



Joint Meeting of the Kansas Senate  
Public Health & Welfare Committee  
and the House Health & Human Services  
Committee

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*Presented by Dr. Mike McKinney  
CEO and Plan President*

1/15/2015



# Sunflower At-a-Glance



340 Employees



\$107K to Sponsorships/Charitable Contributions



142K Members



\$970M to SHP providers in 2014 (through November)

*[For comparison, SHP paid \$685M in 2013]*



\$1.8M in 'Value-Added' & \$2M 'In Lieu of' Services delivered in 2014



# Claims TAT



- ✓ **5.3 days** avg. = Turnaround time (TAT) on clean claims paid
- ✓ **99.87%** - clean claims paid in 30 days
- ✓ **99.68%** - non-clean paid in 60 days
- ✓ **99.99%** - all claims processed in 90 days



# Provider & Member News



Effective Feb. 1, Sunflower will no longer require Prior Authorization for I/DD Targeted Case Management (TCM) services – *Provider announcement set for this week.*



Improved Healthy Rewards Program (CentAccount) - Members now have a greater variety of over-the-counter items to purchase at participating stores when they earn money for healthy activities.



Text4health - Members with SafeLink phones provided by SHP are receiving health-related text messages. Goal = More members seeing their primary care provider for check-ups.



Coming soon... *2015 Provider Manual*. Improved design/layout; incorporating the previously separate Billing Manual; updated Claim Appeal step-by-step charts and graphics.



# Health Homes



Sunflower Health Plan	Jan. 5, 2014
Members in a health home	10,460
Opted out of health home	2,748
Providers (HH Partners)	80



- \$3.2M in Health Home claims have been paid to the provider community, through December 2014

*Health Homes aim to improve health outcomes by encouraging the expansion, strengthening, and integration of local health care delivery systems.*



# Flu Prevention

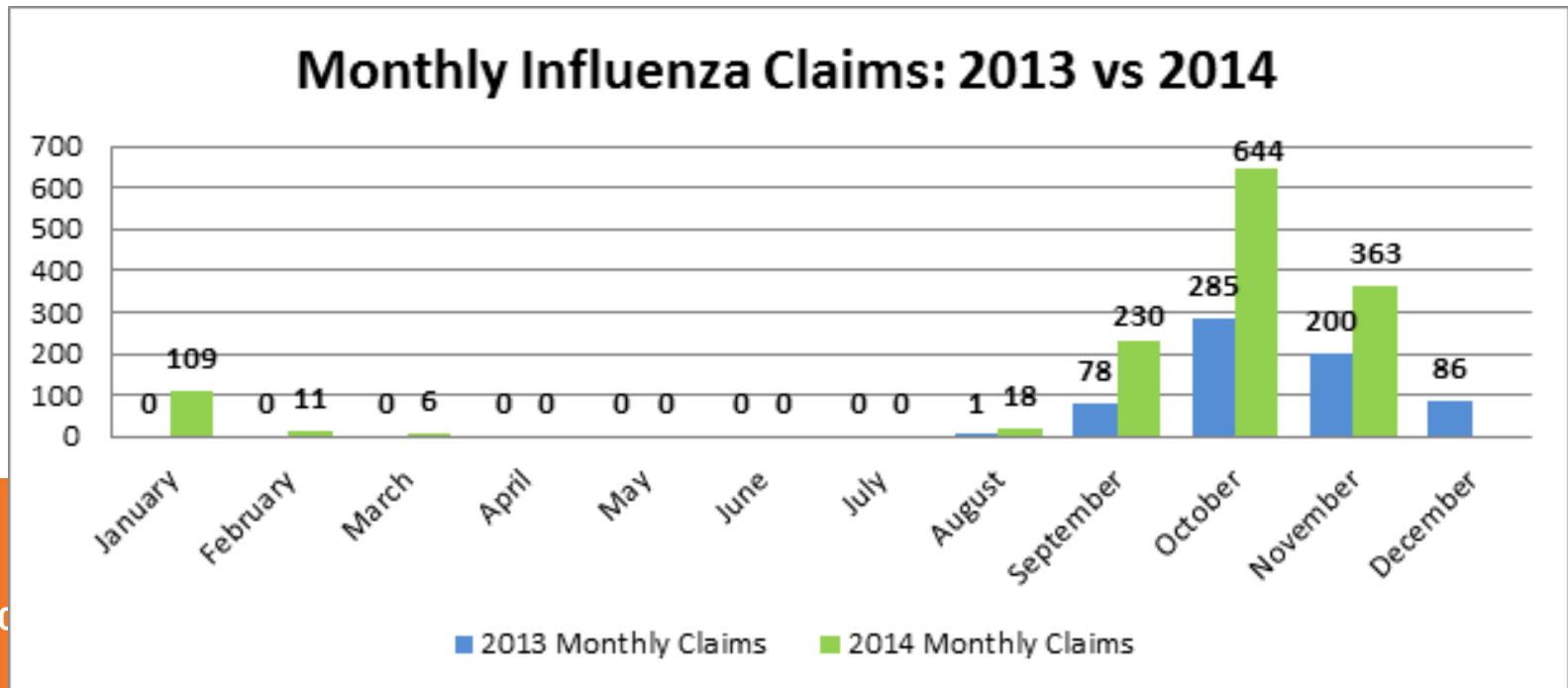


## 2014-2015 FluVention Campaign

- ❑ Claims for the influenza vaccination have more than doubled this flu season. The chart below shows Pharmacy claims data only.
- ❑ Interventions: (1) Competition among case managers to encourage members to get the vaccine and (2) Flu clinics hosted by the health plan.



Pharmacy claims data. This reporting **does not include** vaccines administered at physician offices, hospitals, health departments, etc.



# *Employment for People with Disabilities*



- **Disability Mentoring Day (DMD) activities**
  - Employees mentored teenagers and young adults competing for employment.
  - Sponsored DMD events across the state to help ILRCs and community leaders conduct mentoring activities for persons with disabilities and encourage local employers to be involved in DMD.
- **Job Fairs, other events**
  - ILRC and Workforce Center's WorkAbility Wichita job fair - Sunflower sponsored and displayed career opportunities at the health plan
  - Kansas Youth Empowerment Academy (KYE) Youth Leadership Forum
  - Family Employment Awareness Training (FEAT)
  - Self Advocate Coalition of Kansas (SACK)
- **WORK Program**
  - Increased number of members in the WORK program (2013 = 120; 2014 = 135)



# I/DD Services



- **5 Days:** SHP's avg. turnaround time (TAT) for paying I/DD service claims. (Shorter TAT compared to FFS, pre-KanCare)
- **717 Sunflower members** were on the State's "underserved" list. Members were asked whether they had a current need for service. Those who said 'yes' were assessed and services were implemented as needed. Sunflower provided additional services to approximately 200 people at an annualized cost of \$5 million.
- In addition to the underserved list, Sunflower added services for an additional 83 people within the first 6 months of KanCare. This cost was approximately \$1 million/year.

*(Continued...)*





# I/DD Services (...Continued)



- Services for members with I/DD have not reduced unless one service was replaced with another service, or the person moved off of the waiver voluntarily or due to no longer being eligible.
- 200 people with I/DD who are on the statewide waiting list were offered services during the first year of KanCare implementation (2013). An additional 100 persons are being offered services now.
- Sunflower has approximately 1,400 people with I/DD who qualify for a Health Home for severe mental illness. They are assigned to the TCM provider as a Health Home, when possible.
- Sunflower delivers specialized, whole-person care coordination with a behavioral specialist or program specialist; rapid crisis response services; integrated rounds; and Pathways.



# Quality – HEDIS MPM



## Annual Monitoring for Patients on Persistent Medications (MPM) for Patient Safety:

- Sunflower began interventions in June 2014 to improve this HEDIS measure, involving 4 sub-measures (including ACE or ARB inhibitors, Digoxin, Diuretics and Anticonvulsants) and a combined rate.
- Faxes were sent to providers of their non-compliant members
- Follow-up calls were made to those providers 4 days later
- Results indicated a 24.12% increase from July to November in the HEDIS rate for the combined rate

MPM Defined: The percentage of members 18 years of age and older who received at least 180 treatment days of ambulatory medication therapy for a select therapeutic agent during the measurement year and at least one serum potassium and either a serum creatinine or a blood urea nitrogen therapeutic monitoring test in the measurement year



# Quality – HEDIS Preventive Services



## Adult Access to Preventive, Ambulatory Health Services

Members 20 years+ who had an ambulatory or preventive care visit, as of Nov. 30, 2014:

<b>PD, I/DD, SMI:</b>	<b>94.72 %</b>
<b>HCBS:</b>	<b>93.47 %</b>
<b>Total:</b>	<b>86.47 %</b>

50th Percentile Rating, CY 2013 NCQA Quality Compass  
Benchmark (for Total Population only): 84.89 %

## Childhood Immunizations (Combination 10)

The percentage of children 2 years of age who had 4 diphtheria, tetanus and acellular pertussis; 3 polio; 1 measles, mumps and rubella; 3 haemophilus influenza type B, 3 hepatitis B; 1 chicken pox, 4 pneumococcal conjugate; 1 hepatitis A; 2 or 3 rotavirus; and 2 influenza vaccines by their second birthday.

<b>Dec. 31, 2013:</b>	<b>11.34 %</b>
<b>Nov. 30, 2014:</b>	<b>27.63 %</b>

**59.0%**



# Quality – CAHPS

## Health Promotion & Doctor-Patient Relationships



### Customer Service

Adult Survey- NCQA 90<sup>th</sup> percentile

Child Survey- NCQA 75<sup>th</sup> percentile

### Getting Care Quickly

Adult Survey- NCQA 90<sup>th</sup> percentile

Child Survey- NCQA 90<sup>th</sup> percentile

### Coordination of Care





Adult Survey- NCQA 75<sup>th</sup> percentile

- **CAHPS** -  
Consumer  
Assessment of  
Healthcare  
Providers and  
Systems
- **NCQA** -  
National  
Committee for  
Quality  
Assurance



# *Additional Quality & Service Measures*



-  170 members have moved from Nursing Facilities (NF) into Home and Community Based Services (HCBS)
-  293K calls to the Customer Service Center in 2014, with abandonment rate at <2%
-  Service levels are at 95% for Customer Service
-  Credentialing providers within 15 days 95% of the time



# Partnering Highlights



Dental sedation for adults with disabilities – partnered with GraceMed to bring this service to SGC0.



Supporting the work of our Local Health Depts in their *Becoming a Mom* classes by donating items for the events and attending March of Dimes training to bring more resources to our Case Management activities.



Flu Vaccine Clinics at CDDOs, other facilities - Sunflower coordinating sessions to better serve members who might not otherwise get vaccinated.



MCOs jointly launching Performance Improvement Project (PIP) in an effort to prevent diabetes among pre-diabetic members.

# Member Stories



Featured online at:

[sunflowerhealthplan.com/news-blog/](http://sunflowerhealthplan.com/news-blog/)



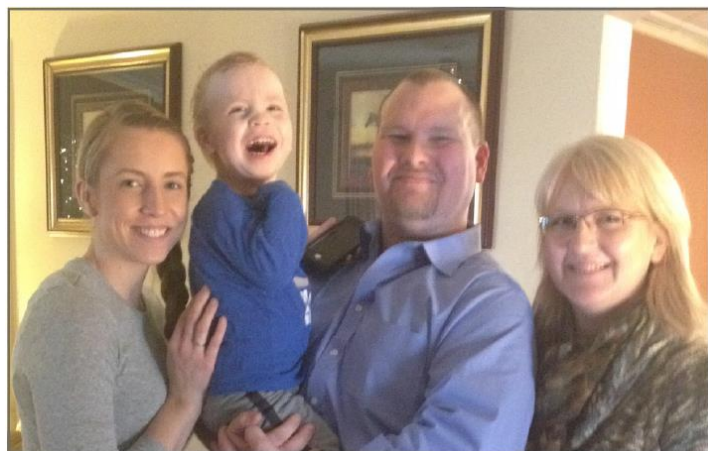
sunflower  
health plan™



Walter Anderson



Jacob Pettigrew



Kusnerus family with SHP case manager Jennifer Robinson (r)



Tessa Goupil



Judy Garnes

