



UnitedHealth Group®

Nan Thayer Kartsonis, Plan President  
UnitedHealthcare Community Plan

## Legislative Health Policy Oversight Committee KanCare Update December 6, 2012

Madam Chair and Members of the Committee:

I appreciate this opportunity to update the Legislative Health Policy Oversight Committee on UnitedHealthcare's progress on implementation of the KanCare program. I would like to commend the State for having a well thought out plan and for being a dedicated partner by providing the support needed to achieve our mutual goals.

UnitedHealthcare (UHC), in addition to our new partnership with Kansas, currently partners with 24 states and Washington, D.C. to provide Medicaid services to over 3 Million Americans, 2 Million of which are children.

Today I want to update you on the implementation process, including providing a perspective on our efforts to ensure our readiness to serve the population.

### Readiness:

- UHC is currently working in conjunction with the state to insure all readiness deliverables are on track and fully tested.
- We have received our initial enrollment file as well as all other necessary data and files from the state in order to successfully test all our systems end to end.
- We are currently running daily education forums for both Members and Providers to insure a smooth and successful transition over the next 30 days for all stakeholders, members and their families and caregivers.

### Network:

- UHC currently has over 246,000 members in the state of Kansas in our Medicare and Employer Sponsored health plans. Consequently, we have an existing network of providers in the State and are in the process of finalizing these contracts to include KanCare related services.
- UHC has also contract with additional provider groups who will serve the specific needs of the KanCare population, such as Nursing Facilities and Home and Community Based Service providers.

Health Policy Oversight Committee

Date: 12-6-12

Attachment: 11

- UHC is adding providers daily to our network and the state recently published, along with all 3 MCO's, the results of our recent network submission
- Beginning January 1, all current services and care plans will remain in place and all current providers will be automatically approved to continue providing services whether they have completed the contracting process or not.

Staffing:

- With more than 2,000 current UHG employees located in Kansas, we are committed to adding an additional 300 employees who will be dedicated to the KanCare population. The following key personnel have already been hired and are located in Kansas:
  - Plan President
  - Chief Medical Officer
  - Health Services Director
  - Compliance Officer
  - Chief Operations Officer
  - Marketing and Community Relations Director and Staff
  - Director of Network Programs and Staff
  - Director of Clinical Quality
  - Member Services Management and Call Center Staff
- As of today, approximately 300 talented individuals within Kansas have begun working for UnitedHealthcare Community Plan. Over 100 of these are talented clinicians who are dedicated to insuring our members get the care they deserve.
- Our member call center is fully staffed and is currently taking calls at our Lenexa Kansas location.

Thank you again for the opportunity to provide this update and I would be happy to answer any questions you might have.