



KanCare Executive Summary

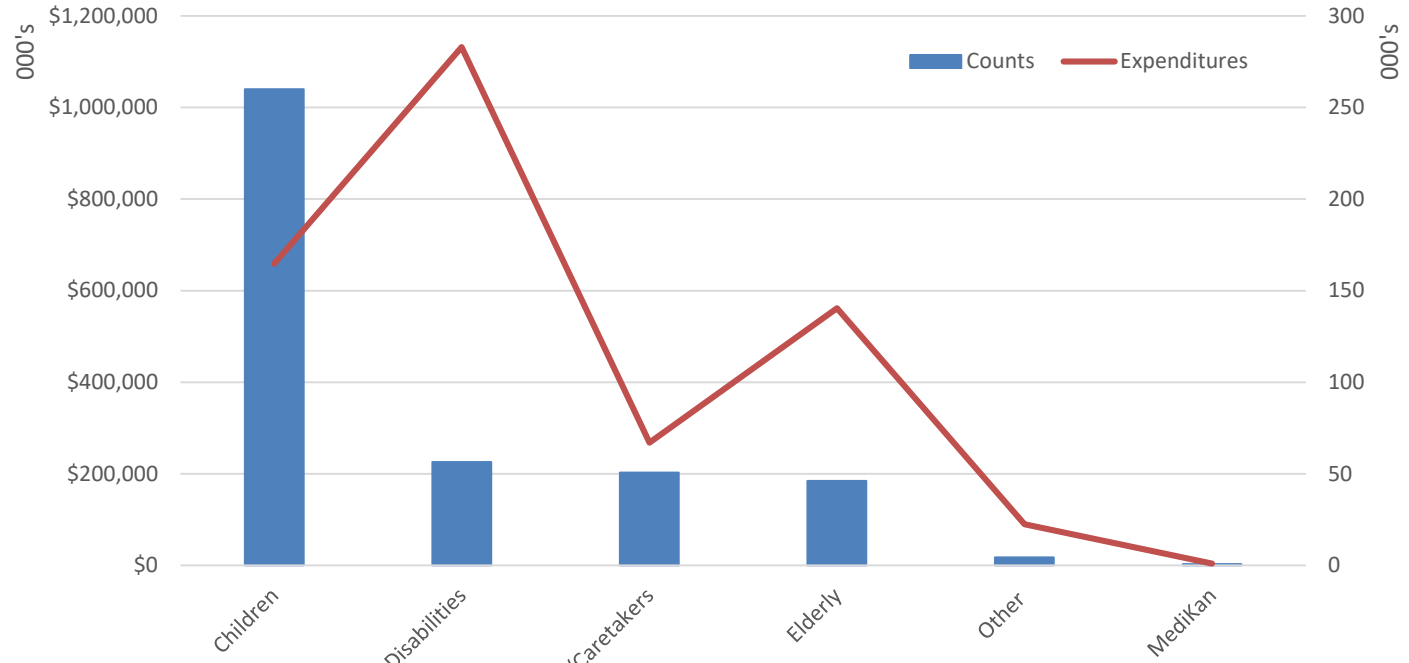
Update to Bob Bethell Bethell KanCare Oversight Committee (*data reported through September 2018*)

November 8-9, 2018

KANCARE CAPITATION AND MEMBERS

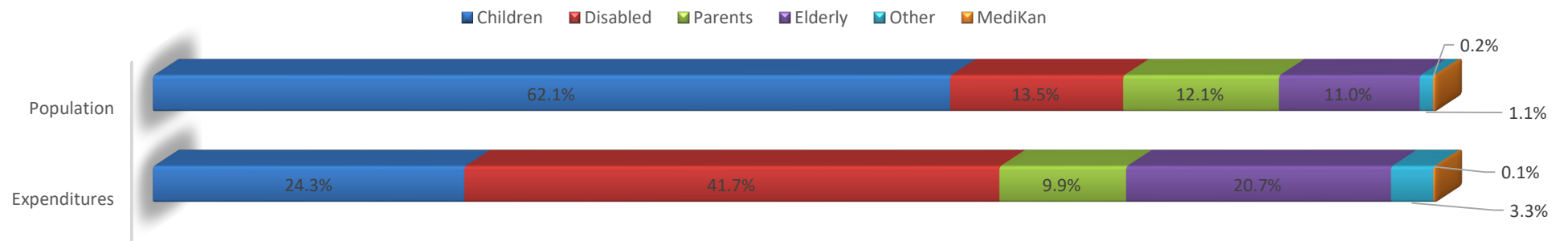
Medicaid/CHIP Member Eligibility and Expenditures

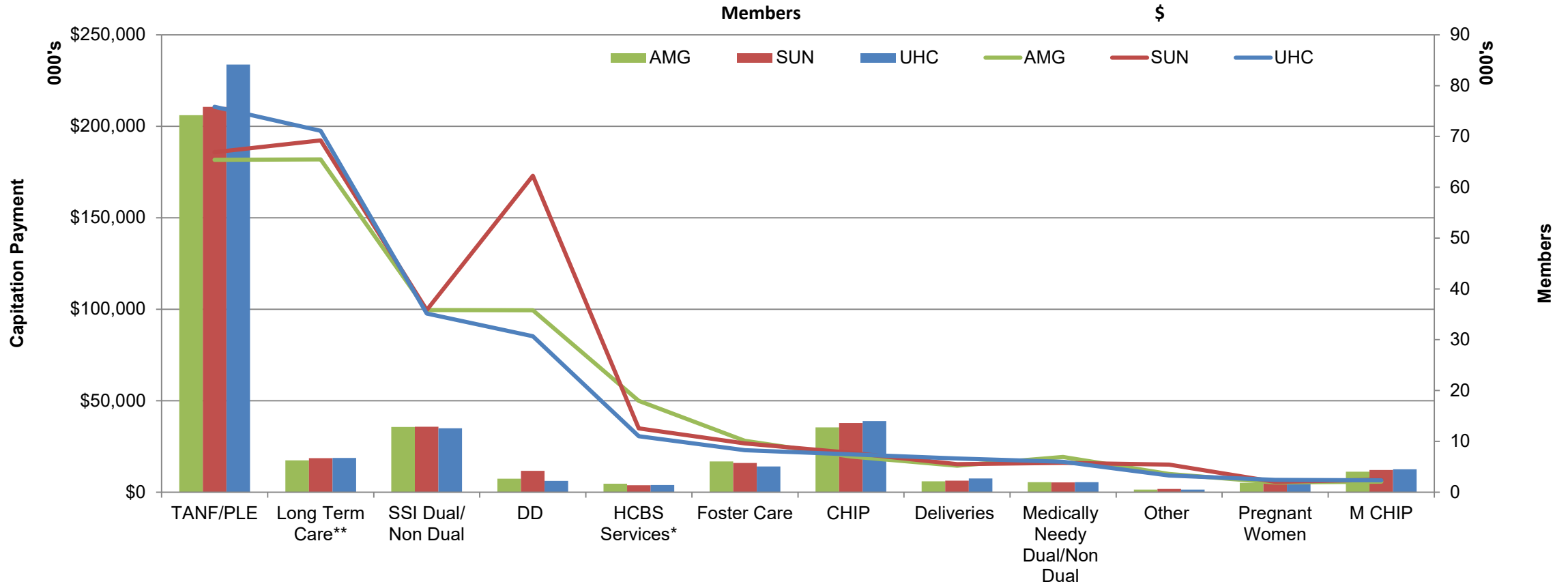
Calendar Year 2018 (January – August)



% Total		
	Population	Expenditures
Children	62.1%	24.3%
Disabled	13.5%	41.7%
Parents	12.1%	9.9%
Elderly	11.0%	20.7%
Other	1.1%	3.3%
MediKan	0.2%	0.1%

Eligibility and Expenditure Comparison

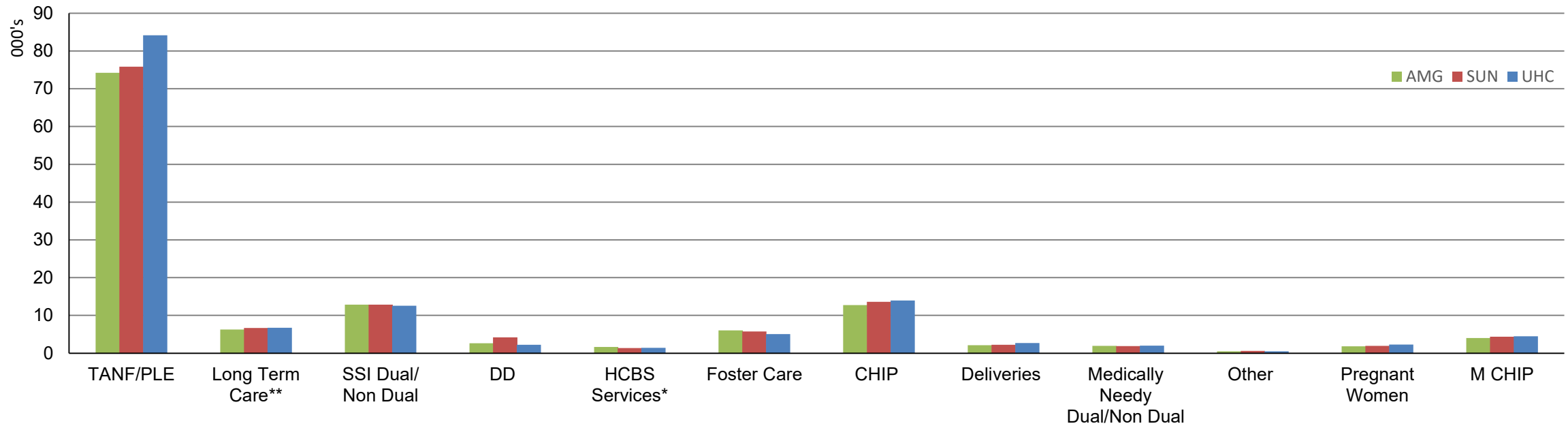




*HCBS Services includes Autism, Severe Emotional Disturbance, Technology Assisted, and Traumatic Brain Injury

**Long Term Care includes Nursing Facilities, Money Follows the Person Frail Elderly and Physically Disabled, and the Physically Disabled and Frail Elderly Waivers

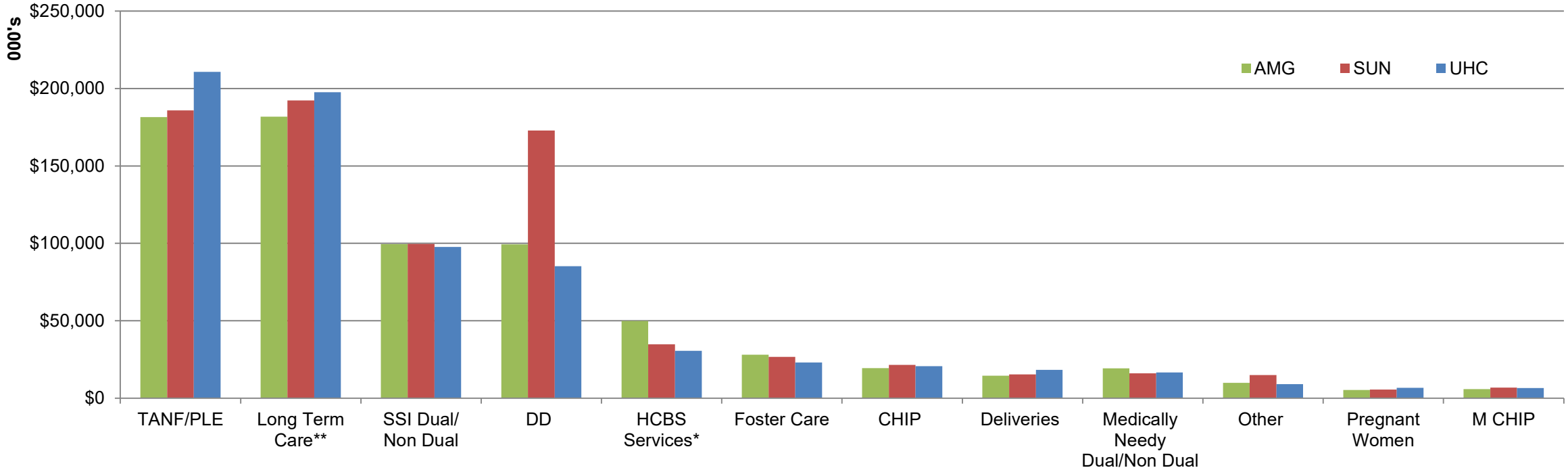
Members by Cohort YTD 2018 (January – August)



*HCBS Services includes Autism, Severe Emotional Disturbance, Technology Assisted, and Traumatic Brain Injury

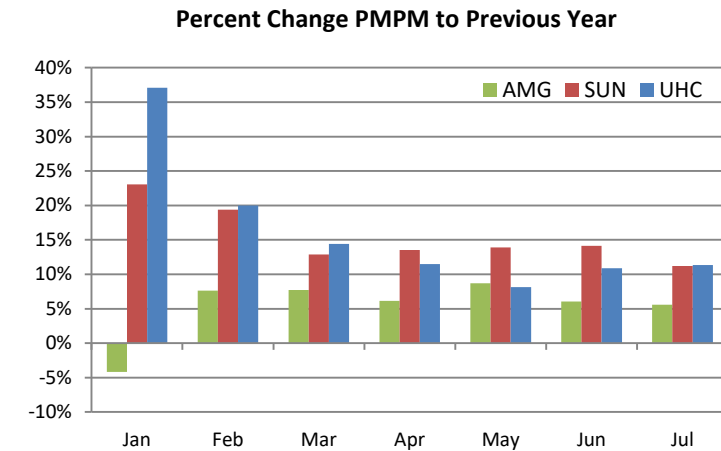
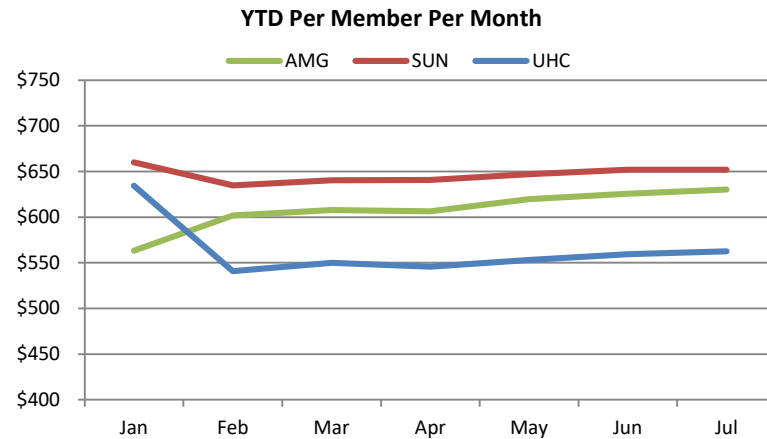
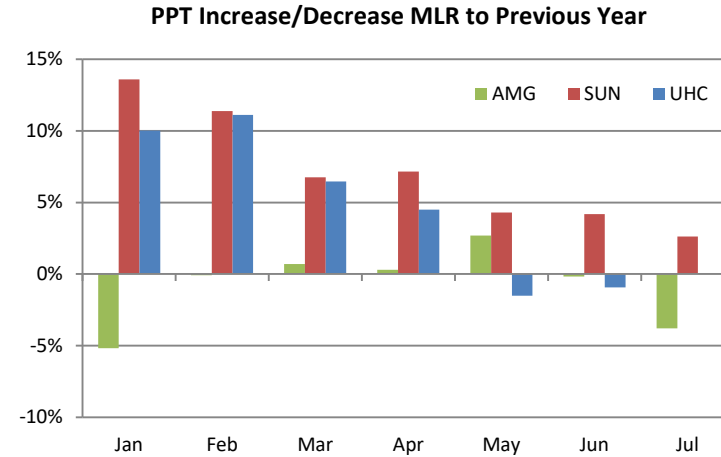
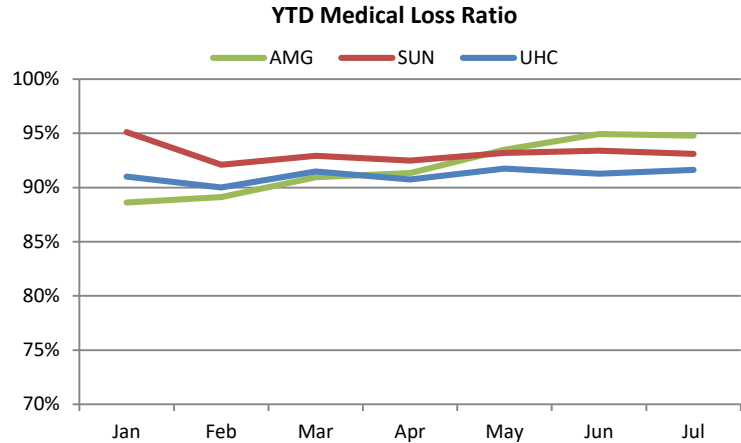
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Capitation Payments by Cohort YTD 2018 (Jan-Aug)



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**Long Term Care includes Nursing Facilities, Money Follows the Person Frail Elderly and Physically Disabled, and the Physically Disabled and Frail Elderly Waivers



MLR=Total Claims Paid/Capitations

PMPM= Current Expenditures/ Current Members/12 months

KANCARE PROVIDER NETWORK



Provider Network

KanCare MCO	# of Unique Provider/ Locations as of 12/31/17	# of Unique Provider/ Locations as of 3/31/18	# of Unique Provider/ Locations as of 6/30/18	# of Unique Provider/ Locations as of 9/30/18*
Amerigroup	27,107	29,066	26,544	33,230
Sunflower	31,168	27,441	27,433	30,886
UHC	31,247	31,259	30,819	38,196

NOTES:

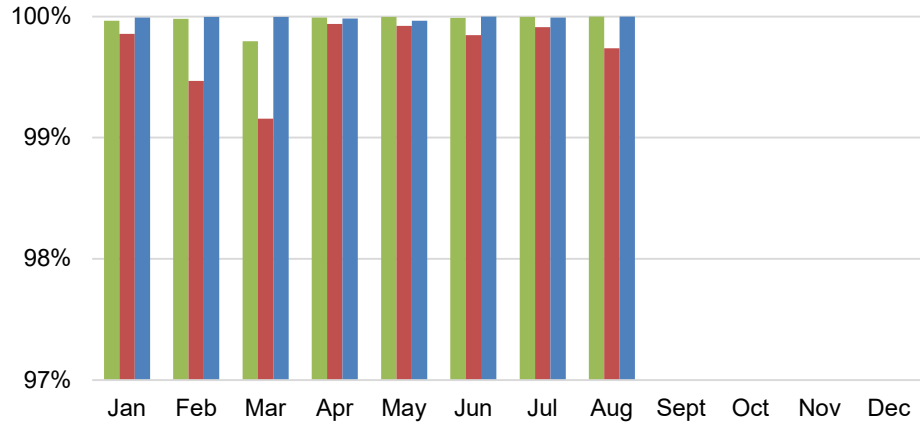
Provider number reflects the number of unique providers per name, NPI and city. Since Kansas is a highly rural state with many providers serving in multiple clinic locales, this report reflects more accurately network capacity.

*Changes to MCO reporting implemented in Q3-2018 now provide more complete HCBS provider counts. Specifically, for providers who travel to the member for services, the count now includes a count of each county in which a provider is contracted to provide services.

KANCARE CLAIMS OVERVIEW

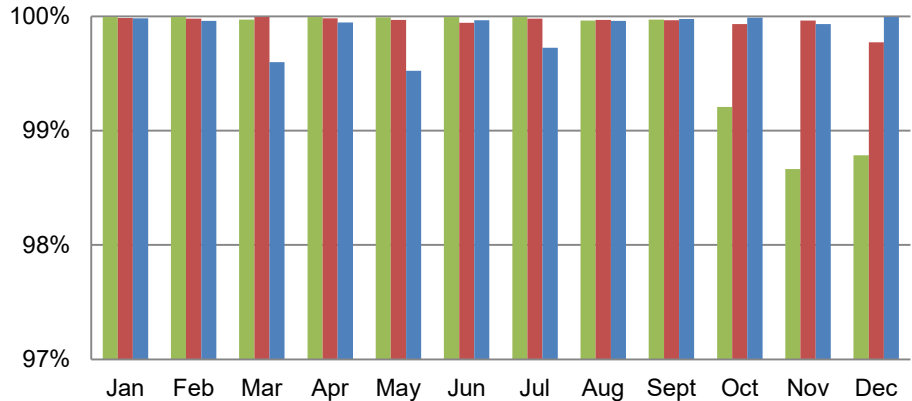
Claims Data - % Clean Claims Processed Within 30 days

CY 2018



CY 2017

■ AMG ■ SUN ■ UHC



Claims Processed 2018 (Jan-Sept)

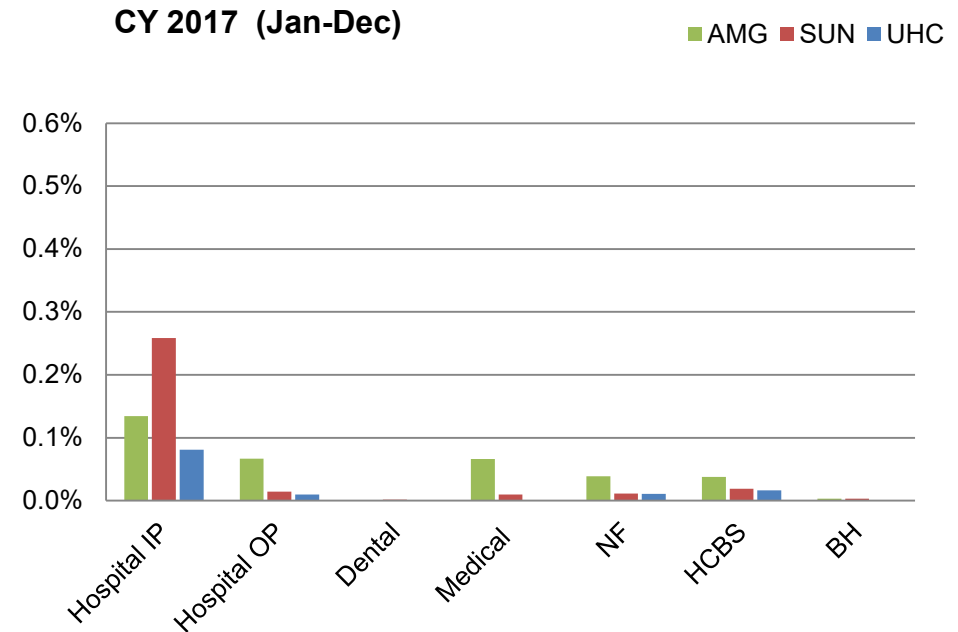
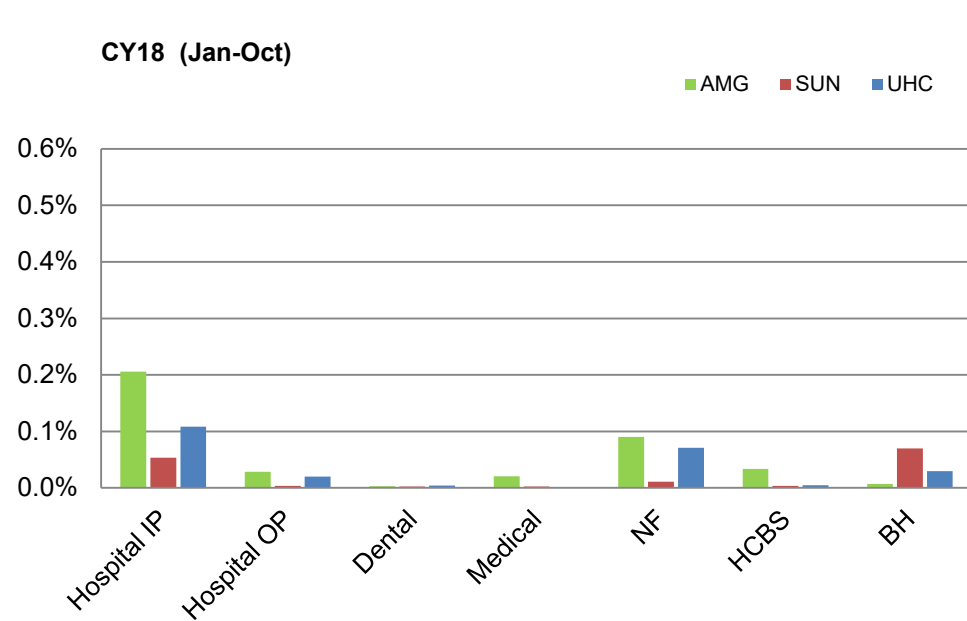
Service Type	Total claim count			Total claim %		
	AMG	SUN	UHC	AMG	SUN	UHC
Pharmacy	1,450,992	1,665,172	1,359,207	35%	36%	34%
Medical	1,420,996	1,237,589	1,216,437	34%	27%	30%
Behavioral Health	434,421	574,979	493,330	11%	13%	12%
Hospital Outpatient	242,724	243,476	237,520	6%	5%	6%
HCBS	224,841	424,272	287,931	5%	9%	7%
NEMT	105,436	120,842	126,992	3%	3%	3%
Dental	104,531	116,494	114,313	3%	3%	3%
Nursing Facilities	65,471	92,539	71,076	2%	2%	2%
Vision	59,241	74,984	63,396	1%	2%	2%
Hospital Inpatient	26,661	26,502	20,886	1%	1%	1%
Total All Services	4,135,314	4,576,849	3,991,088	100%	100%	100%

Contact Standard: 100% of Clean Claims Processed within 30 days

A clean claim is a claim that can be paid or denied with no additional intervention required and does not include: Adjusted or corrected claims, Claims that require documentation (i.e., consent forms, medical records) for processing, Claims from out-of-network providers that require research and setup of that provider in the system, Claims from providers where the updated rates, benefits or policy changes were not provided by the State 30 days or more before the effective date (these claims may be pended until rates are loaded so the appropriate amounts can be paid)

Percent = Number clean claims processed within 30 days divided by Number of claims received

Processed = adjudication decision making of a claim being approved to paid or denied.



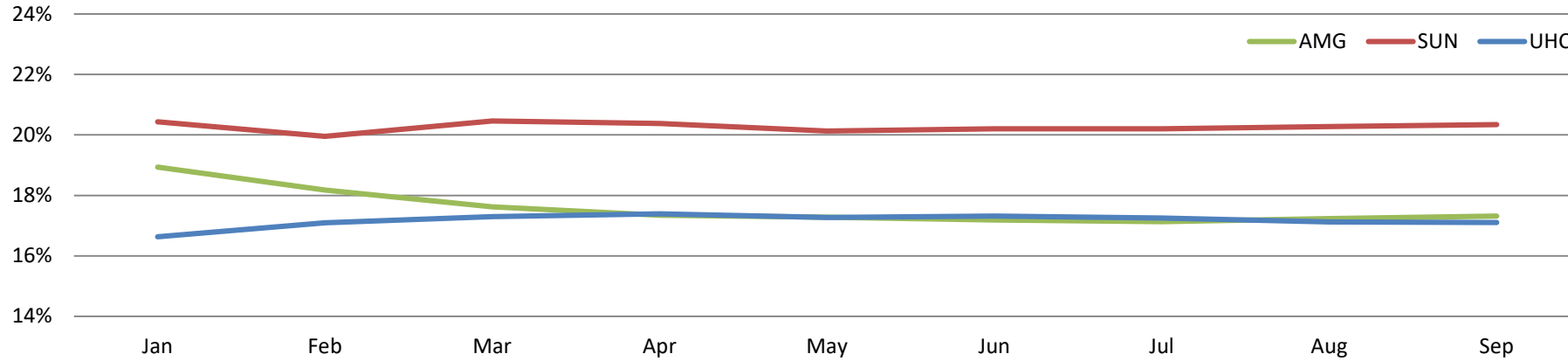
YTD claim requiring adjustments greater than 3 times represents Accuracy

Purpose: The purpose is to review payment accuracy

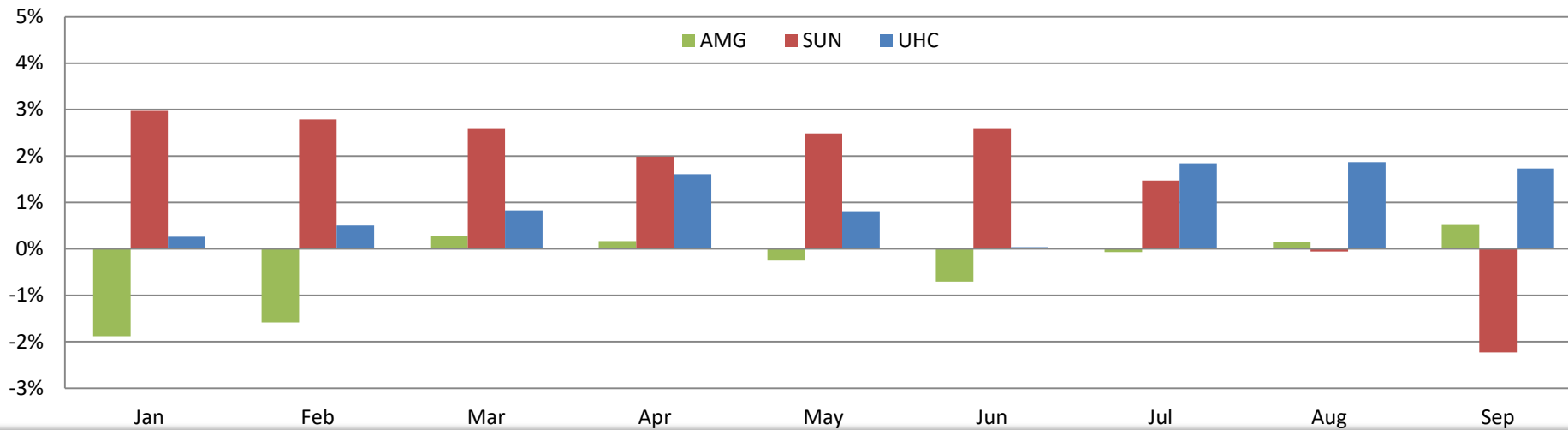
Methodology: Monitoring the frequency of the claims adjustments by MCO in each category utilizing the total claims adjusted/claims processed (*category provider type: Hospital Inpatient, Hospital Outpatient, Dental, Medical, Nursing Facilities, HCBS, BH*). Pharmacy, Vision and NEMT Have had 0% adjustments over 3 times for over one year so have been dropped from this report. Pharmacy is point of sale processing so will not have adjustments

Total YTD claims adjusted 4 or more times divided by the YTD total number of claims processed by service type.

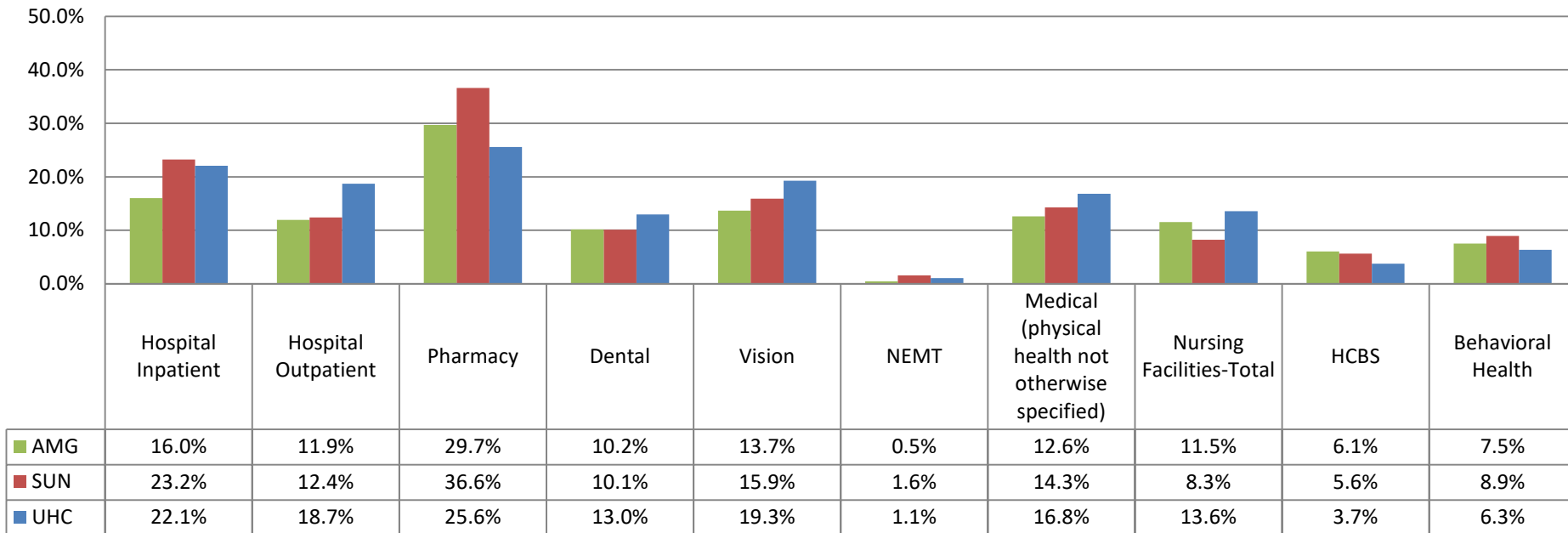
Percent Denied Claims by Month YTD Cumulative



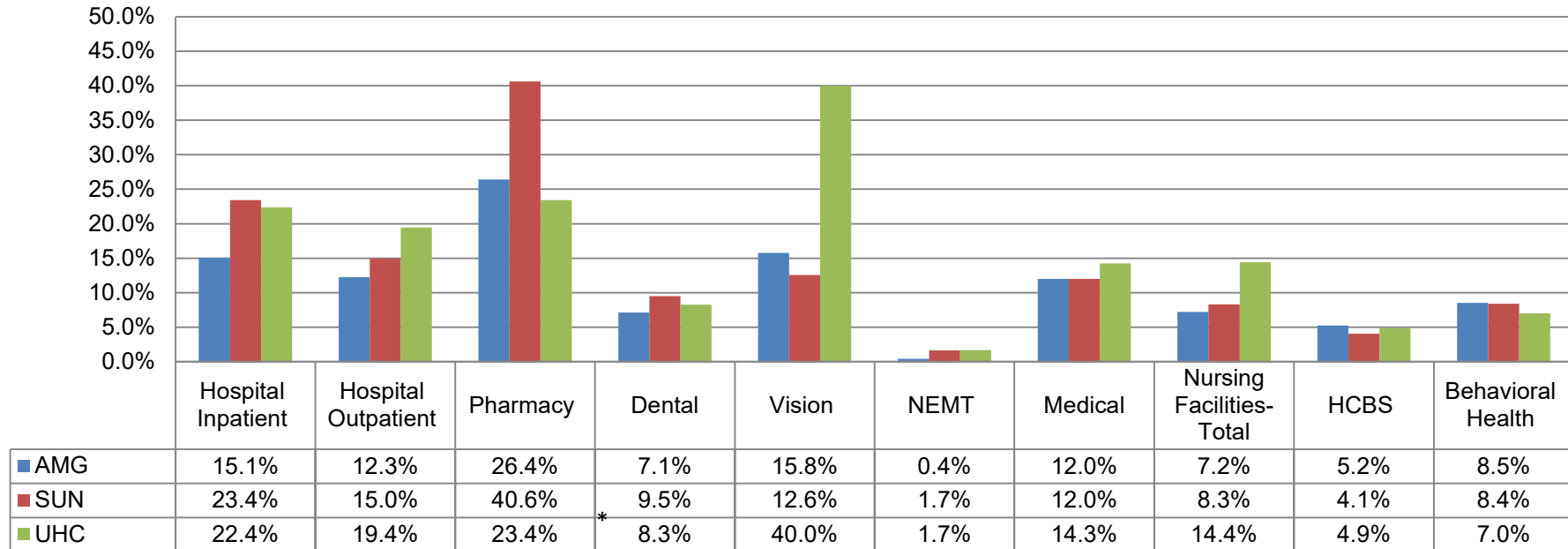
Percentage Point Increase/Decrease From Previous Year



Percent Denied YTD 2018 (Jan- Sept)



Percent Denied CY 2017



*Vendor Change

KANCARE MEMBER BENEFITS



Value Added Services - January- September 2018

Amerigroup				Sunflower				United			
	Members YTD	Total Units YTD	Total Value YTD		Members YTD	Total Units YTD	Total Value YTD		Members YTD	Total Units YTD	Total Value YTD
Member Incentive Program	1,324	2,165	\$1,190,086	CentAccount Healthy Rewards	53,650	53,650	\$585,657	Additional Vision Services	2,870	8,772	\$221,954
Adult Dental Care	2,381	2,576	\$336,837	Dental visits for adults	2,848	4,183	\$250,738	Home Helper Catalog Supplies	2,843	4,389	\$122,319
Mail Order OTC	1,259	5,537	\$102,544	Comprehensive Medication Review	4,954	7,160	\$199,380	Baby Blocks Program and Rewards	772	772	\$92,640
Healthy Families Program	61	61	\$50,000	Smoking cessation program	427	427	\$102,480	Adult Dental Services	1,737	1,797	\$67,135
Pest Control	115	142	\$18,275	Start Smart for Your Baby	2,045	2,045	\$57,567	UHC Health Rewards Program	4,374	4,374	\$51,425
Grief Counseling	6	42	\$8,400	Member Connections Home Visiting Program	1,559	1,559	\$40,752	Adult Dentures	90	95	\$45,847
Air purifier with a permanent filter	76	78	\$6,862	In-home telemonitoring: service	143	143	\$35,750	Additional Podiatry Visits	189	424	\$30,211
Boys and Girls Club Membership	100	100	\$5,000	Healthy Solutions for Life - Disease Management	16,708	16,708	\$33,416	Membership to Youth Organizations*	431	431	\$21,550
Smoking Cessation Program	27	29	\$4,785	Community Programs for Healthy Children: Boys & Girls Clubs	312	312	\$15,600	Pest Control	33	33	\$8,000
Additional Respite Care for DD Waiver Population	8	59	\$4,663	Farmers Market Vouchers	1,150	1,150	\$11,500	Medications Calendar	1,800	1,800	\$3,888
Additional Personal Care Services for IDD Wavier Population	4	341	\$938	Dentures	5	10	\$7,058	KidsHealth	12,000	12,000	\$3,840
Weight Watcher Vouchers	12	12	\$443	Respite care	11	555	\$1,804	Sesame Street - Food For Thought	77	77	\$2,695
Adult Podiatry	14	20	\$426	Healthy Solutions for Life - Weight Management Program	679	679	\$1,358	Adults Parks and Rec Catalog	32	32	\$1,600
Respite Care for FE Waiver Population	1	128	\$384	Sunny's Kid Club	392	392	\$1,133	A is for Asthma	899	899	\$450
				Adopt-A-School Program	125	4	\$900				
				In-home telemonitoring: install	16	16	\$350				
				Hospital companion	1	56	\$182				
Grand Total	5,142	11,290	\$1,729,641	Total	85,025	89,049	\$1,345,625	Total	28,147	35,895	\$673,554
KanCare Grand Totals	118,314	136,234	\$3,748,820								



Value Added Services – January - December 2017

Amerigroup	Members YTD	Total Units YTD	Total Value YTD	Sunflower	Members YTD	Total Units YTD	Total Value YTD	United	Members YTD	Total Units YTD	Total Value YTD
Adult Dental Care	3,315	4,105	\$508,242	CentAccount debit card	77,198	77,198	\$827,461	Rewards for Preventive Visits or Health Actions	45,532	45,532	\$127,324
Member Incentive Program	8,554	20,284	\$401,965	Dental visits for adults	4,819	7,260	\$363,352	Adult Dental Services	2,148	2,148	\$124,672
Mail Order OTC	1,301	8,152	\$148,404	Pharmacy Consultation	6,513	9,766	\$232,764	Home Helper Catalog Supplies	2,977	2,977	\$97,833
Healthy Families Program	42	42	\$75,000	Smoking cessation program	681	681	\$163,440	Baby Blocks Program and Rewards	805	805	\$96,600
Pest Control	137	166	\$23,918	Healthy Solutions for Life - Disease Management	49,842	49,842	\$99,684	Adult Briefs	915	915	\$84,341
Additional Respite Care for DD Waiver				Start Smart	2,699	2,699	\$75,977	Additional Vision Services	1,921	2,324	\$83,979
Population	25	296	\$16,690	Member Connections Home Visiting Program	2,450	2,450	\$62,552	Adult Dentures	140	140	\$73,382
Member Transportation to Community Locations	57	252	\$14,067	Lodging for specialty and inpatient care	47	310	\$25,110	Membership to Youth Organizations	685	685	\$34,250
Boys and Girls Club Membership	158	160	\$8,000	Respite care	66	4,694	\$15,256	Weight Watchers - Free Classes	181	181	\$21,539
Smoking Cessation Program	38	41	\$6,444	Farmers Market Vouchers	1,365	1,365	\$13,650	Additional Podiatry Visits	167	167	\$21,250
Air purifier with a permanent filter	34	34	\$3,086	Frail & Elderly incontinence supplies	306	1,579	\$10,802	Pest Control	35	35	\$8,500
Weight Watcher Vouchers	38	35	\$1,291	SafeLink®/Connections Plus cell phones	198	198	\$9,470	KidsHealth	12,000	12,000	\$7,000
Additional Personal Care Services for IDD				Community Programs for Healthy Children: Boys & Girls Clubs	543	543	\$8,145	Medications Calendar	1,661	1,661	\$5,064
Wavier Population	7	488	\$1,288	Healthy Solutions for Life - Weight Management Program	1,118	1,118	\$2,236	A is for Asthma	1,147	1,147	\$574
Respite Care for FE				Meals for specialty and inpatient care	19	60	\$1,500	Follow-Up After Behavioral Health Hospitalization - \$25 Reward	18	18	\$450
Waiver Population	1	102	\$306	Hospital companion	6	336	\$1,092	Sesame Street - Food For Thought	11	11	\$385
				Healthy Schools & Adopt-A-School Program	100	1	\$225	Adults Parks and Rec Catalog	5	5	\$250
TOTAL	13,723	34,157	\$1,208,701	TOTAL	147,970	160,100	\$1,912,716	TOTAL	70,348	70,751	\$787,393
KanCare Grand Total	232,041	265,008	\$3,908,810								



In Lieu of Services CY 2018 (January – September)

Amerigroup	Unduplicated Members	Value of Services Avoided	Sunflower	Unduplicated Members	Value of Services Avoided	United	Unduplicated Members	Value of Services Avoided
Additional Medicaid covered services, beyond existing limitations, including personal care services, sleep cycle support, home modifications, equipment and assisted services ... in lieu of members needing to be admitted to an acute care hospital or nursing facility	138	\$1,650,902	Additional personal care services, beyond existing waiver limitations ... in lieu of members needing to be admitted to a nursing facility	102	\$1,106,693	Additional personal care services, personal care services, beyond existing waiver limitation, sleep cycle support, and home delivered meals ... in lieu of members needing to be admitted to a nursing facility	779	\$9,336,000
Non-Covered services including private nurse, PET scans, CPAP equipment and sleep cycle support in lieu of members needing to access ICU, acute hospital, or nursing facility services	187	\$4,988,791	Non-Covered services covering a wide range of equipment, orthotics, testing, physician services and outpatient surgery in lieu of members needing to access acute hospital, home health, or more intensive physical or behavioral health services	44	\$300,953	Non-Covered services Sleep studies, testing, and home health in lieu of members needing to access to acute hospital, or nursing facility services	94	\$2,044,000
Totals	325	\$6,639,693	Totals	146	\$1,407,645	Totals	873	\$11,380,000

KANCARE TOTAL	(January - September 2018)
Members	1,300
Value of Services Avoided	\$19,427,338



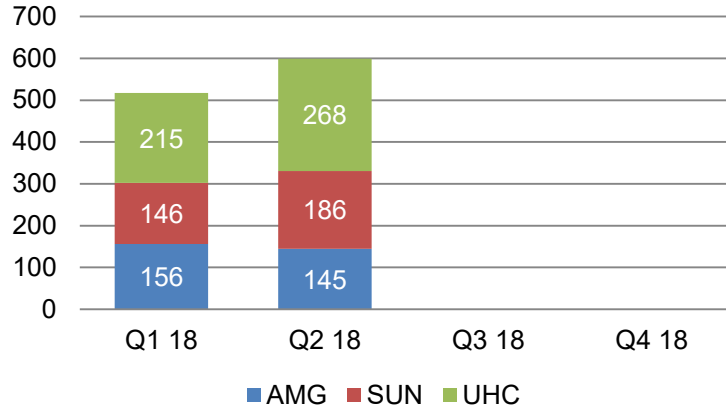
In Lieu of Services CY 2017

Amerigroup	Unduplicated Members	Value of Services Avoided	Sunflower	Unduplicated Members	Value of Services Avoided	United	Unduplicated Members	Value of Services Avoided
Additional Medicaid covered services, beyond existing limitations, including personal care services, sleep cycle support, home modifications, equipment and assisted services ... in lieu of members needing to be admitted to an acute care hospital or nursing facility	160	\$3,814,043	Additional personal care services, beyond existing waiver limitations ... in lieu of members needing to be admitted to a nursing facility	161	\$2,460,914	Additional personal care services, personal care services, beyond existing waiver limitation, sleep cycle support, and home delivered meals ... in lieu of members needing to be admitted to a nursing facility	596	\$7,174,000
Non-Covered services including private nurse, PET scans, CPAP equipment and sleep cycle support in lieu of members needing to access ICU, acute hospital, or nursing facility services	224	\$5,696,492	Non-Covered services covering a wide range of equipment, orthotics, testing, physician services and outpatient surgery in lieu of members needing to access acute hospital, home health, or more intensive physical or behavioral health services	87	\$260,137	Non-Covered services Sleep studies, testing, and home health in lieu of members needing to access to acute hospital, or nursing facility services	107	\$1,476,000
Totals	384	\$9,510,536	Totals	248	\$2,721,051	Totals	703	\$8,650,000

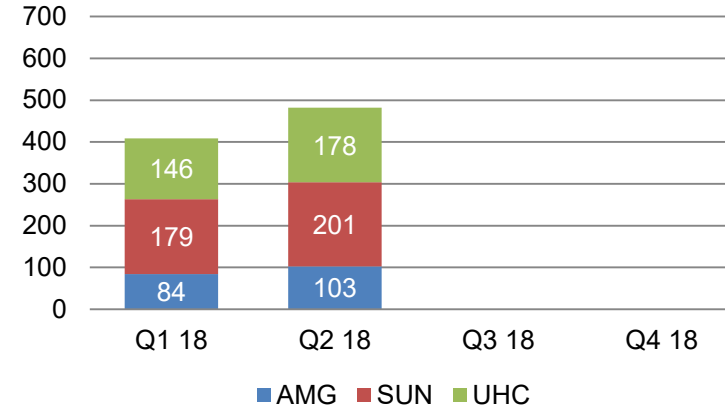
KANCARE TOTAL	(January - December 2017)
Members	1,335
Value of Services Avoided	\$20,881,587

KANCARE MEMBER RIGHTS

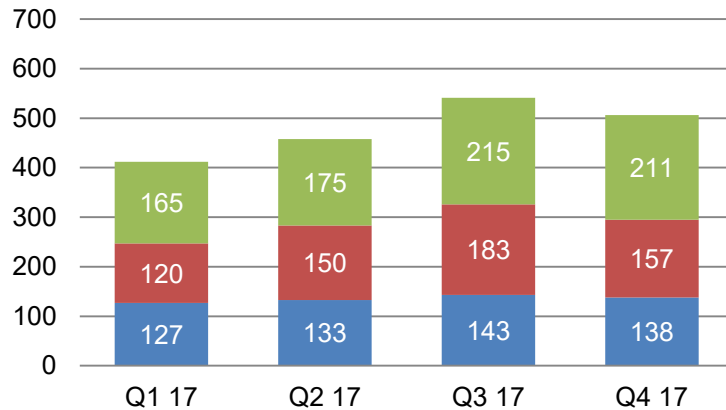
Member Grievances 2018



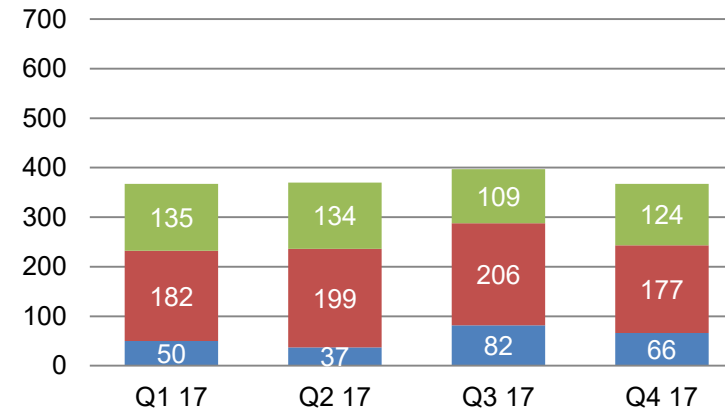
Member Appeals 2018



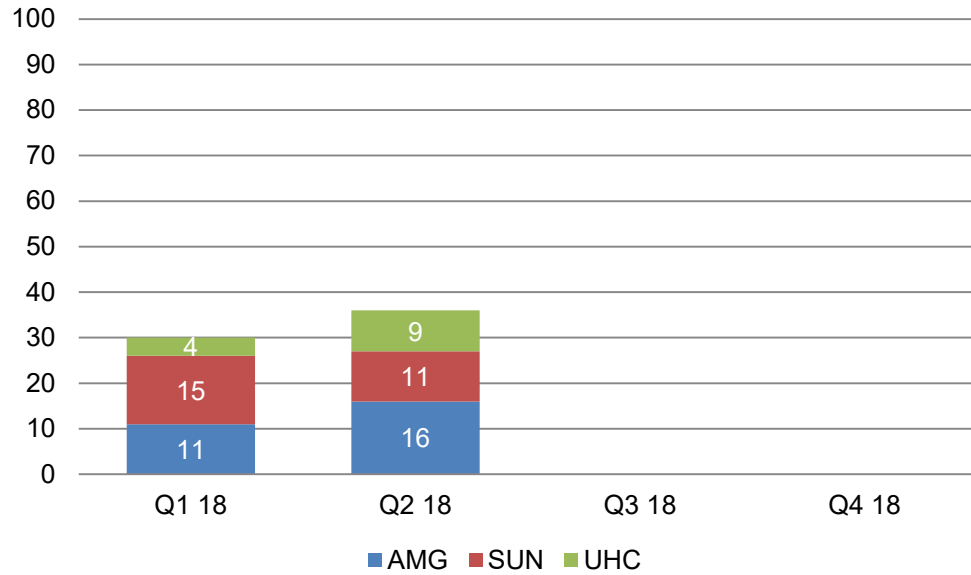
Member Grievances 2017



Member Appeals 2017



Member State Fair Hearings 2018



Member State Fair Hearings 2017

