



April 20, 2022

Robert G. (Bob) Bethell Joint Committee on Home and Community Based Services and KanCare Oversight
300 SW 10th St
Topeka, KS 66612

To the Bob Bethell Joint Committee Members,

I am writing on behalf of Heartspring in regards to the managed care organization, MCO, request for proposal, RFP, process. Our organization has been engaged in the efforts to inform the RFP used to select the next rounds of MCO. Two of the things we are advocating for are consistent authorization processes across all MCOs and monthly performance metrics from all MCOs.

As a provider, Heartspring works with all three Managed Care Organizations (MCOs) daily, and we have grave concerns about extending the contracts due to ongoing issues with Sunflower's authorization process. Sunflower requires providers to go through a unique authorization process that causes families and providers to jump through hoops to receive necessary services by outsourcing authorizations for occupational therapy, physical therapy, and speech-language therapy to NIA/Magellan. Sunflower is the only MCO that requires authorizations for pediatric habilitative therapy.

Many of the children Heartspring serves are outliers from their guidelines and standardized tests due to their complex medical conditions causing children to be denied or have their services dropped. We consistently see NIA deny ongoing therapy once a child has been in services for a year, pushing to discharge the child and transition them out of skilled therapy, and into a home program against the medical or therapeutic recommendation.

In regards to performance metrics, North Carolina has an excellent structure as do other states regarding managed care. The key is not who is awarded the contract but how they are held to transparency and open reporting for authorization denials, ACOC (Actual Cost of Care), and TCOC (Total Cost of Care) month over month and year over year.

We urge you to support the continued efforts to allow the KanCare MCO RFP process to continue in order to bring fair, consistent, and transparent services to all Kansans.

Thank you,

Rachel Mayberry
Senior Director of Public Policy and Communications

About Heartspring: HEARTSPRING, INC. was founded as "The Institute of Logopedics" nonprofit organization in 1934 in partnership with Wichita State University. The early service model prioritized children experiencing speech and hearing challenges. Located on a beautiful 35-acre campus in Wichita, Heartspring (www.heartspring.org) is now known as one of the most ground-breaking therapeutic schools and pediatric service centers in the world.

Heartspring serves children with multiple intellectual and developmental needs, such as: living with autism, challenges with speech, language, and communication, challenges with mobility and other motor functions, a limited ability to regulate stress or distress, and other pediatric healthcare complexities.