



## **Robert G. (Bob) Bethell Joint Committee on HCBS and KanCare Oversight**

David Livingston, CEO  
Aetna Better Health of Kansas  
June 23, 2020



# Major Accomplishments Since February Meeting

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- Received notification that Aetna Better Health of Kansas has successfully met all the requirements of the Corrective Action Plan (CAP)
- Proactively engaged with key stakeholders including KDHE, Legislators, Providers, Provider Associations and Community Groups
- Increased responsiveness towards issue resolution
- Implemented new provider service model
- Continued to provide a high level of service to members and providers throughout the pandemic

# Aetna Better Health of Kansas – Focusing Forward

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We remain committed to

- Focusing on member-centric quality programs to improve health outcomes
- Ensuring continuous and proactive contractual compliance
- Initiating transparent and regular communications with KDHE and providers
- Collaborating with providers and KDHE to implement innovative programs benefiting members

# Enhanced Provider Model- Building Relationships

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## Increased Provider Communications

- Added Provider Bulletin Distribution Listserv for weekly distribution
- Increased Provider Training offerings via Webinars
- Hosted bi-weekly Aetna Executive Update Webinars
- Implemented Provider Advisory Council Meetings
- Conducted Virtual Town Halls
- Deployed new Action and Resolution Tracker

## Increased Provider Relations Resources

- Hired two additional Senior Network Managers
- Hired two additional Behavioral Health Network Managers
- Hired three additional Physical Health Network Managers
- Hired an HCBS Network Manager



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Serving Our Members through  
COVID-19  
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# Serving our Members- Through COVID-19

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- Shared valuable information and resources regarding prevention, including practicing self-isolation and social distancing
- Assessed member access to supports and services and offered alternatives such as
  - Providing home-delivered meals
  - Ensuring caregiver availability
  - Reviewing backup plans
  - Delivering prescriptions to members' homes
  - Offering flexible refill timing
- Assisted members with contacting existing providers and offering choice of alternative providers

## Serving our Members- Through COVID-19 (cont.)

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- Supported members who were experiencing symptoms and offered to assist with contacting their health care provider, like conducting follow up calls to ensure members received the appropriate care
- Ensured members had adequate supply of medications and medical supplies while helping to contact their provider
- Responded to members and providers to adjust Person-Centered Service Plans and Authorizations due to closure of schools and day programs
  - Discussed all possible options and offered choice
  - Put the health and safety of our members first
  - Worked with member families and providers to be flexible during this time of great stress



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# Serving Our Members through the Family Finding Initiative

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# Serving our Members- Family Finding Initiative

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- The Family Finding model offers methods and strategies to locate and engage relatives of children currently living in out-of-home care. The goal of Family Finding is to connect each child with a family, so that every child may benefit from the lifelong connections that only a family provides.
- Core beliefs inherent in this approach are:
  - Every child has a family, and they can be found if we try
  - Loneliness can be devastating, even dangerous, and is experienced by most children in out-of-home care
  - A meaningful connection to family helps a child develop a sense of belonging
  - The single factor most closely associated with positive outcomes for children is meaningful, lifelong connections to family

<http://familyfinding.org/index.html>

# 6 Essential Components & Implementation

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- Urgency
  - Expanded Definition of Permanency
  - Effective Relative Search
  - Family-driven processes
  - Development of multiple plans
  - Well-defined and tactical procedures
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- Aetna, the Department of Children and Families (DCF) and Casey Family Programs partnered together to bring Family Finding to Kansas in 2019 and again in 2020 for 3 events. KVC generously provided the Ball Conference Center in Olathe for the 2<sup>nd</sup> Boot Camp event.
    - Lighting the Fire of Urgency: Introduction—September 12, 2019
    - Family Finding Boot Camp #1—November 12-15, 2019
    - Family Finding Boot Camp #2—February 18-21, 2020

# Event Images



# The Results of Boot Camp

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- Family Finding Boot Camp #1
  - 100 participating child welfare professionals and stakeholders
  - 27 foster care youth identified for Family Finding intervention
  - Average identification of 3 supportive people per child prior to bootcamp
  - Average identification of 19 supportive people per child during bootcamp
  - Average of 14 relatives found per child
  - Average of 90 minutes to increase each child's support network
- Family Finding Boot Camp #2
  - 250 participating child welfare professionals and stakeholders
  - 100 foster care youth identified for Family Finding intervention
  - Average identification of 2 supportive people per child prior to bootcamp
  - Average identification of 14 supportive people per child during bootcamp

# Beyond Boot Camp

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- Aetna has initiated individual Family Finding consultations in partnership with Kevin Campbell
- Since April, there have been 47 Family Finding consultations focused on 23 high risk youth in foster care
- More than 100 child welfare professionals have participated in these consultation calls across the state
- These high-risk youth have been referred by community stakeholders including community mental health and inpatient behavioral health providers, DCF, foster care contractors, juvenile corrections, and Aetna Care Coordinators
- Youth in group living settings such as YRC II, QRTP and PRTF, or on the waiting list for PRTF, have been prioritized

# Success Stories

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A 16-year-old boy in foster care for 2 years had difficulty maintaining foster home placements and had no contact with anyone outside the shelter. Through Family Finding, a number of relatives he identified as important to him were located. Several have begun making daily contact with him, and since that time, his grades have improved significantly. One of the relatives is taking necessary steps to become a licensed foster home for him and should be taking placement of him in the coming weeks.

A female adolescent who had been in foster care the majority of her life was recently reconnected with family she has not heard from in almost 9 years. Though she continues to struggle with significant mental health needs, there has been a noted reduction in her aggression and self-harm. Her therapist reports the girl's hopefulness about the future has increased dramatically since being reconnected to family.

# Testimonial

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*Thank you. I don't know how to tell you how grateful I am. I really believe you saved my life. I used to not have any reason to have care or to get better and try harder. My dad and I are so so so grateful towards you and your great team! It's been a long 11 years in foster care, and thanks to you, we don't have to wait any longer to be a family. We got a 2<sup>nd</sup> chance to be together. Again, thank you so much.*

# Family Finding- Progress & Next Steps

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In the past few weeks, Aetna has been able to divert 3 youth from PRTF who have recently been the focus of Family Finding consultations. Their high-risk behaviors have decreased enough that they no longer need the PRTF level of care at this time.

- Next Steps
  - Continue individual Family Finding Consultations for high-risk foster care youth
  - Work with all child welfare stakeholders to expand the reach of Family Finding within their organizations led by the 350 professionals who have been trained through the Family Finding Boot Camp
  - On August 18<sup>th</sup>, Aetna Better Health of Kansas will be hosting Family Finding Implementation and Court Integration Training to improve Child Welfare Outcomes in the KC Metro area for attorneys and judges