

**ROBERT G. (BOB) BETHELL
JOINT COMMITTEE ON
HOME AND COMMUNITY BASED SERVICES AND
KANCARE OVERSIGHT**

October 7, 2013

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Committee on Home and Community
Based Services and KanCare Oversight
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Attachment 29



Introductions



UnitedHealth Care Community Plan of Kansas

We are committed to helping Medicaid recipients in Kansas live healthier lives by simplifying health care, meeting consumer health and wellness needs and building trusted relationships with care providers.

Contact Information

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UnitedHealthcare
COMMUNITY & STATE

Provider Relationships

Provider engagement and communications

- "Connect with the Community" provider sessions 2X week
- Simplified issues log posted on UHCCommunityplan.com
- Intensive outreach to provider community, including to CMHCs and associations

Operational Focus Areas

- Dedicated focus on addressing global concerns shared by multiple providers, including: hospice prior authorization, nursing home and local health department payments and HCBS authorizations
- ~99.9% of clean claims paid within 20 days

Focus Area	Activity	Progress	Next Steps
Collectives	Share 100% claims payment accuracy and first payment turnaround with providers	Share 100% accuracy and first payment turnaround with providers	Share 100% accuracy and first payment turnaround with providers
Provider Issues	Share 100% accuracy and first payment turnaround with providers	Share 100% accuracy and first payment turnaround with providers	Share 100% accuracy and first payment turnaround with providers

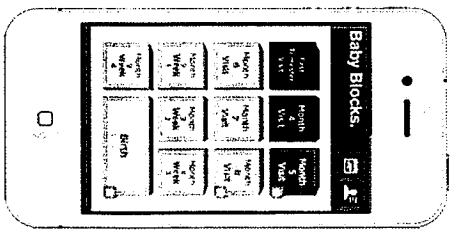
Issue	Subject	Program	Any New Data	Current Status	Next Steps
1	UHC Provider Engagement Plan Monthly Updates as of October 2, 2013	UHC Provider Engagement Plan	UHC Provider Engagement Plan	UHC Provider Engagement Plan	UHC Provider Engagement Plan
2	Kansas Critical Project Tracker Week of 9/20/13	Kansas Critical Project Tracker	Kansas Critical Project Tracker	Kansas Critical Project Tracker	Kansas Critical Project Tracker
3	UHC Provider Engagement Plan Monthly Updates as of October 2, 2013	UHC Provider Engagement Plan	UHC Provider Engagement Plan	UHC Provider Engagement Plan	UHC Provider Engagement Plan
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Access and Quality



Member Engagement

- Currently reaching ~40% of new members for welcome calls, which include health risk assessments and appointment scheduling
- Identified over 1,400 non-waiver members YTD for high risk case management
- Implemented BabyBlocks, an online incentive program that rewards moms for health behaviors.



Coordination of Care

- Collaborated with over 10,000 members, their families and their care teams through face to face member assessments and follow-up, to co-develop individualized plans of care
- Mental health care advocates are coordinating mental health service delivery, leading to reductions in psychiatric inpatient bed days

Provider and Community Collaboration

- Engaged with key Kansas providers to establish practice based collaboration models in support of quality improvement
- Awarded \$260,000 in grants to five community organizations aimed at helping Kansans living with disabilities find meaningful employment, as part of a three-year, \$1.5 million Empower Kansans commitment

Looking Ahead . . .



UHC is focused on the following:

- **Implementation of waiver services for individuals with disabilities:**
Ensuring a successful Q4 pilot and 1/1 launch
- **Quality:** Expanding efforts to improve quality outcomes
- **Program Innovation:** Supporting Health Homes and KanCare pilot programs