

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

**UnitedHealthcare Community Plan of Kansas**  
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## **UnitedHealthcare's Mission**

To help Kansans live healthier lives and to help make the health system work better for everyone.





# Overview



## 2019 First Update

- KanCare 2.0 Contract Implementation
- 2019 Value Added Benefits



# Contract Implementation

- Second procurement of KanCare launched 1/1/2019
  - 360 readiness documents reviewed by State of Kansas
  - 137,307 members, up 6%. Includes 6,648 new members from Amerigroup
- State Rapid Response Calls through January
  - 27 Total MCO issues logged
    - One issue specific to UHC relating to duplicate Authenticare authorizations
    - Issue resolved in system as of 1/31/19
    - Providers held harmless
- New design on provider relations and issue management
  - So far, going well
  - Remaining vigilant on core operational issues while adding new benefits and services



# 2019 Value Added Benefits



## What are Value Added Benefits?

- Value Added Benefits are additional benefits that UnitedHealthcare offers our members beyond the KanCare covered benefits.
- These benefits are designed to help aid and encourage our members on various health matters.
- \$860K Spent on Value Added Benefits in 2018.
- Based on direct member feedback and suggestions, UnitedHealthcare enhanced our Value Added Benefits for 2019.

## New Value Added Benefits for 2019

- \$500 Dental Benefit for adult members age 21 and over. Benefit includes screenings, x-rays, cleanings and restorative fillings, and more.
- Help with getting GED/High School Equivalency, or classes to learn how to program/code.
- Transportation to job related activities, group support meetings for all adults; and rides to social activities for PD / IDD and TBI; and rides to WIC appointments for pregnant/new mothers.
- New Technology programs to support behavioral health, coping from trauma and overcoming addictions

# 2019 Value Added Benefits - Medicaid



## All Members

- **Healthy Rewards Program** provides prepaid debit cards rewarding individuals for immunizations
- **MyUHC.com** Online Tool
- **Health4Me** Mobile Application

## All Adult Members

- \$500 in Annual **Dental** includes Exam, Cleaning, X-ray and fillings
- **Free Cell Phone Program** through LifeLine program
- Additional **Vision** benefits that includes higher quality lenses
- Help with getting **GED** or taking **Coding Classes**
- **Fresh EBT** to connect to SNAP Account
- **Transportation** to Support Group Meetings and Job Related activities.

## HCBS Waiver Members

- All HCBS members who own their own home can get **Pest Control** treatment

## Child Members

- **A is for Asthma** Newsletter
- Sesame Street **Food for Thought** program about eating healthy on a budget
- One \$50 valued **Youth Organization Activity**
- **KidsHealth** is an online site offering educational articles and videos on numerous wellness topics

## Behavioral Health /Other

- **Mental Health First Aid** community training for families to teach how to help identify and understand signs of mental illness or substance abuse
- **Seeking Safety** training to teach coping skills after trauma
- **On My Way (OMW)** Program to help youth prepare for real-world situations
- **A-CHESS** Smartphone App to provide support for substance use disorders
- **QPR** – Emergency mental health intervention training
- Interactive **web-based tool** to provide support to overcome issues with drinking and drug use

## Pregnant Members

- **\$200** for getting first **Prenatal Visit**
- **Transportation** to **WIC** appointments
- **Baby Blocks** online rewards program
- Infant Care Book – **Baby Basics**
- **Community Baby Showers** held across the State.
- Off Brand **Pest Repellent** to ward of mosquitos

## FE / PD / IDD Members

- FE, PD & IDD can get \$50 in items from **Home Helper Catalog**
- FE & PD can get one \$50 valued Adult **Parks and Rec Activity**
- FE members are mailed an Annual **Wellness Calendar**
- FE members can get one full set of **Dentures** every 5 years
- **PD / IDD & TBI Transportation** to Social Activities.
- IDD Up to 40 Hours of **Respite Care**
- **Medical Alert bracelets** for IDD, Autism & dementia members
- IDD electronic (**ebook**) book on the Web



# Kansas DSNP Additional Benefits

## \$0 Premium, \$ Co-Pay, \$ Co-Insurance



**Dental Coverage:** \$2,000 annual toward dental care



**Health Products Benefit Catalog:** Catalog credit of \$265/quarter - \$1,060/year. Expires annually



**Transportation:** Up to 24 one-way rides for health care visits and prescription needs



**Personal Emergency Response System:** Members are connected to trained operators in any emergency situation 24 hours a day



**Vision Coverage:** Annual exam and \$200 credit every year for eyewear



**Hearing Coverage:** Annual exam and \$2,000 credit every two years for hearing devices



# Kansas DSNP Additional Benefits

## \$0 Premium, \$ Co-Pay, \$ Co-Insurance



### UnitedHealthcare Dual Complete Additional Benefits and Features:



**Foot Care:** Six visits per year at \$0 copay



**24-hr. NurseLine:** Members can speak with a registered nurse anytime



**Meal Program:** 14 meals in seven days following discharge from a facility



**Gym Membership:** Access to participating fitness centers



**Chiropractic Coverage:** Up to 10 chiropractic visits every year; combined with acupuncture



**Acupuncture Coverage:** Up to 10 acupuncture visits every year; combined with chiropractic



**Virtual Doctor Visits:** Telehealth services including consultation, monitoring, diagnosis, and treatment by a physician



**24-hr. Solutions for Caregivers:** Speak to an experienced care manager who can help plan and access resources on behalf of a loved one