



Residential Treatment Services of Southeast Kansas (RTSSK) has been providing Residential, Day services and Targeted Case management for individuals on the IDD (Intellectual/Developmental Disability) waiver in southeast Kansas for the past 10 years. Seven of those were under the old Medicaid system, and in 2014 we were included in the new KanCare system. Since that time there have been many changes to the system for providers. Initially, it was like relearning how to navigate a system that we had flourished in previously. I will be the first to admit that as a provider, it was hard to make those changes to a system that we felt was working well.

RTSSK is a small agency which provides services to 40 individuals for Day and Residential services who have historically had behaviors that create barriers to them successfully living in the community. The majority of our individuals (75%) have been in an institutional setting for an extended period of time (5+ years) at some point in their lives. We serve many extremely challenging individuals with a wide range of psychological disorders, including Borderline Personality Disorder, Bipolar, and Pedophilia. We have taken people out of jail which required 2-to-1 staffing; individuals out of acute care hospital situations; individuals with sexual offending issues and individuals that have spent the majority of their lives in some form of institution. Some of these individuals would not have been afforded these second chances or opportunities without Sunflower Health Care's willingness to provide additional funding to support them in the community. Being able to access additional funding during times of crisis is crucial, until they can adjust to community services. RTSSK makes all new requests for additional funding based on data collected. All behavior data is graphed and reviewed by our Behavior Analyst and the Behavior Support Specialist. Changes to the behavior support plan are data driven. Each month, the entire treatment team meets for 30-day reviews of each client's graphs and data. Trends are examined and modifications are made as needed.

Since being included in the KanCare system, RTSSK has grown by almost 40%. We now employ 110 people and have a starting pay of \$10/hour for all direct support staff. We offer professional development training and education on behavioral interventions.

RTSSK has been successful under the Managed Care system by creating access to services for individuals that previously would not have been available. We have been successful in serving individuals outside of the IDD waiver, specifically those on the TBI (Traumatic Brain Injury) waiver that the managed care company thought would benefit from the residential services provided by our agency. These individuals'

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lives are forever changed by these additional services, services which would not have been possible under the old system. I feel like Sunflower Healthcare's willingness to seek out appropriate services, regardless of the waiver, has opened a world of possibilities for these individuals and their families.

We feel that part of our successful transition to the Managed Care system is our relationship with the care coordinators. These are the individuals from the Managed Care Organization (MCO) who actually interact with the members they serve. RTSSK has developed excellent working relationships with all of our Care coordinators. We have the exact same three care coordinators assigned by each MCO initially. I think that this piece is crucial to the continuity of care for our individuals and building trust between the MCO's and provider. Sunflower Health plan has assigned us a care coordinator that is local, has lived and worked in the community with many individuals on the IDD waiver and this, I believe, has been key to building the close working relationship that we have with them. She is in the community. She sees our individuals at Wal-Mart, at the movie theater, and out at restaurants. She knows them by name and is an advocate for them. They know her by name and are always thrilled to see her and tell her what is going on with them that day.

Accepting change is not always easy, especially when it involves changes to a system that serves some of our States most vulnerable individuals. We went into these changes feeling fearful for the future of the IDD waiver. I know that some still feel this way. However, the Managed Care Organizations have not, to this date, reduced any services to individuals we serve. Hopefully our experiences will continue to be positive and others will begin to see the possibilities that we have within the Managed Care system. As with most systems, I think that there is always room for improvement. Working together with the MCO's, in the best interest of the individuals we serve, is the only way to achieve the success that we all are hoping for. To improve the lives of the individuals we serve.

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