



UnitedHealth Group®

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UnitedHealthcare Community Plan

## **Senate Public Health and Welfare KanCare Update February 6, 2013**

Madam Chair and Members of the Committee:

I appreciate this opportunity to update the Legislature on UnitedHealthcare's progress on implementation of the KanCare program. I would like to commend the State for having a well thought out plan and for being a dedicated partner by providing the support needed to achieve our mutual goals.

UnitedHealthcare (UHC), in addition to our new partnership with Kansas, currently partners with 24 states and Washington, D.C. to provide Medicaid services to over 3 Million Americans, 2 Million of which are children.

Today I want to update you on the implementation process, including providing a perspective on our efforts to ensure our readiness to serve the population.

### **Implementation Status:**

- We have processed the initial membership file with no major issues and members were mailed their ID cards for receipt prior to 1/1.
- Our Member call center has been operational since late 2012 and has maintained service levels above 95% all but 2 days. The reduction in service level on the two days indicated was due to higher than expected call volume.
- UHC began making Welcome Calls to all new members early in January and are working to assist members to:
  - Understand the Continuity of Care period
  - Help with navigation and understanding of websites and other member materials
  - Provide clarification on benefits
  - Assist members in selecting a PCP or finding providers
- Care Coordinators assigned to LTSS members personally began calling their new members to welcome them to the plan beginning January 2<sup>nd</sup>.
- Face to face assessments were scheduled with LTSS members as a result of the initial Care Coordinator outreach and these assessments began the week of 11/7.
- State of Kansas Quality Staff has been able to accompany UHC Care Coordinators on face to face visits as part of the quality oversight program implemented as part of KanCare.
- UHC has received over 150,000 claims with over 85,000 being processed as paid as of Friday. We are working with providers closely to answer questions and help them with claims inquiries.

## KanCare Update

### Network:

- UHC currently has over 246,000 members in the state of Kansas in our Medicare and Employer Sponsored healthplans. Consequently, we have an existing network of providers in the State and are in the process of finalizing these contracts to include KanCare related services.
- UHC has also contracted with additional provider groups who will serve the specific needs of the KanCare population, such as Nursing Facilities and Home and Community Based Service providers.
- UHC is adding providers daily to our network and will continue to do so as we finalize contracts.
- Per the Continuity of Care Provision, services and care plans will remain in place and all current providers will be automatically approved to continue providing services whether they have completed the contracting process or not.

### Staffing:

- With more than 2,000 current UHG employees located in Kansas, we are committed to adding an additional 300 employees who will be dedicated to the KanCare population.
- The following key personnel have already been hired and are located in Kansas:
  - Plan President
  - Chief Medical Officer
  - Health Services Director
  - Compliance Officer
  - Chief Operations Officer
  - Marketing and Community Relations Director and Staff
  - Director of Network Programs and Staff
  - Director of Clinical Quality
  - Member Services Management and Call Center Staff
  - Behavioral Health and SUD Medical Director
  - Director of Pharmacy Programs
- As of today, approximately 300 talented individuals within Kansas have begun working for UnitedHealthcare Community Plan. Over 120 of these are talented clinicians who are dedicated to insuring our members get the care they deserve.

### Empower Kansas

- UHC recently published an RFI soliciting proposals to support the Empower Kansas project.
- Empower Kansas is a 3 year financial commitment of \$500,000 per year to create and support meaningful employment opportunities for Disabled residents of Kansas.
- We look forward to launching this project in the upcoming month via the formulation of the Empower Kansas Advisory Council whom will be instrumental in the selection of projects to support the initiative.

Thank you again for the opportunity to provide this update and I would be happy to answer any questions you might have.