



United Healthcare Community Plan

Bethell HCBS and KanCare Oversight

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Relations & Strategy

COVID Update

Local Kansas Efforts



Members First

* No reductions in existing services

Temporary Services

Authorized through end of year

- Telehealth.
- PCS.
- Home Delivered Meals.

241

Members with positive COVID test – self reported.

135

Inpatient admits with positive COVID test.

169

LTC Nursing Facilities positive cases – self reported.

12,814

UHC LTC members called for Safety checks.

Member Visits

Telephone or Televideo visits vs. Face-to-Face.

Empowering Health Grants

\$1 Million donated to Kansas non-profits - Grant recipients include:

\$250,000

Kansas Food Bank

\$250,000 to purchase a refrigerated semitruck trailer, provide a walk-in cooler for a food pantry in rural West Kansas to serve as a fresh food hub for other food pantries in the region, expand the agency's mobile pantry program into rural Central Kansas counties, and provide emergency food boxes and shelf-stable meals for food insecure individuals and families.



\$250,000

Mid America Regional Council

\$250,000 to purchase a commercial freezer and dairy cooler to safely store home-delivered, medically sensitive meals for older adults and expand services throughout the Kansas City metro.



\$200,000

Community Health Center of Southeast Kansas

\$200,000 to support its Community Health Action Team with a behavioral health nurse and social worker to address social isolation and behavioral health needs among existing and new patients with low incomes in its service area.



Empowering Health Grants

\$1 Million donated to Kansas non-profits - Grant recipients include:

\$95,000

Johnson County Mental Health Center

\$95,000 to support emergency clinical services, costs associated with the delivery of meals to residents and transportation for clients.



\$95,000

Valeo Behavioral Health Care

\$95,000 to provide comprehensive mental health services to more than 120 uninsured patients who are experiencing mental illness.



\$60,000

Just Food

\$60,000 to expand its cooking education program called Just Cook to additional community sites and increase rural food distribution through its mobile pantry called the Cruising Cupboard.



\$50,000

Harvesters – The Community Food Network

\$50,000 to expand SNAP outreach and mobile distribution programs through extended staff time and the purchase of emergency food.





Community Health Center of Southeast Kansas



FQHC Transformation Investments



Background

Federally qualified health centers (FQHCs) serve as the primary care home for nearly 30 million patients, including 1 in 5 Medicaid beneficiaries.* In recognition of the valuable role they play in our health care system, UnitedHealthcare is partnering with FQHCs in new ways to expand access to care and improves outcomes.

COVID-19 is an unprecedented public health emergency that has amplified existing health disparities and significantly affected the nation's safety net. In response, UnitedHealthcare launched the FQHC Transformation Investment Program to address decreased cash flow at FQHCs and the need to invest in capacity building efforts as a result of the historic shift in utilization caused by this public health emergency. The program has invested \$20 million in over 300 health centers in 22 states, including 16 invested in Kansas FQHCs.

Investment Overview

The FQHC Transformation Investment Program is a one-time investment based on a portion of the individual FQHC's 2019 utilization. With these investments, FQHCs can choose to dedicate the funds to one of the following five pathways based on the needs of their patient population:

- Healthy Children
- Healthy Pregnancy
- People Living with Chronic Conditions
- Integrating Behavioral and Physical Health
- Addressing the Pandemic

The FQHCs then commit to specific process measures aligned with their selected pathways to demonstrate that they have translated the payment into targeted transformation efforts.



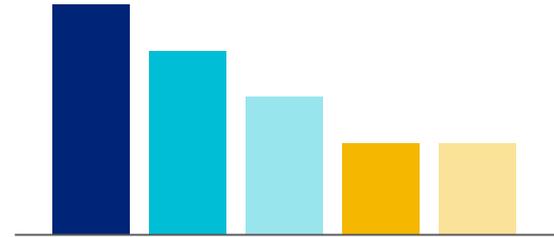
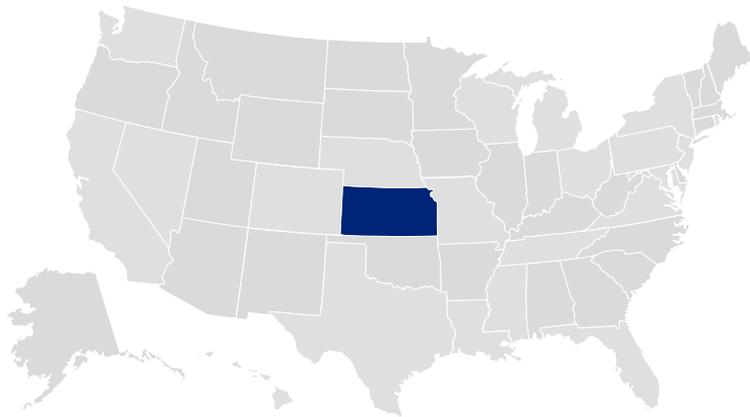
FQHC Transformation Investments

Outcome

With the Transformation Investments, FQHCs have pursued community-based solutions to expand access and improve outcomes. Most Kansas FQHCs have used these investments to focus on Addressing the Pandemic and Living with Chronic Conditions, the majority of which are building their Telemedicine and Digital Engagement capacity to meet those needs.

Examples in Kansas

- Implementing telehealth solutions for pediatric patients focused on well child visits and addressing social barriers.
- Using investment funds to address Social Determinants of Health through enhanced Care Management Programs with emphasis on housing, transportation and food access.
- Offering COVID testing at area businesses.



Pathways

- 31%** Addressing the Pandemic
- 25%** Living w/Chronic Conditions
- 19%** Healthy Children
- 12%** Healthy Pregnancy
- 12%** Integrating Behavioral and Physical Health

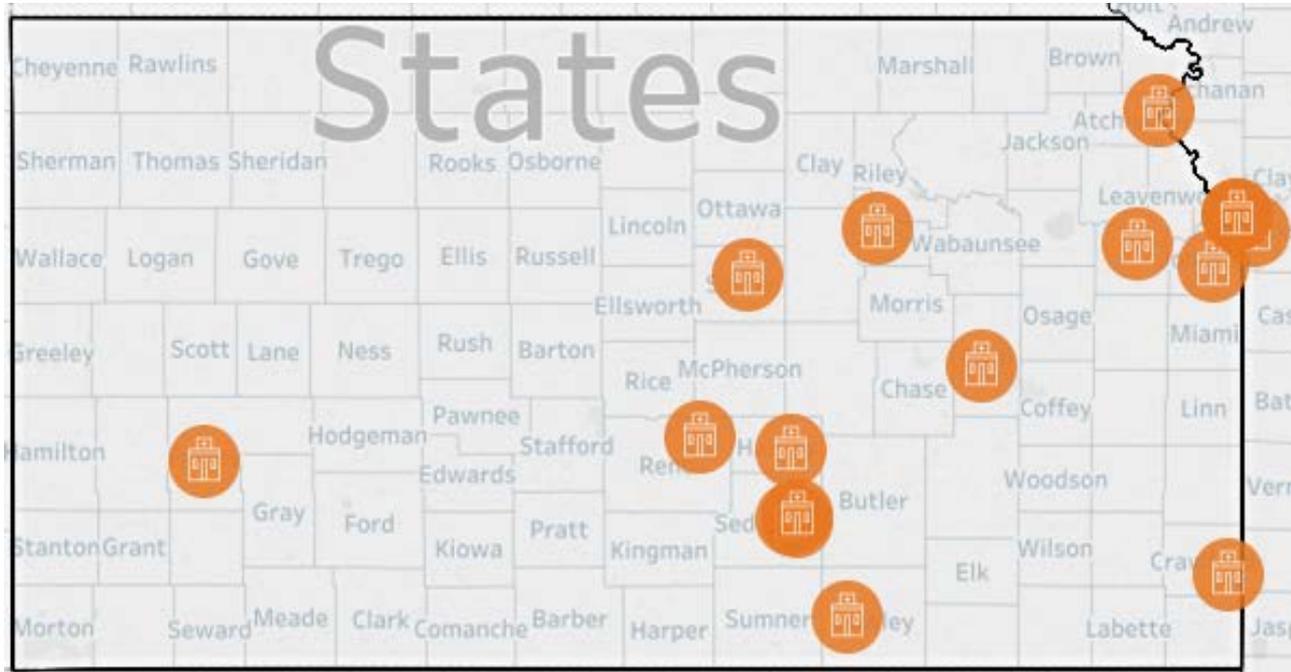


Capacity Building Process Measure

- 44%** Telemedicine & Digital Engagement
- 19%** Addressing Social Needs
- 19%** Novel Care Strategies
- 12%** Testing Expansion
- 6%** Transitions of Care



Transformation Pathway Benefactors



- Atchison CHC
- Community Health Center of Cowley County
- United Methodist Western Kansas/Genesis
- Konza Prairie Community Health Center
- Heartland Medical Clinic
- Health Partnership Clinic
- Prairiestar Community Health Center
- Salina Health Education Foundation
- Health Ministries Clinic
- Center for Health and Wellness/Healthcore
- Vibrant Health
- Flint Hills Community Health Center
- The Hunter Health Clinic
- Swope Health Services
- GraceMed Health Clinic
- Community Health Center of Southeast Kansas

Food and Housing

Local Kansas Efforts

Housing Navigator

- Works with care team and members to maintain or obtain housing as well as to provide any other type of housing related support.
- Assisted with 199 cases in 2019.
- Assisted with 213 cases so far in 2020.

Food Access

- Post Discharge Delivery Meals.
- Members receive one week (sometimes more) of meals to their home.
- We have provided meals to 50 members since March.
- Piloting Food pantry delivery to member's home in 12 counties. Launched September 2020.

COVID Provider Outreach Efforts

Outreach efforts to help providers and community partners most painfully affected and impacted by COVID-19.

1,205

UHC bank of 1,089 masks sewn by 22 UHC volunteers distributed to organizations throughout Kansas.

5,500

5,500 oz. of J. Rieger's Hand Sanitizer sent organizations significantly impacted by the pandemic.

150

Care packages including chap stick, distilled H2O, band-aids, thermometers, hand sanitizer and hand written notes.

30,000

Disposable masks distributed to all FQHC's in KS, CDDO's, CIL's, safety net clinics, HCBS providers, CMHC's, and CBOs.

435

Blankets distributed to homeless shelters, churches and organizations who serve the homeless community.

166

Thermometers distributed to FQHC's, CDDO's, HCBS providers, and CBO's.



Member Success Story

Nineteen-year-old member living on her own, responsible for all of her own bills and needs, and is currently unable to work due to COVID-19. When UnitedHealthcare outreached to her, to check on how she was doing and if she needed any resources in light of the current COVID-19 situation, she said she was at least 2 months behind on all utilities, her bank account was overdrawn, and she was not able to pay her rent for April. When UHC asked about food, she responded that she only had 2 small boxes of macaroni and a partial carton of eggs in her home, with no way of getting more food. She was referred to the meal assistance program available through UHC during the COVID-19 emergency. She received her meals 3 days later and is SO thankful! This has been a huge blessing for her and has helped to relieve a little bit of the pressure she is facing right now. By meeting this immediate need, UHC has allowed her to stay healthy and to be able to focus on job-seeking and developing assistance plans/payment plans with her utility companies and landlord.

Our Mission:

Helping people live healthier lives and helping make the health system work better for everyone.



\$2,128,981.00

Total Invested in Kansas

