



Jean Rumbaugh  
Sunflower State Health Plan

Testimony before Joint Committee on Health Policy Oversight  
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Good morning, Madame Chairman and members. My name is Jean Rumbaugh, and I am the CEO of Sunflower State Health Plan. I am honored to be here today to provide you an update on our implementation progress with KanCare.

Sunflower is part of Centene Corporation which currently serves Medicaid beneficiaries in 18 states. We are committed to providing fully-integrated care to all of our members, and we believe in holding ourselves accountable for improving health outcomes for our members. We are excited about doing business with the state of Kansas and about serving Kansans.

Sunflower State Health Plan is building our organization on several key beliefs. We believe we should:

- improve our members' health outcomes and quality of life;
- engage members and advocates to direct the way services are provided and encourage them to manage their own healthcare;
- ensure our members get the care they need in the most appropriate setting;
- provide a holistic approach to integrated care coordination through the use of multi-disciplinary clinical teams that focus on the whole person rather than just the diagnosis;
- build a Kansas-based health plan that ensures each member is supported by local health plan staff who understand the communities across Kansas and the resources that are available local culture and available community resources; and
- be the MCO of choice in the communities we serve.

We have been actively engaged in building our plan, and today I'd like to update you on our progress on building the Sunflower team, member services, provider network and operations to ensure we're ready for January 1.

**Sunflower Team:** We have hired 96% of our staff and have been busy training them. Our team is located throughout the entire state of Kansas with dedicated office space in Topeka, Wichita and Lenexa. Because of the significant care coordination needs of our potential members, we have recruited program experts statewide while working to ensure that there is a smooth transition for members whose case managers may become MCO employees.

**Member Services:** We are dedicated to working with our members to understand the KanCare Program, the services that are covered and the value added benefits provided by Sunflower. We have

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participated in member education sessions across the state and appreciated the opportunity to present information and answer questions. Our Member Service team is taking over 250 calls each day from prospective members or their representatives. We have mailed a welcome postcard to our currently assigned membership and are prepared to send Welcome Packets with ID cards before the end of the year. We have built multi-disciplinary care coordination teams to provide integrated and holistic management for Sunflower members. We are working with the State team and providers to assure continuity of care and a smooth transition of care plans.

**Provider Network:** We know that one of your priorities is to improve members' access to care. We have met the network standards set by the state but are working to surpass those goals by contracting as many current Medicaid providers as possible. We are conducting provider education sessions to share information and assistance with providers and their offices. The names and contact information for our Provider Relations team as well as our approved Provider Manuals are posted on our website, [www.sunflowerstatehealth.com](http://www.sunflowerstatehealth.com). We believe in paying our providers the right amount on time and are working with selected providers to test our payment systems. We are optimistic that we will have a strong network and systems in place to support easy administration for the providers in Kansas.

**Operations:** We are building on the expertise of Centene Corporation, our parent company, to build programs specific to the needs of the KanCare program in areas of IT operations, claims payment, medical management and more. In addition to the State Readiness review, we conduct internal reviews to identify and mitigate any potential problem for successful implementation. We continue to meet with leaders from KDHE and KDADS to understand issues, and they are holding us accountable for delivering quality services. I am sure there will be some challenges as we go live in January, but your agencies are doing everything they can to make sure that we deliver on the promise of KanCare.

In case there are bumps, I want to make sure that you know how to reach me. The fastest way to reach me is by e-mail at [jrumbaugh@sunflowerstatehealth.com](mailto:jrumbaugh@sunflowerstatehealth.com) in case you hear of issues for providers or members in your community. I'd also like to introduce you to Jim Gardner, our VP of Government Relations. He will be meeting with each of you individually so that you know where to find him to resolve any issues.

You all have placed a great deal of confidence in us and our ability not only to serve Kansans who depend on Medicaid but also to save your constituents' money. We have appreciated the efforts of your agencies to work with us in partnership to ensure a smooth transition for members and providers. We are committed to readiness for the January 1 launch of KanCare. Thank you both for the opportunity to present to you today and for the opportunity to serve Kansans.