

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

Michael Stephens – Health Plan President & CEO

September 28, 2020



## Mission Moment



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**One of our members in the WORK Program set a goal to purchase her own home, and to replace her accessible van. At the time, she was living with family. Over the course of 18 months, she worked with her Sunflower care coordinator, Sharidy, to achieve these goals. The member has achieved both goals and is now living in her newly purchased home!**

***“I knew that it was something that I wanted and needed to do, but it just seemed so huge. It really is the biggest and hardest goal that I’ve ever worked on. I know that this is not going to be easy and that this is a continuous journey. But, I hope that by seeing what I’m doing and how I’ve done it, others like me can know that they can do it too. You all have helped so much though. Thank YOU, Sharidy, for being amazing, supporting me, and truly caring about me as a person.”***



# Sunflower Health Plan's Response to COVID-19

## ENSURING AFFORDABILITY\*



Sunflower Health Plan and parent company Centene waived COVID-19 related prior authorizations and member cost-sharing for related screening, testing and treatment for all Medicare, Medicaid and Marketplace members. The company is also covering all telehealth services related to COVID-19 for members, as well as all covered healthcare services.

## SUPPORTING MENTAL HEALTH\*



**Social Isolation Pilot:** Centene secured a contract with Uniper to provide internet connection, equipment and activities to a pilot group of Sunflower's Frail Elderly members to reduce social isolation. Activities offered include: games, exercise classes, hobbies, health education, and other TeleVideo options.

## SUPPORTING PEOPLE WITH DISABILITIES\*



**Service Changes:** KDADS put emergency protocols in place which Sunflower implemented for making sure persons in HCBS continue to receive needed services. These include but are not limited to:

- Allowing services to be provided at the location where the member is, such as IDD Day Services in a Residential Setting
- Allowing temporary alternative services such as Personal Care Services to replace Day Services
- Allowing parents and family members to be paid for providing care
- Allowing Home-Delivered Meals for persons who did not have this as a covered benefit
- Allowing HCBS services for school-age children when schools closed, and to be provided during school time for children with disabilities receiving their education remotely

# Sunflower Health Plan's Response to COVID-19

## SUPPORTING PEOPLE WITH DISABILITIES\*



**Bi-weekly LTSS Stakeholder calls:** Sunflower has been hosting these calls since March. They include representatives from KDHE & KDADS, provider and member associations, individual providers, our LTSS Advocate and the other MCOs. The purpose is ongoing collaboration with COVID Initiatives & best practices for LTSS

**PPE for HCBS Members who self-direct:** 24,000 masks and 1,500 boxes of gloves were delivered to 10 Centers for Independent Living, reaching approximately 4,200 members who self-direct their services.

**PPE for HCBS and NF Providers:** 435,000 masks were delivered to 15 Area Agencies and Community Developmental Disability Organizations to distribute to HCBS providers and Nursing Facilities.

**PPE for Community Mental Health Centers:** 500 masks were delivered to multiple CMHCs



**Remote Care Coordination Visits:** Our care coordination team has continued LTSS member visits through tele-video or telephonic contact. We have put temporary services in place for persons who choose or otherwise cannot access some of their services. We are also continuing to check with members to make sure their emergency backup plan supports are sufficient.

**\$100,000 Grant for Emergency Backup Workers:** Centene partnered with the National Council on Independent Living (NCIL) to provide grants in two states to Centers for Independent Living (CIL) for the purpose of developing an Emergency Backup Worker service for persons who self-direct. Kansas has implemented this support in partnership with 2 CILs, Southeast Kansas Independent Living and Topeka Independent Living & Resource Center

# Sunflower Health Plan's Response to COVID-19

## FOOD, HEALTHCARE AND EDUCATION SUPPLIES\*



### Health & Education Supplies:

- 500 Walmart cards valued at \$35 each distributed to 5 Kansas community organizations
- 200 Amazon cards valued at \$25 each distributed to 8 Kansas community organizations
- Total dollar value, \$22,500 to purchase essential items

### Groceries & Meal Deliveries:

- \$40,000 financial support to 26 community organizations across the state that provide food supports
- 250 Shelf-Stable Food Boxes: Partnership with Harvesters that serve 16 counties

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## CONNECTIVITY\*



**\$5,000 Pledge for GoodLife Innovations:** Grant application for expansion of Telehealth wellness checks and monitoring

**48 Tablets:** Sunflower is providing Samsung tablets to Nursing Facilities, Assisted Living Facilities and HCBS providers to aid members to stay connected and improve quality of life. One of the HCBS providers also plans to use the tablets to provide employment training to persons with IDD.



# Sunflower Health Plan's Response to COVID-19

## CONNECTIVITY\*



**150 Smart Phones & Services:** Sunflower is providing smart phones with 3 months of cellular service for persons to use for telehealth and service coordination. These were distributed to 10 community organizations, primarily CMHCs, for distribution.

### Addressing barriers to connectivity

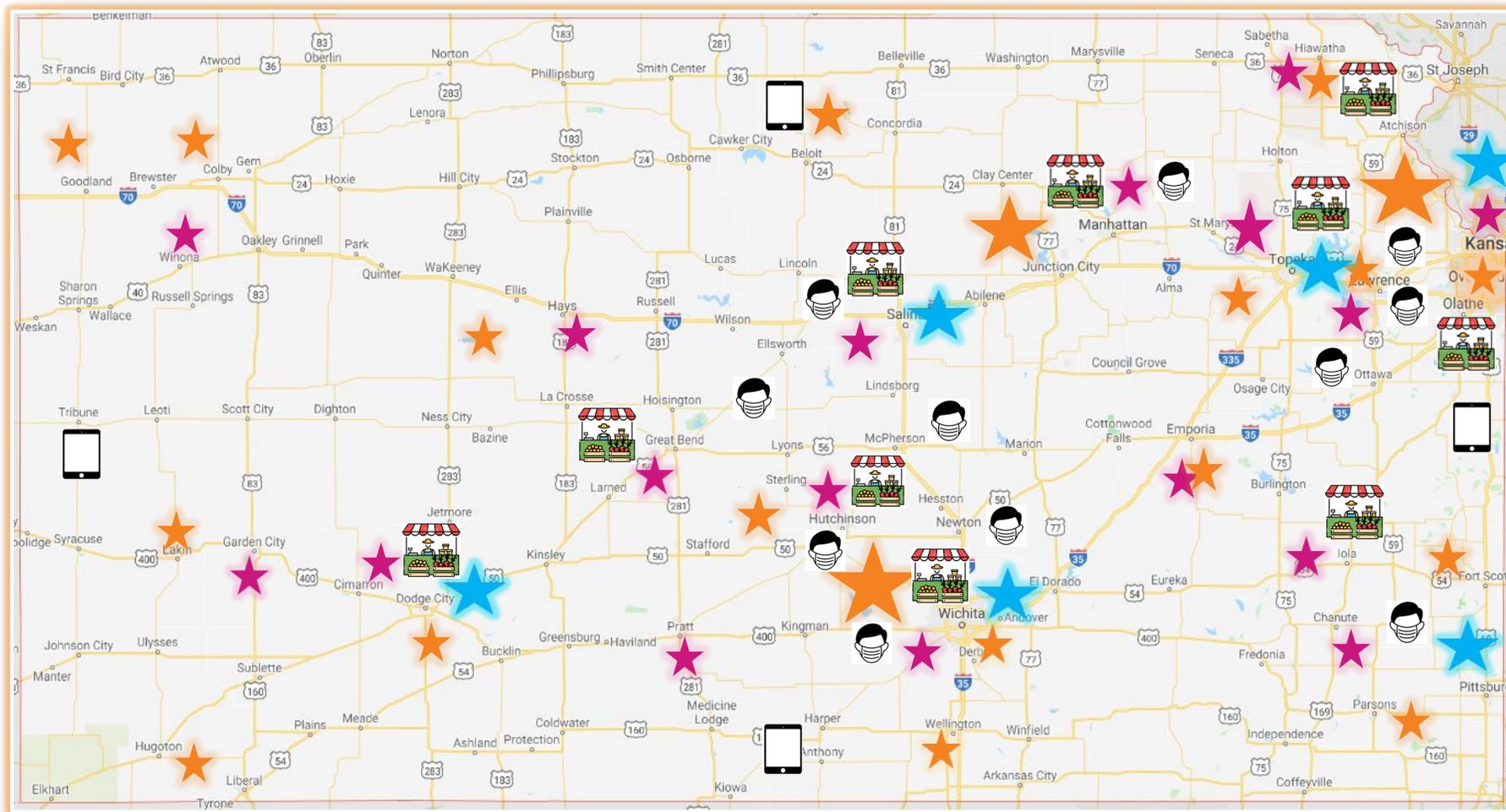
- Our rural communities have long faced barriers in access to high-speed broadband, which has been cited by some providers as a reason for not offering telehealth.
- COVID-19 has only magnified these issues for rural and other financially vulnerable providers and their patients.
- FirstNet broadband can be a great value for rural providers seeking new or more affordable broadband solutions as they integrate telemedicine into their workflows.

### Partnership with FirstNet

- FirstNet is the National Public Safety Broadband Network, dedicated to helping first responders and healthcare providers stay connected.
- Sunflower is partnered with AT&T (FirstNet's contracted carrier) to streamline access for providers that would benefit from FirstNet broadband service and equipment.
- By connecting Kansas providers with FirstNet, Sunflower intends to minimize barriers to telehealth and help providers sustain and grow their business.
- To date, Sunflower has partnered with AT&T to expedite eligibility verification for over 375 provider sites.



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-  **FOOD DISTRIBUTION HUBS (STABLE FOOD BOXES & FOOD FUNDS)**
-  **PPE DISTRIBUTION HUBS (INCLUDES: NF, FQHCs, CMHCs, HCBS, & CILs FOR SELF-DIRECTED MEMBERS)**
-  **WALMART GIFT CARD DISTRIBUTION HUBS**
-  **TABLETS (FOR NF & ALF MEMBERS)**
-  **FARMER'S MARKET PROGRAM (Value Added Benefit, \$10 Vouchers to SHP members)**
-  **YOUTH PPE DISTRIBUTION HUBS (INCLUDES YOUTH ORGANIZATIONS, SCHOOLS, & HEADSTART LOCATIONS)**

**Farmer's Market Events Success:**

- 11 events
- 1,686 members claimed vouchers
- 12,810 vouchers mailed
- 6,932 vouchers redeemed\*

# Appendix Psychiatric Residential Treatment Facilities (PRTF)

\* Admissions are Average Length of Stays (ALOS)

Option 1 (no KVC)			Option 2 (KVC 14 days or over included)		
	Admits	ALOS		Admits	ALOS
Q4 2018	42	125.89	Q4 2018	45	130.82
Q1 2019	67	104.56	Q1 2019	73	104.31
Q2 2019	66	127.65	Q2 2019	73	119.77
Q3 2019	62	112.05	Q3 2019	67	110.28
Q4 2019	64	95.67	Q4 2019	70	95.59
Q1 2020	53	89.81	Q1 2020	67	86.37
Q2 2020	30	64.22	Q2 2020	42	70.69

- \* There are also 98 members currently in a PRTF as of 9/18/2020.
- \* 28 members approved and waiting on the PRTF wait list as of 9/18/2020.
  - Foster Care (4)
  - Non Foster Care (24)