | 2.31 | 2.37 | 2.42 | 2.45 |
| Getting Care Quickly (GCQ) | 2.4388 | 2.36 | 2.42 | 2.46 | 2.49 |
| Customer Service (CS) | 2.5896 | 2.48 | 2.54 | 2.58 | 2.61 |
| Rating of Health Care (Q13) | 2.3879 | 2.31 | 2.36 | 2.42 | 2.45 |
| Rating of Personal Doctor (Q23) | 2.5500 | 2.43 | 2.50 | 2.53 | 2.57 |
| Rating of Specialist (Q27) | 2.5571 | 2.48 | 2.51 | 2.56 | 2.59 |
| Rating of Health Plan (Q35) | 2.4552 | 2.37 | 2.43 | 2.49 | 2.55 |

*For accreditation assessment purposes, NCOA converts these CAHPS results into Three-Point Scores. The four rating questions (Health Plan, Health Care, Personal Doctor, and Specialist) and the following composites are evaluated: Getting Needed Care, Getting Care Quickly, and Customer Service.



2016 CAHPS Child Survey



Highlights

- Rating of Health Plan: 95th percentile
- Sunflower exceeded the 75th percentile:
 - Shared Decision Making
- Sunflower exceeded the 90th percentile:
 - Getting Care Quickly, Customer Service
- Opportunities: Health Promotion & Education, Ease of Filling Out Forms, Coordination of Care
 - Q40- In last 6 months, how often did your child's personal doctor seem informed & up-to-date about the care your child got from other doctors?



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2016 CAHPS Child Results (cont.)



Three-Point Scores: Accreditation (General Population Only)

| Composite/Rating Item | Your Three-Point Scores (GP) | Adjusted Three-Point Scores | Three-Point Scoring | | | |
|-------------------------------------|------------------------------|-----------------------------|--------------------------|------|------|------|
| | | | HEDIS/CAHPS Percentiles* | | | |
| | | | 25th | 50th | 75th | 90th |
| Getting Needed Care (GNC) | 2.4912 | 2.4912 | 2.39 | 2.47 | 2.53 | 2.58 |
| Getting Care Quickly (GCQ) | 2.7091 | 2.7091 | 2.54 | 2.61 | 2.66 | 2.69 |
| How Well Doctors Communicate (HWDC) | 2.7490 | 2.7490 | 2.63 | 2.68 | 2.72 | 2.75 |
| Customer Service (CS) | 2.6307 | 2.6307 | 2.50 | 2.53 | 2.58 | 2.63 |
| Rating of Health Care (Q14) | 2.6638 | 2.6638 | 2.49 | 2.52 | 2.57 | 2.59 |
| Rating of Personal Doctor (Q41) | 2.7327 | 2.7327 | 2.58 | 2.62 | 2.65 | 2.69 |
| Rating of Specialist (Q48) | 2.6176 | 2.6176 | 2.53 | 2.59 | 2.62 | 2.66 |
| Rating of Health Plan (Q54) | 2.7087 | 2.7087 | 2.51 | 2.57 | 2.62 | 2.67 |

*For accreditation assessment purposes, NQQA converts these CAHPS results into Three-Point Scores. The four rating questions (Health Plan, Health Care, Personal Doctor, and Specialist) and the following composites are evaluated: Getting Needed Care, Getting Care Quickly, and Customer Service.



11/9/2016



Sunflower Health Plan
recipient of the

2016 DisAbility Champion Award

For our commitment to employing individuals with disabilities as well as noteworthy programs and initiatives supporting employment practices

Employment Initiatives



- Project SEARCH
- WORK
- Disability Mentoring Day events
- WorkAbility & other job fairs



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