

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

UnitedHealthcare Community Plan of Kansas
August 26 & 27, 2019

Kevin Sparks, Chief Executive Officer
Jeff Stafford, Chief Operating Officer
Carrie Kimes, Director of KanCare Providers Relations and Strategy
Cynthia Houser, Associate Director of Case Management
Kim Crawford, Director of Marketing and Community Engagement
Sandra Berg, Executive Director of Behavioral Health

UnitedHealthcare's Mission

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



Psychiatric Residential Treatment Facilities: Waitlist



- United members on the PRTF waitlist from January 1, 2019 to June 30, 2019: **164**
 - Average length of time on the waitlist: **51 Days**
 - Minimum time on the waitlist: **1 Day**
 - Maximum time on the waitlist: **205 Days**
 - % of children on the waitlist that are on the SED waiver: **43% (70/164)**
- Reasons children removed from waitlist:
 - Guardian unable to be located
 - Child improved
 - Admitted to bordering state PRTF
 - Admitted with other MCO, no waitlist information available
 - Member deceased, no further details available
 - No response from guardian
 - Member incarcerated



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Psychiatric Residential Treatment Facilities: Denial Reasons



- Does not meet need for 24 hour residential care
- Not harming self or others
- Previous PRTF stays with no improvement
- Outpatient services have not been attempted or fully explored
- Does not present with psychotic symptoms
- Needs medication evaluation that can be done in the community



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Services Received While On The Waitlist



- Individual Therapy
- Family Therapy
- Medication Management
- Psychosocial Rehabilitation, individual and group
- Crisis Intervention
- Community Psychiatric Support and Treatment
- SED waiver
- Targeted Case Management
- Attendant Care



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Psychiatric Residential Treatment Facilities: Length of Stay



Length of Stay by Facility for Q12019 (January 1, 2019 to July 1, 2019):
With KVC Wheatland and Prairie Ridge included:

Facility Name	Discharges	Average LOS	Min LOS	Max LOS
FLORENCE CRITTENTON SERV OF TOPEKA	4	112.00	65	150
KIDS TLC	12	95.33	27	182
KVC HOSP INC PRAIRIE RIDGE HOSPITAL PRTF	11	103.09	44	148
KVC HOSPITALS INC	1	22.00	22	22
KVC HOSPITALS INC., WHEATLAND	4	76.50	47	111
LAKEMARY CENTER INC	3	120.00	76	201
PATHWAY FAMILY SERVICES LLC	4	87.50	74	102
PRAIRIE VIEW INC	8	38.13	31	48
SAINT FRANCIS COMMUNITY AND RESIDENTIAL	6	114.50	62	177
Grand Total	53	89.74	22	201

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Barriers To Additional Services



- Lack of Intensive Outpatient/Partial Hospital Program (IOP/PHP) for mental health in the state.
- Variances across the state in what CMHCs can provide.
- High acuity.
- Lack of family involvement.
- Families don't want to engage with the CMHCs.
- Waiver services are not being accessed by those on the waiver.



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Recommendations



- Reinstate Intensive Outpatient/Partial Hospital Program (IOP/PHP) for BH to provide a more gradual step down or alternative to inpatient or PRTF.
- Implement family therapy without child present to support use of evidence based programs, such as Parent Management Training of Oregon (PMTO).



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UnitedHealthcare Response



- Biweekly staffing of children on the waitlist with KDADS, DCF.
- All children on the waitlist are assigned a care coordinator.
- Pilot with KVC to support families of difficult children to keep them from disrupting from the home using in-lieu of funds.
- IOP with KidsTLC for children at risk of PRTF or needing intensive supports following discharge.



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Value Added Benefits



What are Value Added Benefits?

- Additional benefits that UnitedHealthcare offers **beyond** KanCare covered benefits.
- Value Added Benefits are built around the populations we support including:
 - Adult Members
 - Pregnant Members
 - Child Members
 - HCBS Waiver Members
- UHC offers over 30 extra benefits design to help, aid, and encourage our members on various health matters.

HCBS: Home and Community Based Services PD: Physically Disabled IDD: Intellectually and Developmentally Disabled FE: Frail Elderly

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Value Added Benefits



Home Helper Catalog

FE, PD & IDD members can get \$50 in items from the catalog of home assistance products such as aids for daily living (toilet and tub safety rails, shower bench, blood pressure monitor, heart rate monitor, talking digital scale, incontinence items and more.)

UHC Care Coordinator, Crystal, met with Kelly, an IDD member who had recently transitioned to UHC. In her initial visit with Kelly, Crystal learned that Kelly required her roommate's assistance getting in and out of the tub. Crystal saw this as an opportunity to share with Kelly information about the Home Helper Catalog Value Added Benefit. The benefit enables members to spend \$50 annually on products from the catalog. Kelly was excited to hear about the Tub Safety Bar and asked Crystal to order it. Crystal placed the order and the Tub Safety Bar was delivered via mail. Kelly's roommate was unable to install the Tub Safety Bar, so Crystal installed the safety bar for her. Kelly is very excited to be able to bathe independently and that the Tub Safety Bar has helped her a lot.



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Value Added Benefits



Dentures

Frail Elderly members can get one full set of dentures every 5 years.

Tina is a FE Waiver member who had joined UHC during the open enrollment period. She already had several missing teeth and her dental provider indicated that additional teeth needed to be extracted. She was already very self-conscious about her missing teeth and had begun to withdrawal from the things she loved to do, like go to church, visit with friends and family. Through her Care Coordinator, Sara, Tina learned about the denture Value Added Benefit. She was excited at the prospect of getting dentures. Sara worked with the UHC dental team and Tina's dental provider to get approval for Tina's dentures. Tina agreed to have the additional teeth extracted and then patiently waited for her gums to heal so that the denture work could be completed. Two weeks ago Tina got her new dentures. Tina's Care Coordinator could hear an excitement in Tina's voice that she'd never before. Tina is genuinely happy to begin going to the social activities she loves so much and not be self-conscious about her smile.

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2019 Value Added Benefits



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
- **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
- **Community Baby Showers** held across the State.
- **Off Brand Pest Repellant** 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**

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Questions

