

Senate Public Health and Welfare Committee

UnitedHealthcare Community Plan

January 26, 2015

Current K-TRACS Access



Kansas Tracking and Reporting of Controlled Substances

- UHC, through a single designated representative (Health Plan Pharmacist) is entitled to request schedule 2, 3, 4 and 5 controlled substances electronic data from KTRACS for the purpose of ensuring patient safety and investigating fraud and abuse.
- The Health Plan Pharmacist will keep a log of all requests submitted to KTRACS.
- KTRACS reports will be reviewed only by UHC KS health plan personnel including, but not limited to quality, compliance and medical administrative staff to evaluate the underlying patient safety and/or fraud and abuse issues.

Background Information:

UnitedHealthCare Community Plan



Helping people live
healthier lives



Helping make the health
system work better for
everyone

Kansas Footprint

Business	Employees	Covered Lives
Corporate	3	
Optum	1,594	
UHC Community & State	172	124,771
UHC Corporate	189	
UHC Employer & Individual	29	236,537
UHC Medicare & Retirement	5	35,409
UHC Military & Veterans	14	125,859
Total	2,006	522,576
+ 1,420 Contractors		

*\$200M in annual financial investments
(wages, withholding, taxes, bonds, etc)*

*+\$750K in annual charitable
contributions*

*Over 19,000 contracted providers
across all lines of business*

Our Patient Centered Care Model

A Holistic Approach to Care:



Driven by:



***Provider
Collaboration***



Member Engagement



***Data, Analytics
and Technology***

UHC KanCare Outcomes *(as of January 2015)*

Utilization Management

Hospital Inpatient Management: All Products

For claims paid as of September 2014

	2013	2014	
	Q1 - Q2	Q1 - Q2	Change
Days/K	573.5	515.8	-10.05%
Admits/K	295.5	276.2	-6.56%

Quality Outcomes

Category	Successes
Physical Health	10.21% reduction in Preterm Births
Waiver/ Behavioral Health	23.89% increase in employment of members with behavioral health needs (SPMI)* 99.6% of SUD members are successfully avoiding criminal activity during treatment.*
Long Term Care	13.96% reduction in nursing facility falls**

*State provided data through Q3 2014

**State provided data through Q2 2014. Reflects NF falls resulting in major injury.

Provider Satisfaction

KanCare Provider Experience Survey

Survey Conducted by KDHE / Wichita State

Q3) "Overall, I am satisfied with UHC:"

	2013	2014	Change
Agree / Strongly Agree	35.29%	52.61%	17% pts
	S=323	S=306	

Member Satisfaction

UHC 2014 CAHPS Results

Overall Health Plan Rating (8, 9 and 10)

	UHC 2014	NCQA Average	Diff
Adults	73.33%	73.53%	-.20% pts
Child	86.17%	82.89%	3.28% pts*

* Statistically significant difference



Contact Information

UnitedHealthcare 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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