Annual Report to CMS Regarding Operation of 1115 Waiver Demonstration Program – Year Ending 12.31.16

State of Kansas

Kansas Department of Health and Environment

Division of Health Care Finance

KanCare
Section 1115 Annual Report
Demonstration Year: 4 (1/1/2016-12/31/2016)

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I. Introduction

Pursuant to the KanCare Special Terms and Conditions issued by the Centers for Medicare and Medicaid Services, Number 11-W-00283/7, the State of Kansas, Department of Health and Environment, Division of Health Care Finance, submits this fourth annual report related to Demonstration Year 2016. KanCare is a managed care Medicaid program which serves the State of Kansas through a coordinated approach. The State determined that contracting with multiple managed care organizations will result in the provision of efficient and effective health care services to the populations covered by the Medicaid and Children's Health Insurance Program (CHIP) in Kansas, and will ensure coordination of care and integration of physical and behavioral health services with each other and with home and community based services (HCBS).

On August 6, 2012, the State of Kansas submitted a Medicaid Section 1115 demonstration proposal, entitled KanCare. That request was approved by the Centers for Medicare & Medicaid Services on December 27, 2012, effective from January 1, 2013, through December 31, 2017.

KanCare is operating concurrently with the state's section 1915(c) Home and Community-Based Services (HCBS) waivers, which together provide the authority necessary for the state to require enrollment of almost all Medicaid beneficiaries (including the aged, disabled, and some dual eligibles) across the state into a managed care delivery system to receive state plan and waiver services. This represents an expansion of the state's previous managed care program, which provided services to children, pregnant women, and parents in the state's Medicaid program, as well as carved out managed care entities that separately covered mental health and substance use disorder services. KanCare also includes a safety net care pool to support certain hospitals that incur uncompensated care costs for Medicaid beneficiaries and the uninsured, and to provide incentives to hospitals for programs that result in delivery system reforms that enhance access to health care and improve the quality of care.

This five year demonstration will:

- Maintain Medicaid state plan eligibility;
- Maintain Medicaid state plan benefits;
- Allow the state to require eligible individuals to enroll in managed care organizations (MCOs) to receive covered benefits through such MCOs, including individuals on HCBS waivers, except:
    - American Indian/Alaska Natives are presumptively enrolled in KanCare but will have the option of affirmatively opting-out of managed care.
- Provide benefits, including long-term services and supports (LTSS) and HCBS, via managed care; and
- Create a Safety Net Care Pool to support hospitals that provide uncompensated care to Medicaid beneficiaries and the uninsured.

The KanCare demonstration will assist the state in its goals to:

- Provide integration and coordination of care across the whole spectrum of health to include physical health, behavioral health, and LTSS/HCBS;

- Improve the quality of care Kansas Medicaid beneficiaries receive through integrated care coordination and financial incentives paid for performance (quality and outcomes);
- Control Medicaid costs by emphasizing health, wellness, prevention and early detection as well as integration and coordination of care; and
- Establish long-lasting reforms that sustain the improvements in quality of health and wellness for Kansas Medicaid beneficiaries and provide a model for other states for Medicaid payment and delivery system reforms as well.

II. STC 78(a) – Summary of Quarterly Report Items

Items from the 2016 quarterly reports which are not included in others areas of this annual report, have not already been provided in cumulative annual form, and/or are subject to annualizing are summarized here:

A. Operational Developments/Issues

i. Systems and reporting issues, approval and contracting with new plans: No new plans have been contracted with for the KanCare program. Through a variety of accessible forums and input avenues, the State is kept advised of any systems or reporting issues on an ongoing basis and worked either internally, with our MMIS Fiscal Agent, with the operating state agency and/or with the MCOs and other contractors to address and resolve the issues. Examples of this include ongoing external work groups with consumer focus and provider focus; technical work groups with key provider associations to resolve outstanding issues; and provider surveys or focused projects to assess and address systemic issues. Annual reviews of the MCOs are discussed elsewhere in this report. Each quarter, the State reports then-current consumer issues, their resolution, and actions taken to prevent further occurrences. Summaries of those issues are included in the state's quarterly STC reports submitted to CMS and posted at www.kancare.ks.gov.

ii. Benefits: All pre-KanCare benefits continue, and the program includes value-added benefits from each of the three KanCare MCOs at no cost to the State. A summary of value added services utilization, per each of the KanCare MCOs, by top three value-added services and total for January-December 2016 , follows:

MCO	Value Added Service	Units YTD	Value YTD
Amerigroup	Adult Dental Care	4,229	$464,758
	Member Incentive Program	21,091	$393,225
	Mail Order OTC	11,301	$198,739
	Total of all Amerigroup VAS Jan- Dec 2016	***36,621***	***$1,056,722***
Sunflower	CentAccount Debit Card	83,066	$1,661,320
	Dental Visits for Adults	9,513	$313,161

MCO	Value Added Service	Units YTD	Value YTD
	Smoking Cessation Program	389	$93,360
	Total of all Sunflower VAS Jan- Dec 2016	***92,968***	***$2,067,841***
United	Baby Blocks Program and Rewards	31,383	$666,581
	Adult Dental Services	1,126	$135,120
	Rewards for Preventive Visits & Health Actions	2,212	$110,990
	Total of all United VAS Jan- Dec 2016	***34,721***	***$912,691***

iii. Enrollment issues: For the calendar year 2016 there were 51 Native Americans who chose to not enroll in KanCare.

The table below represents the enrollment reason categories for calendar year 2016. All KanCare eligible members were defaulted to a managed care plan.

Enrollment Reason Categories	Total
Newborn Assignment	25
KDHE - Administrative Change	188
WEB - Change Assignment	94
KanCare Default - Case Continuity	764
KanCare Default – Morbidity	1168
KanCare Default - 90 Day Retro-reattach	537
KanCare Default - Previous Assignment	1516
KanCare Default - Continuity of Plan	13,823
AOE – Choice	4439
Choice - Enrollment in KanCare MCO via Medicaid Application	4074
Change - Enrollment Form	1221
Change - Choice	1842
Change - Access to Care – Good Cause Reason	18
Change - Case Continuity – Good Cause Reason	5
Change – Due to Treatment not Available in Network – Good Cause	1
Assignment Adjustment Due to Eligibility	40
Total	**29,755**

iv. Grievances and appeals:

The following grievance, appeal and state fair hearing data reports activity for all of 2016. The format for reporting these changed starting with quarter ending 6.30.2016. The following tables contain data for the second through fourth quarters of 2016. The tables for the first quarter of 2016 follow those for the second through fourth quarters.

MCOs' Grievance Database
CY16 annual report

MCO	QOC (non HCBS, non Trans)	Customer Svcs	Member Rights Dignity	Access to Svc or Care	Pharm	QOC (HCBS)	Trans (incl Riem.)	Trans (No Show)	Trans (Late)	Trans (Safety)	VAS	Billing/Fin Issues (non Trans)	Other
AMG	27	48	9	17	7	10	60	54	23	7	4	57	0
SUN	21	62	20	135	21	7	57	40	7	9	14	31	19
UHC	97	4	5	3	37	21	64	56	47	21	0	136	12
Total	145	114	34	155	65	38	181	150	77	37	18	224	31

MCOs' Appeals Database
Members – CY16 annual report

Member Appeal Reasons AMG – Red SUN – Green UHC - Purple	Number Resolved	Withdrawn	MCO Reversed Decision on Appeal	MCO upheld Decision on Appeal	SFH requested
MEDICAL NECESSITY DENIAL					
Criteria Not Met - DME	2 34 41	 2 8	 22 15	2 10 18	 3 3
Criteria Not Met - Inpatient Admissions (Non-Behavioral Health)	1 3 74	1 62	 1 4	 2 8	 1
Criteria Not Met - Medical Procedure (NOS)	7 35	1 1	1 16	5 18	 1
Criteria Not Met - Radiology	7 16	1	4 7	2 9	
Criteria Not Met - Pharmacy	36 194 192	2 13 29	31 112 77	3 69 86	 9
Criteria Not Met - PT/OT/ST	1 50		 26	1 24	 1
Criteria Not Met - Dental	4 7 18	 10	2 3 3	2 4 5	 2
Criteria Not Met or Level of Care - Home Health	15 5		1	14 5	5 1
Criteria Not Met - Hospice					
Criteria Not Met - Out of network provider, specialist or specific provider request	2 1		 1	2 	
Criteria Not Met – Inpatient Behavioral Health	11 52		 10	11 42	 1

Member Appeal Reasons AMG – Red SUN – Green UHC - Purple	Number Resolved	Withdrawn	MCO Reversed Decision on Appeal	MCO upheld Decision on Appeal	SFH requested
	6	2		4	
Criteria Not Met – Behavioral Health Outpatient Services and Testing	4 47 6	 1	1 13	3 34 5	 2
Level of Care - LTSS/HCBS	62 8	8 1	7 3	47 4	6 10 6
Level of Care - WORK					
Level of Care - LTC NF					
Level of Care - Mental Health					1
Ambulance (include Air and Ground)	1		1		
Other- Medical Necessity	7 25	1 5	 4	6 16	2
NONCOVERED SERVICE DENIAL					
Service not covered - Dental	 2 1	 1		2	
Service not covered - Home Health	10	1	2	7	
Service not covered - Pharmacy	2 2		 2	2	
Service not covered - Out of Network providers					
Service not covered - OT/PT/Speech	1			1	
Service not covered - DME	1 3 1		 3 1	1	1 1
Service not covered - Behavioral Health					
Other - Noncovered service	2 15 21	 1 9	 8 5	2 6 7	 4
Lock In	1		1		1
Billing and Financial Issues	1	1			 3
PRIOR AUTHORIZATION DENIAL					
Late notification	1		1		
No authorization submitted	7		2	5	
TOTAL AMG – Red SUN – Green UHC - Purple	 147 496 401	 14 19 128	 48 230 112	 85 247 161	 6 34 24

MCOs' Appeals Database

Providers - CY16 annual report (appeals resolved)

PROVIDER Appeal Reasons AMG – Red SUN – Green UHC - Purple	Number Resolved	Withdrawn	MCO Reversed Decision on Appeal	MCO upheld Decision on Appeal	SFH requested
MEDICAL NECESSITY DENIAL					
Criteria Not Met - DME	3 1 4		2 1	1 4	 2 1
Criteria Not Met - Inpatient Admissions (Non-Behavioral Health)	64 102 306	 1	9 62 141	55 40 164	3 25 35
Criteria Not Met - Medical Procedure (NOS)	15 15	1	7 6	7 9	 3
Criteria Not Met - Radiology	15 1		11	4 1	 2
Criteria Not Met - Pharmacy	84 5	2	76 2	6 3	 2 3
Criteria Not Met - PT/OT/ST					
Criteria Not Met - Dental	2		2		
Criteria Not Met - Vision	127		44	83	
Criteria Not Met or Level of Care - Home Health	2 2		1 2	1	
Criteria Not Met - Hospice					
Criteria Not Met - Out of network provider, specialist or specific provider request	1			1	
Criteria Not Met – Inpatient Behavioral Health	6 13		3 2	3 11	
Criteria Not Met – Behavioral Health Outpatient Services and Testing	3 3 8		 1 5	3 2 3	1
Level of Care - LTSS/HCBS					
Level of Care - WORK					
Level of Care - LTC NF					
Level of Care - Mental Health					11
Ambulance (include Air and Ground)	 17		 11	 6	 1
Other-medical necessity	36 8 7		21 4 4	15 4 3	 1

PROVIDER Appeal Reasons AMG – Red SUN – Green UHC - Purple	Number Resolved	Withdrawn	MCO Reversed Decision on Appeal	MCO upheld Decision on Appeal	SFH requested
NONCOVERED SERVICE DENIAL					
Service not covered - Dental	1 21 1		1 11 1	10	
Service not covered - Vision					
Service not covered - Home Health	2 16		2 5	11	
Service not covered - Pharmacy	1 1		1	1	
Service not covered - Out of Network providers					
Service not covered - OT/PT/Speech	3		3		
Service not covered - DME	1 4	2	1 2		
Service not covered - Behavioral Health	1			1	
Other- not covered service	1 5 288	14	1 2 81	3 193	2 7
BILLING AND FINANCIAL ISSUES					
Claim Denied- contained errors	13,961 95 34	2	6379 27 20	5992 68 12	61 76 43
Claim Denied- by MCO in Error	16,959 5 2	2	8598 4	6252 1	83 20
PRIOR AUTHORIZATION DENIAL					
Late notification	53 58		7 14	46 44	2 1
No authorization submitted	7 41 79	4	2 21 43	5 20 32	1 1
TOTAL **AMG – Red** **SUN – Green** **UHC - Purple**	**31,209** **528** **753**	**3** **0** **25**	**15,118** **221** **304**	**12,389** **307** **424**	**148** **145** **94**

MCO's Appeals Database

Provider Appeal Summary – CY16 annual report

AMG – Red SUN – Green UHC - Purple	Number Resolved	Withdrawn	MCO Reversed Decision on Appeal	MCO upheld Decision on Appeal	Proceeded to SFH
Resolved at 1st Appeal Level	29543 0 753	3 0 25	14591 0 304	11450 0 424	0 0 70
Resolved at 2nd Appeal Level	1666 527 0	0 0 0	527 220 0	939 307 0	195 69 0

State of Kansas Office of Administrative Fair Hearings

Members – CY16 annual report

AMG-Red SUN-Green UHC-Purple	Withdrawn	Dismissed-Moot MCO Reversed decision	Dismissed – No Internal Appeal	Dismissed-No Adverse Action	Default Dismissal-Appellant did not respond/ appear	Dismissed-Untimely	OAH upheld MCO decision	OAH reversed MCO decision
Dental Denied/ Not Covered		1		1	2		1	
CT/MRI/X-Ray Denied	1							
DME Denied	2 1	1 1		1		1	1 1	1
Home Health hours Denied					1 2 1	3		2 3
Comm Psych Supt/ BH Svcs Denied	1	1		1	3			
LTSS/HCBS/Work PCA Hrs Denied	3	4 3		1 2	1	1	5 3	3 2
Pharm/Lab/Genetic Testing Denied		2 3			2		2	2
Inpt/Outpt/Observation Med Procedure Denied	2	2	1				1	2
Specialist Ofc Visit/ Ambulance Denied								
TOTAL AMG – Red SUN – Green UHC – Purple	0 8 2	4 9 5	0 1 0	0 4 2	1 10 1	1 4 0	6 2 6	5 7 3

State of Kansas Office of Administrative Fair Hearings

Providers – CY16 annual report

AMG-Red SUN-Green UHC-Purple	Withdrawn	Dismissed-Moot MCO Reversed decision	Dismissed – No Internal Appeal	Dismissed-No Adverse Action	Default Dismissal-Appellant did not respond/ appear	Dismissed-Untimely	OAH upheld MCO decision	OAH reversed MCO decision
Claim Denied (Contained Errors)	3 2	3 1		1				
Claim Denied by MCO in Error		7 2		1				
Recoupment								
DME Denied	1 3 1	20 5	 1 		4 1			
Dental Denied	 1	 1	1 					
Radiology Denied	 1		1 10 2			1		1
Home Health/Hospice/ LTC Denied	9	12 2	3 					 2
Air/Ambulance Charges		1						1
Inpt/Outpt/Observation Med Procedure Denied – Facility Charges	15 5 15	16 3 10	8 1 2		1 	 1	 1	 5 4
Inpt/Outpt/Observation Med Procedure Denied – Physician charges	9 3 18	21 1 	4 	5 1	 1 	 	 1	
Mental Health HCBS/TCM Hrs Denied	5 4 1	16 5 1	1 1				1	6
Pharm/Lab/Genetic Testing Denied	 1	8 1 1	20 	 1 	 1			 1 1
TOTAL AMG – Red SUN – Green UHC - Purple	42 20 35	104 15 18	37 12 6	6 2 1	4 3 2	0 1 1	0 1 2	0 16 5

*Amerigroup treats and counts every provider initiated claim action request from all sources (verbal, written, email, web-submission, submitted by provider representative or other individual in any form) as an appeal for reporting purposes. Even though there may be commonality of cause across a number of provider contacts, the action itself is counted as a singular event regardless of the number of claims impacted or reported (claim appeals are not

aggregated for common cause). Amerigroup's appeal workflow system accounts for each appeal intake as a distinct action.

MCOs' Grievance Database
Members – CY16 1st quarter report

MCO	Access of ofc	Avail-ability	QOC	Attitude/ Service of Staff	Lack of Info from Prov	Billing/ Fin Issues	Transp-Timely & Qual Of Svc	Prior Auth	Level of Care	Pharm	VAS	Med Proc/ Inpt Trtmt	Waiver HCBS/ Home Health	Other
AMG	0	5	7	19	1	31	47	0	5	2	2	1	0	10
SUN	0	4	16	18	2	22	59	2	1	3	2	0	3	9
UHC	1	0	38	43	3	53	25	1	0	4	0	0	0	10
Total	1	9	61	80	6	106	131	3	6	9	4	1	3	29

MCOs' Appeals Database
Members – CY16 1st quarter report

MCO	Dental	DME	Phar-macy	OP/IP Surg/Proc	Radio-logy/Gen Tests	Specialist Physician Ofc Visit	LTSS/HCBS PCA/LTC/RTC/ TCM/CBS/MH PBS Svcs	HH/ Hospice Hrs	OT/ PT/ ST	Inpt/ Outpt Covg	Other
AMG	1	1	7	8	1	0	23	0	0	0	1
SUN	2	19	51	8	10	0	23	4	18	0	1
UHC	15	13	103	55	0	1	21	6	0	0	1
Total	18	33	161	71	11	1	67	10	18	0	3

MCOs' Appeals Database
Providers - CY16 1st quarter report (appeals resolved)

MCO	MCO Auth	MCO Prov. Rela-tions	MCO Claim/ Billing	MCO Clin/ UM	MCO Plan Admin/ Other	MCO Quality of Care/ Service	MCO Other	Vision Claim/ Billing	Dent Auth	Dent Claim/ Billing	Transp Quality of Care/ Service
AMG	5	0	10,110	67	0	0	0	27	1	29	0
SUN	35	7	129	16	2	19	11	39	4	30	0
UHC	0	0	578	0	0	0	0	9	0	27	0
Total	40	7	10,817	83	2	19	11	75	5	86	0

State of Kansas Office of Administrative Fair Hearings

Members – CY16 1st quarter report

AMG-Red SUN-Green UHC-Purple	Dental Denied/ Not Covered	CT/ MRI/ X-ray Denied	Pharm Denied	DME Denied	Home Health Hours Denied	Comm Psych Support/ BH Svcs Denied	Inpt/ PT/OT Rehab Denied	LTSS/ HCBS/ WORK PCA Hrs Denied	Med Proc/ Genetic Testing Denied	Specialist Ofc Visit/ Ambulance Denied
Withdrawn			1		1					
Dismissed-Moot MCO reversed decision			1 1	1	1		1	1		1
Dismissed-No Adverse Action										
Default Dismissal-Appellant did not appear		2	1				1			
Dismissed-Untimely			1	1				1	1	
OAH upheld MCO decision				1	1		1	3 1		
OAH reversed MCO decision					2			4		

Providers – CY16 1st quarter report

AMG-Red SUN-Green UHC-Purple	Claim Denied (Contained Errors)	Claim Denied By MCO In Error	Recoup-ment	DME Denied	Radio-logy Denied	Home Health/ Hospice/LTC Denied	Air Amb Charges	Inpt/Outpt/ Observation Med Proc Denied	Mental Health HCBS/ TCM Hrs Denied	Pharm/ Lab/ Genetic Testing Denied
Withdrawn	1		2	1 3		3		6 1	1	1 1
Dismissed-Moot MCO reversed decision		17 1 3		7 2 1	1 1	4 1		22 7 6	3 1	1
Dismissed-No internal appeal	1					4 1	1	3		18 2 1
Dismissed-No adverse action	1 1							4	1	
Default Dismissal-Appellant did not appear			1 1					2 2		2
Dismissed-Untimely				1				2		1
OAH upheld MCO decision							1	2	4	
OAH reversed MCO decision									1	

B. Customer service reporting, including total calls, average speed of answer and call abandonment rates, for MCO-based and fiscal agent call centers January- December 2016:

KanCare Customer Service Report – Member

MCO/Fiscal Agent	Average Speed of Answer (Seconds)	Call Abandonment Rate	Total Calls
Amerigroup	0:24	2.21%	184,550
Sunflower	0:18	1.79%	167,449
United	0:09	0.50%	160,153
HP – Fiscal Agent	0.00	0.10%	24,973

KanCare Customer Service Report - Provider

MCO/Fiscal Agent	Average Speed of Answer (Seconds)	Call Abandonment Rate	Total Calls
Amerigroup	0:22	1.85%	83,865
Sunflower	0:11	0.86%	95,521
United	0:08	0.53%	63,919
HP – Fiscal Agent	0.00	0.0%	10,358

C. Summary of critical incident reporting:

Critical Incidents January-December 2016	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr	2016
	AIR Totals	AIR Totals	AIR Totals	AIR Totals	**TOTALS**
Reviewed	263	394	585	1134	**2376**
Pending Resolution	1	3	24	25	**53**
Total Received	264	397	609	1159	**2429**
APS Substantiations*	69	65	72	74	**280**

**The APS Substantiations exclude possible name matches when no date of birth is identified. One adult may be a victim/alleged victim of multiple types of allegations. The information provided is for adults on HCBS programs who were involved in reports assigned for investigation and had substantiations during the quarter noted. An investigation may include more than one allegation.*

D. Safety Net Care Pool: The Safety Net Care Pool (SNCP) is divided into two pools: the Health Care Access Improvement Program (HCAIP) Pool and the Large Public Teaching Hospital/Border City Children's Hospital (LPTH/BCCH) Pool. The attached Safety Net Care Pool Reports identify pool payments to participating hospitals, including funding sources, applicable to 2016/DY4.

Disproportionate Share Hospital payments continue, as does support for graduate medical education.

Delivery System Reform Incentive Payment ((DSRIP) Pool: Currently there are two hospitals participating in the DSRIP activities. They are Children's Mercy Hospital (CMH) and Kansas University Medical Center (KU). CMH has chosen to do the following projects: Complex Care for Children, and Patient Centered Medical Homes. KU will be completing STOP Sepsis, and Self-Management and Care Resiliency for their projects. Kansas Foundation for Medical Care (KFMC) is working with the State on improving healthcare quality in KanCare. The hospitals continue

identifying community partners, creating training for community partners, and working toward reaching the project milestones for DY4. The CMS approved DSRIP annual and semi-annual payments were made on May 6, 2016 and November 10, 2016 respectively. DSRIP Learning Collaboratives were held on April 25, 2016, September 21, 2016 and December 19, 2016 with Kansas University, Children's Mercy Hospital, KFMC and the State in attendance. A summary of 2016/DY4 DSRIP payments is attached.

E. Access: As noted in previous reports, members who are not in their open enrollment period are unable to change plans without a good cause reason pursuant to 42 CFR 438.56 or the KanCare STCs. GCRs (member "Good Cause Requests" for change in MCO assignment) after the choice period are denied as not reflective of good cause if the request is based solely on the member's preference, when other participating providers with that MCO are available within access standards. In these cases, the MCOs are tasked with offering to assist the member in scheduling an appointment with one of their participating providers.

In 2016, the GCRs swung sharply upward in number during May (67), June (62) and July (83), then a sharp overall downward trend from the requests for the remainder of the year. The last quarter (October through December) had a total of 37 requests for the quarter. The vast majority of requests, including those during the early summer peak, were due to members mistakenly believing that they can file good cause requests because they prefer a provider outside of their assigned MCO's network. For the busy period May through July, only 5 requests were approved out of 212. In the hopes of reducing the GCR volume, KDHE and the MCOs issued educational materials or information late in 2016, including what could be added to member enrollment packets, to further explain what would be considered "good cause."

If a GCR is denied by KDHE, the member is given appeal/fair hearing rights. During 2016, there were five state fair hearings filed for a denied GCR. Two cases were dismissed and three had the denial affirmed. A summary of GCR actions for 2016 is as follows:

Status	2016 Totals
Total GCRs filed	450
Approved	23
Denied	266
Withdrawn (resolved, no need to change)	98
Dismissed (due to inability to contact the member)	63
Pending	0

F. HCBS Waiver Updates:
   a. The Autism waiver operated under temporary extensions in 2016. KDADS and KDHE have worked closely with CMS to update and renew the Autism waiver and to move three services from the Autism waiver to the State Plan.

b. The Severe Emotional Disturbance (SED) waiver operated under temporary extensions in 2016. KDADS and KDHE have worked closely with CMS to mitigate a potential conflict of interest within the SED waiver.
c. The Traumatic Brain Injury, Physical Disability, Frail and Elderly, Intellectual/Developmental Disability and the Technology Assisted waivers were all amended in 2016.

III. STC 78(b) – Total Annual Expenditures

Total annual expenditures for the demonstration population for Demonstration Year 4 (2016), with administrative costs reported separately, are set out in the attached document entitled "KanCare Expenditure & Budget Neutrality – Demonstration Year 4 – 2016."

IV. STC 78(c) – Yearly Enrollment Reports

Yearly enrollment reports for demonstration enrollees for Demonstration Year 4 (2016), including all individuals enrolled in the demonstration, that include the member months, as required to evaluate compliance with the budget neutrality agreement, and the total number of unique enrollees within Demonstration year 4, are set out in the attached document entitled "KanCare Expenditure & Budget Neutrality – Demonstration Year 4 – 2016."

V. STC 78(d) – Quality Strategy

Kansas has created a broad-based approach to ensure comprehensive, collaborative and integrated oversight and monitoring of the KanCare Medicaid managed care program. KDHE and KDADS have an established senior leadership committee jointly responsible for comprehensive oversight and monitoring. Additionally, the KanCare Steering Committee includes the senior leadership, as well as program and quality managers from both agencies, to initiate and review policies or program changes. KDHE continues to refine strategies to monitor and implement the State's KanCare Quality Improvement Strategy (QIS). The QIS is consistent with the managed care contract and approved terms and conditions of the KanCare 1115(a) Medicaid demonstration waiver.
This approach is guided by information collected from KanCare managed care organization (MCO) and state reporting, quality monitoring/onsite reviews and other KanCare contract monitoring results; external quality review findings and reports; feedback from State and Federal agencies, the KanCare MCOs, Medicaid providers, Medicaid members/consumers, and public health advocates. This combined information assists KDHE, KDADs and the MCOs to identify and recommend quality initiatives to monitor and improved services provided to the Kansas Medicaid population.

The State Quality Strategy – as part of the comprehensive quality improvement strategy for the KanCare program – as well as the Quality Assurance and Performance Improvement (QAPI) plans of the KanCare MCOs, are dynamic and responsive tools to support strong, high quality performance of the program. As such, they will be regularly reviewed and operational details will be continually evaluated, adjusted and put into use.

The State values a collaborative approach that will allow all KanCare MCOs, providers, policy makers and monitors to maximize the strength of the KanCare program and services. Kansas recognizes that some of the performance measures for this program represent performance that is above the norm in existing

programs, or first-of-their-kind measures designed to drive to stronger ultimate outcomes for members, and will require additional effort by the KanCare MCOs and network providers. Therefore, Kansas continues to work collaboratively with the MCOs and provide ongoing policy guidance and program direction in a good faith effort to ensure that all of the measures are clearly understood; that all measures are consistently and clearly defined for operationalizing; that the necessary data to evaluate the measures are identified and accessible; and that every concern or consideration from the MCOs is heard. When that process is complete (and as it recurs over time), as determined by the State, final details are communicated and binding upon each MCO.

To support the quality strategy, KDHE staff conduct regular meetings with MCO staff, relevant cross-agency program management staff, and EQRO staff to work on KanCare operational details and ensure that quality activities are occurring consistent with Section 1115(a) standard terms and conditions, the KanCare quality management strategy and KanCare contact requirements. Included in this work have been reviews, revisions and updates to the QIS, including operational specifications of the performance measures (and pay for performance measures); reporting specifications and templates; LTSS oversight and plan of care review/approval protocols; and KanCare Key Management Activity reporting and follow up. All products are distributed to relevant cross-agency program and financial management staff, and are incorporated into updated QIS and other documents.

Kansas has provided quarterly updates to CMS about the various activities related to HEDIS measurements; CAHPS surveys; Mental Health surveys; Pay for Performance measures; and about specific activities related to MLTSS services, quality measures, and related HCBS waiver amendment application development and submission. State planning for integration of the Managed Care Final Rules related to the Quality Strategy has begun. Performance measures continue to evolve and change based upon analysis of Healthcare Effectiveness Data and Information Set (HEDIS) data and claim encounter data.

VI. STC 78(e) – MFP Benchmarks

Kansas's Money Follows the Person (MFP), five year demonstration grant, serves four HCBS populations: the Frail Elderly (FE), the Physically Disabled (PD), the Traumatic Brain Injured (TBI), and the Intellectually/Developmentally Disabled (I/DD). During calendar year 2016, 182 individuals were transitioned from institutions to their home and community.

Summary of 2016 performance on annual transition benchmarks in the Kansas Money Follows the Person grant follows:

Calendar Year 2016	FE	DD/ICF	PD	TBI
Total Number of annual transition benchmarks achieved	52	37	90	3
Total Number of annual transition benchmarks (revised)	65	37	198	10
Percent Achieved	80.00%	100.00%	45.45%	30.00%

Calendar Year 2016	FE	DD/ICF	PD	TBI
Total Number of current MFP participants who are re-insitutionalized	3	0	10	0
Total Number of current MFP participants	64	36	126	6
Re-insitutionalized Percent	4.69%	0.00%	7.94%	0.00%
Post Transition Success Target	80.00%	80.00%	80.00%	80.00%
Percentage of MFP participants maintaining the same level of service after moving to HCBS (post transition success) Percent Achieved	95.31%	100.00%	92.06%	100.00%

VII. STC 78(f) – HCBS Waiver Waiting Lists

Pursuant to STC 47, the state must report on the status of individuals receiving HCBS Services, including progress regarding waiting lists.

A. Total number of people in nursing facilities, and public ICF/IDDs

Program	CY 2012	CY 2013	CY 2014	CY 2015	CY2016
Nursing Facilities	14,913	14,517	14,565	14,163	12,549
Public ICF/IDDs	350	344	337	328	322

B. Total Number of people on each of the 1915(c) waiting lists:

a. Intellectual/Developmental Disabilities waiver program: 3,550 as of December 31, 2016
b. Physical Disabilities waiver program: 822 as of December 31, 2016

C. Number of people that have moved off the waiting list and the reason:

a. Intellectual/Developmental Disabilities waiver program, as of December 31, 2016:

Reason moved off waiting list	Number of people
Placed on Services (Includes HCBS, MFP, and PACE)	414
Other	320

b. Physical Disabilities waiver program, as of December 31, 2016:

Reason moved off waiting list	Number of people
Placed on Services (Includes HCBS, MFP, and PACE)	1,287
Deceased	64
Other	1,187

D. Number of people that are new to the waiting list: 494 for I/DD waiver; 816 for PD waiver (Data source: KAMIS and Eligibility data)

VIII. STC 78(g) – Institutional Days and NF, ICF/IDD Admissions

Included are those admitted from MCOs HCBS delivery system into each institutional setting and those who are not KanCare HCBS recipients admitted from the community into each institutional type specified in STC 47. (See also information at Section VII[A] above, regarding numbers served over years.)

Seven Month Lag 07/01/2015-06/30/2016	Nursing Facilities	Private ICF/IDDs
Days	4,189,858	62,693
Admissions	6,157	28

IX. STC 78(h) – Ombudsman Program

A summary of the KanCare Ombudsman program activities for demonstration year 2016 is attached.

X. STC 78(i) – ID/DD Pilot Project

The I/DD Pilot Project concluded effective February 1, 2014, when HCBS I/DD services became a part of the KanCare program.

XI. STC 78(j) – Managed Care Delivery System

A. Project Status, Accomplishments and Administrative Challenges: The initial focus of KanCare implementation was to ensure a successful transition for all populations, with a particular emphasis on populations new to managed care, including the introduction of elderly and people with disabilities to managed care, and the addition of people with developmental disabilities as of February 1, 2014. The Health Homes program for people with serious mental illness was discontinued June 30, 2016.

   Additional accomplishments in 2016 included the following (about which information has been provided in the quarterly STC reports to CMS):

   a. Regular reporting of key operational data, including to joint legislative committee providing oversight to KanCare and HCBS programs
   b. Separate and joint critical issues logs
   c. Regular meetings involving KDHE, KDADS and all three MCOs
   d. Educational and listening tours related to HCBS waiver activities and 1115 Demonstration renewal
   e. KanCare Advisory Council and external workgroup meetings

B. Utilization Data: Utilization data related to all three KanCare MCOs, separately addressing physical health services, behavioral health, nursing facility, and HCBS services, are collected, with data reported by demonstration quarter. These reports are one component of the state's utilization analysis. Unfortunately, there is a significant data lag for this report, and KDHE cannot report for 2016 at this time.

Attached is the KanCare Utilization Report for demonstration year 3 (calendar year 2015). The previously submitted 2015 report was partially complete due to data lag mentioned above, and as indicated in the previous report. The chart enclosed here is the complete 2015 data. A comparison between pre-KanCare measurements and DY 4 data demonstrates a positive trend in the reduced utilization and expense of facility services during the third year of KanCare. The chart demonstrates the success of the KanCare program in moving toward its primary goal of controlling Medicaid costs by emphasizing health, wellness, prevention and early detection. During the first 3 years of our demonstration program, KanCare has recognized an upward trend in utilization for 9 of the 12 service categories reviewed, averaging a 9% increase in overall utilization. As anticipated, the frequency of inpatient visits, nursing home stays and outpatient emergency room treatment have declined, thereby lowering the overall cost of health care. Of greatest significance is a 28% decrease in the annual utilization of inpatient days per 1,000 Members (defined as the total number of inpatient days divided by Member Months and multiplied by 12,000).

The value of this trend is emphasized in the upward movement of those community based, local, outpatient office visits and ancillary services that KanCare has provided to our Members at a greater frequency than before implementation, revealing the causal relationship between the increase in these services and the reduction in inpatient stays. While member utilization of dental services, home and community based services and transportation services has increased by more than 25%, community based services overall have seen an average increase of 16% in utilization since 2012, with the exception of behavioral health which experienced a modest 3% reduction

By holding MCOs to outcomes and performance measures, and tying measures to meaningful financial incentives, the state is improving health care quality for our members and reducing the overall cost of Medicaid in Kansas.

CY 2015

Utilization Report

The Utilization Report consists of two Medicaid data sets, one for CY 2015 (1/1/2015 through 12/31/2015) and one for CY 2012 (1/1/2012 through 12/31/2012). The purpose of this report is to compare the 2015 KanCare data to the 2012 Pre-KanCare data to gauge utilization of services.

		KanCare	Pre-KanCare		
Aggregate Utilization Report		**CY 2015 Encounter Claims**	**CY 2012 Encounter and FFS**	**Comparing CY 2015 to CY 2012**	
Type of Service	**Units Reported**	Utilization Per/1000	Utilization Per/1000	Utilization Per/1000	% Difference
Behavioral Health	Claims	4,990	5,151	-161	-3%
Dental	Claims	1,161	880	281	32%
HCBS	Unit	5,183,500	3,058,464	2,125,036	69%
Inpatient	Days	851	1,189	-338	-28%
Nursing Facility	Days	328,593	336,732	-8,139	-2%
Outpatient ER	Claims	746	762	-16	-2%
Outpatient Non-ER	Claims	1,945	1,794	151	8%
Pharmacy	Prescriptions	10,328	9,859	469	5%
Transportation	Claims	793	617	176	29%

Vision	Claims	351	326	26	8%
Primary Care Physician	Claims	4,517	3,728	789	21%
FQHC/RHC	Claims	876	855	21	2%

Report criteria used to extract Utilization data from DSS:
CY 2015 Encounter data taken from the DSS includes claims with Dates of Service of 1/1/2015 thru 12/31/2015 with a Paid Date >= 1/1/2015; CY 2012 FFS and Encounter data taken from the DSS includes claims with Dates of Service of 1/1/2012 thru 12/31/2012 with a Paid Date >=1/1/2012.
Utilization per 1000 formula is Units Reported/Member Months *12000 - this illustrates the services used per 1000 beneficiaries over a 12 month period.
CY 2015 Utilization Report data was updated via a new DSS platform in January 2017.
For comparison purposes, CY12 Member Months do not include populations carved out of KanCare (MediKan, SOBRA, Tuberculosis, PACE, or Aids Medication Assistance).

C. CAHPS Survey: The Consumer Assessment of Health Care Providers and Systems (CAHPS) surveys are conducted annually by the KanCare Managed Care organizations, and validated by the state's External Quality Review organization (EQRO) the Kansas Foundation for Medical Care (KFMC). This is the third year the surveys were reviewed by KFMC since the launch of KanCare in January of 2013

CAHPS is a survey tool developed to assess consumer satisfaction and member experiences with their health plan. It is a nationally standardized survey tool sponsored by the Agency for Health Care Research and Quality (AHRQ), and co-developed with National Committee for Quality Assurance (NCQA). The survey measures how well health plans are meeting their member's expectations and goals; to determine which areas of service have the greatest effect on member's overall satisfaction; and to identify areas of opportunity for improvement which could aid plans in increasing the quality of care provided to members.

Detailed specifications are provided by NCQA to be used by health plans in conducting the survey. In order for a health plan's CAHPS survey to be a dependable source of information, it must be administered according to the published CAHPS technical specifications. When administered properly, CAHPS surveys provide information regarding the access, timeliness and/or quality of health care services provided to health care consumers.

The following members were identified for participation in the survey:

1. Currently enrolled when the survey was conducted
2. Enrolled in the health plan for at least the last six months
3. Child population that was 17 years of age or younger as of 12/2015 from both the TXIX and Title XXI plans
4. Adult population that was 18 years or older as of 12/2015
5. The sample did not include more than one person per household

Amerigroup and United met the sample specifications for the 2015 CAHPS survey. Sunflower State Health Plan did not sample the Title XIX and Title XXI child populations separately as required by the State of Kansas, resulting in insufficient numbers of valid survey responses for those populations in their plan.

Rating of Health Plan: The table below shows the survey responses across all population members who rated their plan with an 8, 9 or 10 on a 0-10 scale (0 being the worst plan and 10 being the best plan)

Table 5. Rating of Health Plan - 2014 to 2016								
Population	Program	MCO	2016		2015		2014	
			%	QC	%	QC	%	QC*
Adult		AGP	75.48%	<50th	71.08%	<25th	72.55%	<50th
		SHP	75.37%	<50th	73.49%	<50th	71.68%	<50th
		UHC	80.16%	>75th	76.91%	>50th	73.33%	<50th
	KanCare Adult		**76.54%**	**>50th**	**73.39%**	**<50th**	**72.54%**	**<50th**
General Child	Title XIX	AGP	85.20%	>50th	88.32%	>75th	**	**
		SHP	90.07%	>75th	86.47%	>66.67th	86.45%	>50th
		UHC	89.93%	>75th	87.77%	>75th	**	**
	Title XXI	AGP	87.83%	>66.67th	86.73%	>66.67th	**	**
		SHP	92.00%	>95th	89.06%	>75th	84.91%	>50th
		UHC	89.47%	>75th	87.54%	>75th	**	**
	KanCare GC		**88.74%**	**>75th**	**87.56%**	**>75th**	**86.79%**	**>50th**
Children with Chronic Conditions	Title XIX	AGP	82.71%	<50th	83.61%	>75th	**	**
		SHP	84.55%	>66.67th	82.80%	>66.67th	82.17%	>50th
		UHC	86.10%	>75th	82.03%	<50th	**	**
	Title XXI	AGP	88.93%	>95th	85.46%	>90th	**	**
		SHP	89.92%	>95th	85.91%	>90th	81.38%	>50th
		UHC	85.95%	>75th	88.24%	>95th	**	**
	KanCare CCC		**85.22%**	**>75th**	**83.51%**	**>75th**	**81.08%**	**>50th**

Note: The percentages are for those who responded with either an 8, 9, or 10 on a scale of 0 to 10, where 0 is the worst possible and 10 is the best possible.

*NCQA provided additional percentiles, 33.33rd and 66.67th, in 2015.
**AGP and UHC did not conduct separate Title XIX and XXI surveys in 2014.

The purpose of the CAHPS survey is to assess the member's experience with the access, timeliness and quality of the health care available to them through their health plan. Overall the three Kansas MCOs received high marks. The full CAHPS survey results are attached to this report.

- When asked how often it was easy to get the needed care, tests or treatment at least 87% of respondents answered "always' or "usually"
- Members reported satisfaction with timeliness of care available to them, 83%-85% of adults reported "Getting Care Quickly" and 90%-95% of children reported quick access to care
- 74% of adult members and 82%-90% of parents/guardians of child members reported being satisfied with the quality of their health care
- Members reported satisfaction with the customer service provided by their health plan with rates ranging from 86%-96%.

D. Annual Summary of Network Adequacy: The MCOs continue to recruit and add providers to their networks. The number of contracting providers under each plan is as follows (for this table, providers were de-duplicated by NPI):

KanCare MCO	# of Unique Providers as of 3/31/16	# of Unique Providers as of 6/30/16	# of Unique Providers as of 9/30/16	# of Unique Providers as of 12/31/16
Amerigroup	15,802	16,410	16,623	16,886
Sunflower	20,389	20,647	20,734	21,391
UHC	21,290	22,133	24,321	23,778

The chart above does not account for a provider who covers multiple specialties or areas. Gaps in coverage are reported each month by the MCOs by way of Geo Access Reports. Where gaps exist, the plans report their strategy for closing those gaps. In addition to continuing to recruit pre-KanCare Medicaid providers and any newly identified providers, the plans are committed to working with providers in adjacent cities and counties to provide services to members. The current State Required levels of network coverage for HCBS services are met (minimum of two providers/county) with the exception of a few specialties in which there is a shortage of providers available. In these instances, the plans are working with and encouraging contracted providers to extend services to areas without providers. As always, the MCOs are responsible for providing medically necessary services, even if they must authorize members to see non-network providers, make single case agreements with non-network providers or transport members to areas that have network providers available.

The network adequacy reporting from the MCOs remains problematic to analyze due to repetitive and extensive errors with duplication, incorrect types and specialties, incorrect addresses. Each MCO has struggled with correcting their data. While the reports are much improved since previous years, errors still remain. The new Managed Care rules have removed enrollment responsibility from MCOs, the State of Kansas added complete provider enrollment duties into the contract with their Fiscal Agent to build a new MMIS system. In that new system, we are building a provider enrollment portal which all Kansas Medicaid providers must use to enroll. The Fiscal Agent will assign specialties and provider types per the enrollment and taxonomy information provided by the provider. We expect phase one of this system to be up and running late 2017. This new system will be a solution to one long-standing problem with network adequacy analysis – inaccurate provider data from the MCO reports. With the new system, this will provide standardized provider types, specialties and address information, thus eliminating some of the current errors with the network adequacy reports.

Regarding MCO compliance with provider 24/7 availability, here are the processes, protocols and results from each of the MCOs:

Amerigroup

Amerigroup's contractual agreements with all its PCPs and other Professional providers mandate that, in accordance with regulatory requirements, the provider must ensure that members have access to 24 hour-per-day, 7 day-per-week urgent and emergency services. Amerigroup's provider manual, incorporated by reference into provider contracts, also requires that PCPs arrange for coverage of services to assigned members 24 hours a day, 7 days a week in person or by an on-call physician.

In order to properly monitor that this access is available from both an appointment availability and after-hours access perspective, Amerigroup Kansas, Inc. engages a vendor to conduct an annual survey of both primary care providers and specialists to ascertain their availability to members. The survey provides the foundation for adjusting provider oversight activities to more fully achieve the best access available for members.

Amerigroup measures compliance of two distinct components in overall member access: (1) appointment availability and (2) after-hours access. For appointment availability, Amerigroup's efforts resulted in strong scoring in all categories; averaged across all four surveyed groups (PCPs / Pediatrics / Behavioral Health / Specialists).

- PCPs ranged between 93-97% compliance: 93% for routine care, 95% for urgent care, and 97% for emergent care.
- Specialists' overall improvement between 2014 (75%) and 2015 (80%) has remained steady with overall compliance at 79% in 2016. Routine and urgent reflect the same one per cent differential from 2015, with 98% for routine care and 88% for urgent care in 2016.
- Pediatrics showed a decrease in overall compliance, primarily due to a decrease from 100% in both urgent care and emergent care in 2015 to 99% in emergent and 97% in urgent care in 2016. However, routine care reflects a significant increase from 87% to 96%.
- Behavioral Health specialties once again scored in the 95%-99% range in all categories. This includes an improvement in mental health follow-up which scored at 92% over the 88% score in 2015.

The survey results indicate there were 83 noncompliant providers. In summary, of the 83 non-compliant providers, Behavioral Health comprised the majority at 46%, followed by Specialists at 33%, then PCP's at 19%, and just 2% for Pediatrics. Our follow up to these non-compliant providers will include, but is not limited to:

- Additional education to reiterate the availability standards at recurring CMHC meetings.
- Individual provider outreach to reiterate availability standards and evaluate all responses for appropriate action plans.

After-hours compliance remained stable with total compliance at 89% across the two survey groups of PCPs and Pediatric providers.

In 2017, the provider servicing plan will include on-site visits to educate and validate non-compliant practices. We will also capture "best practices" to share with non-compliant practices and other tips/ techniques/procedures that drive enhanced compliance. Additionally, where we become aware of new or additional specialty practices, we will engage those providers in contracting in an attempt to bolster the network.

Sunflower

Sunflower providers are required per the provider participating agreement and Sunflower provider office manual to maintain sufficient access to needed healthcare services on an ongoing

basis and shall ensure that such services are accessible to members as needed 24 hours a day, 365 days a year as follows:

- A provider's office phone must be answered during normal business hours

- A member must be able to access his or her provider after normal business hours and on weekends. This may be accomplished through the following:

  -- A covering physician
  -- An answering service
  -- A triage service or voicemail message that provides a second phone number that is answered
  -- Any recorded message must be provided in English and Spanish, if the provider's practice includes a high population of Spanish-speaking members

Examples of unacceptable after-hours coverage include, but are not limited to:

- Calls received after hours are answered by a recording telling callers to leave a message;

- Calls received after hours are answered by a recording directing members to go to an emergency room for any services needed; and

- Not returning calls or responding to messages left by patients after hours within 30 minutes.

The selected method of 24-hour coverage chosen by the member must connect the caller to someone who can render a clinical decision or reach the PCP or practitioner for a clinical decision. Whenever possible, the PCP, practitioner, or covering medical professional must return the call within 30 minutes of the initial contact. After-hours coverage must be accessible using the provider office's daytime telephone number.

Sunflower has questions included in the annual CAHPS member satisfaction survey to gather information on member access to after-hours services and getting care quickly. On the 2015 CAHPS survey, Sunflower performed at the 75th percentile on getting care quickly for both the Adult and Child surveys. With regard to after-hours access for adults, 74.1% responded with always/usually. For the Child CAHPS survey, 77.9% responding with always/usually. (The specific question asked is "In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed").

Sunflower continues to be contracted with NurseWise to provide after-hours services to both members and providers as well as to provide surveys to monitor both after hours and access to care for Sunflower members. When the Sunflower toll-free number is called after hours, members or providers calling have the option of being directed to NurseWise for after hours, weekends and holiday coverage. NurseWise reports daily the number of calls received and also escalates any quality of care issues back to Sunflower for follow up. Sunflower conducts monthly Joint Oversight Committee meetings and quarterly Vendor Oversight meetings with NurseWise to ensure compliance with the contract standards set forth. These oversight meetings are managed by Sunflower's vendor manager. Members of the Sunflower leadership team attend both the

monthly and quarterly meetings and are responsible for reviewing the reports supplied by the vendor. Based on these monthly activity reports and the quarterly DVO meetings, NurseWise is meeting their contractual obligations for after-hours nurse line and triage calling.

Sunflower had questions included in the 2016CAHPS member satisfaction surveys to gather information on member access to after-hours services and getting care quickly:

Adult 2016 CAHPS Survey:

Q60. In the last 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?

479 responded out of 560 eligible members; 67 responded with a yes; 66 no answer; and 412 responded with a no. Results indicated that 14% responded that they had called their personal doctor's office after hours for help or advice for themselves.

Q61. In the last 6 months, when you phoned after regular office hours how often did you get the help or advise you needed?

Out of the 67 eligible to answer this question, 29 (48.3%) responded with always, 16 (26.7%) responded with usually for a total of 45 (75%) of always/usually.

Child with Chronic Conditions CAHPS Survey:

General Population

Q84. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for your child?

Out of the 635 eligible respondents, 580 responded. 55 provided no answer, 79 (13.6%) responded yes and 501 (86.4%) responded no.

Q85. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

There were 79 eligible members with 71 who responded on the question. 47 (66.2%) responded with always, 12 (16.9%) responded with usually for a summary rate of always/usually of 59 (83.1%).

Chronic Condition Population

Q84. In the last 6 months, did you phone your child's personal doctor's office after regular office hours to get help or advice for your child?

608 total eligible respondents, with 575 who responded. 33 provided no answer, 96 (16.7%) responded with yes and 479 (83.3%) responded with no; producing yes summary rate of 96 (16.7%).

Q85. In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed for your child?

96 total eligible respondents; with 2 that did not provide an answer, 64 (74.4%) responded with always and 11 (12.8%) responded with usually for an always/usually summary rate of 75 (87.2%).

United

UnitedHealthcare's contractual agreements with all its providers mandate that, in accordance with regulatory requirements, providers must ensure that members have access to 24 hour-per day, 7 day-per-week urgent and emergency services. United's Provider Administrative Guide, which is incorporated by reference into provider contracts, requires that both Primary Care Physicians and Specialists be available to members 24 hours a day, 7 days a week, or have arrangements for live telephone coverage by another UnitedHealthcare provider. To assess appointment access and availability, United employs a vendor to make calls on their behalf. The vendor analysis reflect timeliness of appointment using two sets of standards: those specified in the contract with the State and those required by the National Committee on Quality Assurance. Generally, emergency and urgent access is faster for PCPs than for specialists. Around 90% of PCPs could provide routine care and physicals within three weeks (State standard) and 80% within two weeks (NCQA standard). Access to physicals within the three-week State contractual standard and four-week NCQA standard is higher for children (approximately 90%) than for adults (approximately 70%). Access to OB care is increasingly less available as the pregnancy progresses, though it remains between 80% and 90% throughout the pregnancy. (No separate NCQA standard exists for pregnancy care.) It should be noted that access to pregnancy care is measured only for OB practitioners; however, many PCPs also provide obstetric care, and these are not included in the analysis. Future surveys will attempt to include this information.

The process for assessing access is as follows: Emergency/urgent care is generally available from PCPS within 1-2 days and from specialists within 3-4 days. Waiting times for behavioral care are slightly longer, 5 to 7 days. Average waiting time for OB care is approximately one week, consistent with the finding that most providers could meet the contractual standards of 3 weeks for first-trimester, 2 for second trimester and 1 for third trimester (with a few outliers accounting for noncompliance). Most high-risk pregnancies were able to get an appointment within 3-4 days. No separate State or NCQA waiting time standard exists for high-risk pregnancy. A random sample of calls is also done after hours to assess whether on-call service is available and how quickly care can be provided. After hours calls were placed to all provider types except behavioral health. Across all provider types, slightly over three-fourths (76%) had an adequate process in place, such as an answering service, nurse, physician, or number to contact. These data are consistent with previous years.

Outcomes of Onsite Reviews – A full review in 2016, including both the State Contract review and the EQRO BBA review was conducted by way of desk reviews and on-site audits. The State and the EQRO began monthly planning meetings for the reviews in October, 2015. These collaborative efforts increased in frequency during the first part of 2016 to bi-monthly meetings and increased again in the spring to weekly meetings. Documentation submissions from the MCOs were due during the first two weeks of April and on-site reviews were conducted at each MCO, respectively, during June, August and October, 2016. The EQRO conducted the BBA in accordance with federal regulatory guidance and the State focused on key areas initially developed for the in the 2013 BBA/State Contract Review with State program management staff guidance.

All three on-sites were conducted using the same agenda and focus areas over the course of three days with two distinct and consistent teams operating concurrent sessions on two tracks; one for the BBA and one for the State Contract Review. The State Contract focus areas for the on-site review included, but were not limited to, appeals, grievances, finance, coordination of care, customer service, and provider credentialing.

The EQRO and the State identified the following operational strengths at each MCO exit interview.

Amerigroup

- AGP has a DME expert that they can call on and that allows AGP the opportunity to provide better equipment than what was requested.
- AGP refers to all staff as a "village." This means they all are responsible to take care of the member's needs and it is not one specific person's job. This approach was exemplified through success stories and interview responses.
- Collaboration occurs between departments to pull in individuals with the expertise needed. The Provider Representatives, Case Managers, and nurses have coordinated visits to the providers.
- AGP puts a premium on volunteerism and bringing members in to help staff be aware that members are the people in their community, in the neighborhood, and in their families and AGP hires within the communities in which the members reside.
- In 2013, KFMC made a recommendation for Amerigroup's internal system to update, in real time, whether a provider panel is open/closed. In 2014, AGP advised their system has gone to real-time updates of open/closed provider panels. What was an opportunity for improvement in 2013 is noted as a strength in the 2016 review.

Sunflower

- There is a lot of internal communication that occurs between departments that allows member's needs to be met and for unique services requested, Medical Directors reach out to providers to get those services authorized.
- SSHP looks for ways to improve their Utilization Management processes, practices, and systems. This was evident in the interview when they discussed all the changes they recently made.
- SSHP has put a great deal of time and effort into making improvements and how they carry out their day-to-day processes. For example, the A1C work they completed where they took data from 2014 and built on it. They increased the focus from just those members that had at least one A1C, and used the 2015 data to discover those members that didn't even have one A1C and were able to get 60-70 of those members lab drawn.
- All the member materials and books used for education, including having their own children's author.
- Multiple teams can access the CRM and True Care System and data systems are updated in real time (15 minutes- 2 hours).

UnitedHealthcare

- Supervisors listen to recorded member calls and have the opportunity to hear the conversation staff had with the member and provide coaching if there are areas for improvement.

- Multiple teams have access to the Care One system.
- UHC is looking forward, innovative, and have a proactive approach to improvement (e.g., Key Member Indicator Survey, work regarding Value-Based Purchasing, and ACO approaches with practices).
- Implementation of the Peer Support Program.
- It is evident the structure UnitedHealthcare has created (e.g., policy, procedures, and manuals) flows well into the direct work staff have with members and has a positive impact on the member's life.

All

- All three MCOs are collaborating together to train providers so the provider does not have to attend three separate trainings (one per MCO).

The EQRO and the State are clarifying audit results and are in the scoring phase of the review to finalize findings and recommendations. The findings will be included in future quarterly and annual STC reports.

E. Summary of PIPs: Two of the three KanCare MCOs – Amerigroup and United – initiated performance improvement projects (PIP) in July 2013. Sunflower's project planning process extended into late 2013; therefore, interventions were not initiated until January 1, 2014. The current collaborative PIP started in August 2016 focusing upon the HEDIS measure for HPV vaccination.

For individual PIPs:

- Amerigroup chose to improve well-child visit rates in the third, fourth, fifth and sixth years of life.
- Sunflower chose to increase the rate of initiation and engagement of alcohol and other drug dependence treatment.
- UnitedHealthcare chose to improve follow-up after hospitalization for mental illness.

Each PIP methodology was reviewed and revised to ensure that clear interventions, outcomes, tracking, and measurement methods were identified. Representatives of each MCO report PIP progress at regularly occurring KanCare interagency meetings. Written updates have also been provided post-implementation of each PIP. The State also created monthly report templates for each MCO to send data showing the progress of each PIP. Following is a brief summary of each MCO's PIP and current standing.

UnitedHealthcare selected follow-up after hospitalization for mental illness (FUH) for its PIP topic. The primary focus of this PIP is to improve rates of follow-up appointments within 7 days and 30 days of discharge after hospitalization for mental illness and ensuring members have medication available in hand at discharge. United is working to answer the study question: "Does providing timely and appropriate aftercare appointments for members hospitalized for select mental health disorders increase member compliance with follow-up care?" United's interventions include care coordinator assistance with discharge planning; contact with members by discharge specialists; assigning "high risk members" an FCA or peer support specialist to assist; and tracking provision of medication at time of discharge. UHC started in 2016 to contact all members for whom they receive discharge information in efforts to improve rates for follow-up care. UnitedHealthcare is

consistently above the 50th percentile for the HEDIS measure corresponding to this PIP topic. The State suggested that UHC change their individual PIP topic to improving a HEDIS measure which consistently has a low score. UHC agreed and next year, will start a PIP on Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications.

Amerigroup selected well-child visits in the third, fourth, fifth, and sixth years of life for their PIP topic. Amerigroup is working to answer the study question: "Does the implementation of targeted interventions improve well-child visit rates in the third, fourth, fifth, and sixth years of life?" Amerigroup's interventions include: member education; a rewards program of $25 paid to parents for compliance with well child visits for those aged 5 and 6; birthday postcards; member outreach and reminder calls; community events; and provider outreach. Monthly data indicate a generally positive trend; however, the PIP data every year has compared unfavorably with pre-KanCare HEDIS data and remain below the 50th percentile. Amerigroup is still struggling to improve the participation numbers for the Healthy Rewards program, and they are evaluating various options to increase enrollment. Reminder calls will have a geographical component, to try to reach children in areas with the lowest well-child visit rates. KDHE will continue to monitor this PIP on a monthly basis through reporting templates and assist Amerigroup with suggestions for improvement.

Sunflower selected initiation and engagement in alcohol and other drugs (AOD) treatment for its PIP topic. The population for this study includes all Sunflower members receiving and/or eligible to receive an AOD encounterable service. Sunflower is working to answer the study question: "Will provision of care coordination to members diagnosed needing AOD treatment result in a statistically significant improvement in member initiation and engagement in AOD services?" Sunflower's primary intervention will be the offering of care coordination to the project population. Sunflower had difficulty in defining the criteria and quantifiable data to prove the success or challenges of the PIP in their initial reports. Continuing inconsistencies in the report, Sunflower staff turnover and multiple data errors also created difficulties with the PIP. The PIP problems were addressed through frequent updates and meetings with the State and the EQRO. Late 2016, Sunflower asked the State if they may select a different HEDIS measure for a PIP topic, one with better defined population and interventions. Due to their continual struggle with the current PIP, the State agreed that they may switch their topic. Sunflower chose the same PIP topic as UnitedHealthcare - Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications.

The collaborative PIP project, which all three KanCare MCOs are implementing together, is aimed at increasing the rate of HPV vaccination in Kansas. Kansas has one of the lowest rates of adolescent females receiving more than one dose of the vaccine. Interventions will include multifaceted education and outreach interventions, targeting both providers and parents/guardians. Phone campaigns of eligible target 12-year-old female members,
Use of a CDC produced webinar, Gap in Care Report/Profiles to providers, Chief Medical Officer (CMO) outreach to primary care practitioners (PCPs) are some of the specific interventions planned for this PIP. MCOs will also review non-compliant member data to establish geographic population densities and work with a community provider or practitioner (ex. Health Department, Visiting Nurses, Pharmacy, or safety net clinic) to conduct a vaccine fair for members in that area. This HEDIS measure changed from a female-only measure to male/female adolescent measure

during the planning of this PIP. Additional interventions aimed at adolescent males are under discussion.

F. Outcomes of Performance Measure Monitoring

HEDIS Measures

Summary of statewide results (all three KanCare MCOs aggregated) for calendar year 2015 (measurements conducted in 2016), calendar year 2014 (measurements conducted in 2015) and calendar year 2013 (measurements conducted in 2014), reflecting performance compared to the national 50th percentile on each of the measures, is set out in the chart that follows:

HEDIS Measure Aggregated MCO Results for CY2013 - CY2015

Measure	Type		HEDIS Aggregated Results			Quality Compass 50th Percentile *		
	Hybrid	Admin	CY2015	CY2014	CY2013	CY2015	CY2014	CY2013
Comprehensive Diabetes Care								
HbA1c Testing (P4P)	H		84.9%	84.8%	83.1%	↓	↓	↓
Eye Exam (P4P)			62.5%	58.6%	50.1%	↑	↑	↓
Medical Attention for Nephropathy (P4P)			89.2%	76.8%	75.8%	↓	↓	↓
HbA1c Control (<8.0%) (P4P)			46.6%	39.3%	39.0%	↓	↓	↓
HbA1c Poor Control (>9.0%) (lower % is goal)			45.4%	52.9%	54.4%	↓	↓	↓
Blood Pressure Control (<140/90) (P4P)			58.8%	52.6%	53.1%	↓	↓	↓
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life								
		A	62.7%	62.1%	60.8%	↓	↓	↓
Adolescent Well Care Visits								
		A	43.0%	42.6%	42.3%	↓	↓	↓
Adults' Access to Preventive/Ambulatory Health Services (P4P)								
Ages 20-44		A	83.7%	84.3%	85.4%	↑	↑	↑
Ages 45-64			92.3%	92.4%	92.2%	↑	↑	↑
Ages 65 and older			89.7%	88.6%	89.5%	↑	↑	↑
Total - Ages 20 and older			87.1%	87.5%	88.4%	↑	↑	↑
Annual Monitoring for Patients on Persistent Medications								
		A	90.2%	89.7%	84.9%	↑	↑	↓
Follow-up after Hospitalization for Mental Illness, within seven days of discharge								
		A	62.8%	56.2%	61.0%	↑	↑	↑
Prenatal Care								
	H		67.4%	70.4%	71.4%	↓	↓	↓
Postpartum Care								

HEDIS Measure Aggregated MCO Results for CY2013 - CY2015								
Measure	**Type**		**HEDIS Aggregated Results**			**Quality Compass 50th Percentile ***		
	Hybrid	**Admin**	**CY2015**	**CY2014**	**CY2013**	**CY2015**	**CY2014**	**CY2013**
	H		57.5%	55.8%	60.3%	↓	↓	↓
Chlamydia Screening in Women								
Ages 16-20		A	41.3%	41.0%	42.4%	↓	↓	↓
Ages 21-24			53.5%	54.5%	55.6%	↓	↓	↓
Total – Ages 16-24			45.8%	45.4%	46.1%	↓	↓	↓
Controlling High Blood Pressure								
	H		48.2%	51.5%	47.3%	↓	↓	↓
Initiation in Treatment for Alcohol or other Drug Dependence								
Ages 13-17		A	46.4%	50.8%	49.0%	↑	↑	↑
Ages 18 and older			37.7%	41.3%	40.9%	↓	↑	↑
Total – Ages 13 and older			38.9%	42.6%	42.1%	↑	↑	↑
Engagement in Treatment for Alcohol or other Drug Dependence								
Ages 13-17		A	26.8%	31.0%	32.5%	↑	↑	↑
Ages 18 and older			10.7%	12.1%	12.2%	↑	↑	↑
Total – Ages 13 and older			12.9%	14.8%	15.2%	↑	↑	↑
Weight Assessment/BMI for Children and Adolescents								
Ages 3-11	H		48.9%	44.3%	33.7%	↓	↓	↓
Ages 12-17			48.1%	47.3%	36.6%	↓	↓	↓
Total – Ages 3-17			48.6%	45.3%	34.7%	↓	↓	↓
Counseling for Nutrition for Children and Adolescents								
Ages 3-11	H		50.6%	50.8%	47.4%	↓	↓	↓
Ages 12-17			45.7%	47.0%	46.0%	↓	↓	↓
Total – Ages 3-17			49.1%	49.5%	46.9%	↓	↓	↓
Counseling for Physical Activity for Children and Adolescents								
Ages 3-11	H		43.3%	43.5%	39.6%	↓	↓	↓
Ages 12-17			48.3%	50.6%	53.1%	↓	↓	↓
Total – Ages 3-17			44.9%	45.8%	44.0%	↓	↓	↓
Appropriate Treatment for Children with Upper Respiratory Infection (URI)								
		A	76.3%	73.5%	71.9%	↓	↓	↓
Appropriate Testing for Children with Pharyngitis								
		A	55.1%	52.2%	51.6%	↓	↓	↓
Diabetes Monitoring for People with Diabetes and Schizophrenia								
		A	65.3%	60.1%	62.9%	↓	↓	↓
Flu Shot or Spray, Ages 18-64 (P4P), CY2015 CAHPS Survey								

HEDIS Measure Aggregated MCO Results for CY2013 - CY2015								
Measure	**Type**		**HEDIS Aggregated Results**			**Quality Compass 50th Percentile ***		
	Hybrid	**Admin**	**CY2015**	**CY2014**	**CY2013**	**CY2015**	**CY2014**	**CY2013**
		A	43.7%	46.1%	47.5%	↑	↑	
Annual Dental Visit								
Ages 2-3			42.8%	41.2%	40.8%	↑	↑	↑
Ages 4-6			66.2%	65.7%	66.3%	↑	↑	↑
Ages 7-10			70.4%	70.1%	70.7%	↑	↑	↑
Ages 11-14		A	63.2%	62.8%	62.8%	↑	↑	↑
Ages 15-18			54.1%	53.5%	53.9%	↑	↑	↑
Ages 19-21			34.7%	30.2%	31.5%	↑	↓	↓
Total - Ages 2-21			60.9%	60.0%	60.3%	↑	↑	↑
Smoking or Tobacco Use in last six months, CY2015 CAHPS Survey								
Do you smoke or use tobacco?			32.2%	33.5%	37.5%	↓	↓	↑
If yes:								
Often advised to quit smoking or using tobacco by a doctor or other health provider in your plan. (P4P)			79.5%	76.2%	75.7%	↑	↓	↓
Medication to assist with quitting recommended by health provider or discussed		A	46.1%	43.2%	48.3%	↓	↓	↑
Health provider discussed or provided methods or strategies other than medication to assist with quitting			44.4%	37.5%	38.6%	↑	↓	↓
Multi-Year HEDIS Measures to be Reported beginning with HEDIS 2015 (CY2014)								
Well-Child Visits in the First 15 Months of Life								
0 visits			3.4%	4.2%		↑^	↑^	
1 visit			3.8%	4.8%		↑^	↑^	
2 visits		A	5.2%	6.2%		↑^	↑^	
3 visits			7.4%	8.3%		↑^	↑^	
4 visits			10.0%	13.4%		↑	↑	

HEDIS Measure Aggregated MCO Results for CY2013 - CY2015								
Measure	**Type**		**HEDIS Aggregated Results**			**Quality Compass 50th Percentile ***		
	Hybrid	**Admin**	**CY2015**	**CY2014**	**CY2013**	**CY2015**	**CY2014**	**CY2013**
5 visits			15.1%	18.4%		↓	↑	
6 or more visits			55.1%	44.7%		↓	↓	
Medication Management for People with Asthma								
5-11 years of age			29.1%	27.4%		↑	↑	
12-18 years of age			26.6%	24.1%		↑	↑	
19-50 years of age		A	38.8%	39.6%		↑	↑	
51-64 years of age			55.1%	53.0%		↑	↑	
Total - Ages 5-64			29.9%	28.1%		↓	↓	
Follow-Up Care for Children Prescribed Attention-Deficit/Hyperactivity Disorder (ADHD) Medication								
Initiation Phase		A	50.7%	48.0%		↑	↑	
Continuation & Maintenance Phase			61.2%	54.8%		↑	↑	
Adult BMI								
	H		77.6%	72.2%		↓	↓	

* ↑ indicates HEDIS aggregated results above the national Quality Compass (QC) 50th percentile; ↓indicates HEDIS aggregated results below the QC 50th percentile. NA indicates no QC comparison available

.^ HEDIS rates greater than 50th percentile that indicate poor performance

Dental Care

The KanCare program in collaboration with MCO partners continue to increase dental health and wellness for the KanCare population. KanCare and partner agencies continue to emphasize the importance of regular dental care for our members and are committed to increasing utilization of these important services.

Dental services data from 2015 show continued improvement over the 2014 data.

	SFY 2014	**SFY 2015**
Total Eligible receiving dental treatment	125,413	129,720
Total Eligible receiving preventative services	116,526	122,724

Value Added Benefits (VAB) are another way in which adult members may access preventive dental services. In 2015, 9,423 members received Dental services as Value added services provided through the MCO's. The value of these services totaled $1,133,840.

Pay for Performance Measures

The final results of the KanCare MCOs' performance for the 2015 pay for performance measures (measured in 2016) are detailed in the document attached to this report entitled "KanCare Pay for Performance Measures – Summary of 2015 Performance Outcomes."

Additional performance results are included in the 2016 KanCare annual evaluation report developed by Kansas Foundation for Medical Care and attached to this report.

G. Summary of Plan Financial Performance: As of December 31, 2016, all three plans are in a sound and solvent financial standing. All three plans reported profits in 2016. We anticipate this positive trend to continue as the MCOs continue their focus on improving the health outcomes of the Medicaid beneficiaries.

   Statutory filings for the KanCare health plans can be found on the NAIC's "Company Search for Compliant and Financial Information" website: ***https://eapps.naic.org/cis/.***

XII. Post Award Forum

The KanCare annual public forum, pursuant to STC 15, was conducted on December 1, 2016. A summary of the forum, including comments and issues raised at the forum, is attached.

XIII. Annual Evaluation Report & Revised Evaluation Design

The entity selected by KDHE to conduct KanCare Evaluation reviews and reports is the Kansas Foundation for Medical Care (KFMC). The draft KanCare evaluation design was submitted by Kansas to CMS on April 26, 2013. CMS conducted review and provided feedback to Kansas on June 25, 2013. Kansas addressed that feedback, and the final design was completed and submitted by Kansas to CMS on August 23, 2013. On September 11, 2013, Kansas was informed that the Evaluation Design had been approved by CMS with no changes. In addition, the state submitted a revised KanCare Final Evaluation Design, with revisions as of March, 2015, submitted on April 1, 2015. KFMC has developed and submitted quarterly evaluation reports and annual evaluation reports for all of 2013, 2014 and 2015, as well as quarterly reports for each quarter of 2016.

KFMC's annual report for 2016 is attached. As with the previous evaluation design reports, the State will review the annual report, with specific attention to the related recommendations, and will continue to take responsive action designed to accomplish real-time enhancements to the state's oversight and monitoring of the KanCare program, and to improve outcomes for members utilizing KanCare services.

XIV. Enclosures/Attachments

The following items are attached to and incorporated in this annual report:

Section of Report Where Attachment Noted	Description of Attachment
II(D)	KanCare Safety Net Care Pool Reports (including DSRIP payments)
III/IV	KanCare Expenditure & Budget Neutrality – DY4 2016
IX	KanCare Ombudsman Report – DY4 2016

Section of Report Where Attachment Noted	Description of Attachment
XI(G)	KanCare Pay for Performance Measures – Summary of 2015 Performance Outcomes
XII	KanCare 2016 Public Forum Summary
XIII	KFMC's KanCare Evaluation Report – DY4 2016

XV. State Contacts(s)

Dr. Susan Mosier, Secretary
Michael Randol, Division Director and Medicaid Director
Kansas Department of Health and Environment
Division of Health Care Finance
Landon State Office Building – 9th Floor
900 SW Jackson Street
Topeka, Kansas 66612
(785) 296-3512 (phone)
(785) 296-4813 (fax)
Susan.Mosier@ks.gov
Mike.Randol@ks.gov

XVI. Date Submitted to CMS

March 31, 2017

1115 Waiver - Safety Net Care Pool Report			
Demonstration Year 4 - YE 2016			
DSRIP Payment			
Paid dates 1/1/2016 through 12/31/2106			
Provider Name	**YE 2016 Amt Paid**	**State General Fund 1000**	**Federal Medicaid Fund 3414**
Children's Mercy Hospital	$ 3,846,406.25	$ 1,688,410.44	$ 2,157,995.81
University of Kansas Hospital	$ 10,434,609.37	$ 4,580,519.15*	$ 5,854,090.22
Total	**$ 14,281,015.62**	**$ 6,268,929.59**	**$ 8,012,086.03**
*IGT funds are received from the University of Kansas Hospital			

1115 Waiver - Safety Net Care Pool Report

Demonstration Year 4- YE 2016

Health Care Access Improvement Pool

Paid dates 1/1/2016 through 12/31/2016

Provider Names	YE 2016 Amt Paid	Provider Access Fund 2443	Federal Medicaid Fund 3414
Bob Wilson Memorial Hospital	190,069.00	82,832.07	107,236.93
Children's Mercy Hospital South	1,006,521.00	438,641.85	567,879.15
Coffey County Hospital	77,797.00	33,903.93	43,893.07
Coffeyville Regional Medical Center, Inc.	257,391.00	112,171.00	145,220.00
Cushing Memorial Hospital	447,184.00	194,882.79	252,301.21
Doctors Hospital	5,708.00	2,487.55	3,220.45
Geary Community Hospital	431,577.00	188,081.26	243,495.74
Hays Medical Center, Inc.	976,706.00	425,648.48	551,057.52
Hutchinson Hospital Corporation	425,912.00	185,612.45	240,299.55
Kansas Heart Hospital LLC	111,887.00	48,760.35	63,126.65
Kansas Medical Center LLC	86,367.00	37,578.28	48,788.72
Kansas Rehabilitation Hospital	5,262.00	2,293.18	2,968.82
Labette County Medical Center	281,117.00	122,510.79	158,606.21
Lawrence Memorial Hospital	957,658.00	417,347.35	540,310.65
Meadowbrook Rehabilitation Hospital	128,492.00	56,369.44	72,122.56
Memorial Hospital, Inc.	132,419.00	58,092.22	74,326.78
Menorah Medical Center	739,972.00	322,479.80	417,492.20
Mercy Health Center - Ft. Scott	311,827.00	135,894.20	175,932.80
Mercy Hospital, Inc.	25,915.00	11,293.75	14,621.25
Mercy Reg Health Ctr	781,587.00	340,615.61	440,971.39
Miami County Medical Center	199,250.00	86,833.15	112,416.85
Mid-America Rehabilitation Hospital	8,732.00	3,805.41	4,926.59
Morton County Health System	28,739.00	12,524.45	16,214.55
Mt. Carmel Medical Center	768,115.00	334,744.51	433,370.49
Newton Medical Center	412,700.00	179,854.66	232,845.34
Olathe Medical Center	619,283.00	269,883.53	349,399.47
Overland Park Regional Medical Ctr.	2,461,494.00	1,072,719.08	1,388,774.92
Pratt Regional Medical Center	119,101.00	51,904.22	67,196.78
Providence Medical Center	1,767,168.00	770,131.81	997,036.19
Ransom Memorial Hospital	260,072.00	113,339.38	146,732.62
Saint Luke's South Hospital, Inc.	279,158.00	121,657.05	157,500.95
Salina Regional Health Center	757,002.00	329,901.47	427,100.53
Salina Surgical Hospital	15,126.00	6,591.91	8,534.09
Shawnee Mission Medical Center, Inc.	3,133,658.00	1,365,648.16	1,768,009.84
South Central KS Reg Medical Ctr	192,538.00	83,908.06	108,629.94
Southwest Medical Center	393,023.00	171,279.42	221,743.58
St. Catherine Hospital	875,476.00	381,532.44	493,943.56
St. Francis Health Center	1,697,802.00	739,902.11	957,899.89
St. John Hospital	293,289.00	127,815.35	165,473.65
Stormont Vail Regional Health Center	4,221,756.00	1,839,841.26	2,381,914.74
Sumner Regional Medical Center	135,631.00	59,107.99	76,523.01
Surgical & Diag. Ctr. of Great Bend	368,515.00	160,598.83	207,916.17
Susan B. Allen Memorial Hospital	455,163.00	198,360.03	256,802.97
Via Christi Hospital St Teresa	269,974.00	117,654.67	152,319.34
Via Christi Regional Medical Center	7,718,787.00	3,389,705.32	4,329,081.68
Via Christi Rehabilitation Center	123,689.00	53,903.67	69,785.33
Wesley Medical Center	5,499,414.00	2,396,644.63	3,102,769.37
Wesley Rehabilitation Hospital	9,834.00	4,285.65	5,548.35
Western Plains Medical Complex	496,448.00	216,352.04	280,095.96
Total	40,962,305.00	17,877,926.62	23,084,378.38

1115 Waiver - Safety Net Care Pool Report

Demonstration Year 4 - YE 2016

Large Public Teaching Hospital\Border City Children's Hospital Pool

Paid dates 1/1/2016 through 12/31/2016

Hospital Name	YE 2016 Amt Paid	State General Fund 1000	Federal Medicaid Fund 3414
Children's Mercy Hospital	$ 4,964,137.50	$ 2,180,000.98	$ 2,784,136.52
University of Kansas Hospital	$ 14,892,412.50	$ 654,0002.95*	$ 8,352,409.55
Total	**$ 19,856,550.00**	**$ 8,720,003.93**	**$ 11,136,546.07**

*IGT funds are received from the University of Kansas Hospital

KanCare Budget Neutrality
Demonstration Year 4

DY 4
Start Date: 1/1/2016
End Date: 12/31/2016

	Assistance Total Expenditures	Total Member Months	Administration Total Expenditures
DY4Q1	$722,397,762	1,059,350	$39,348,196
DY4Q2	$745,224,600	1,111,408	$50,186,294
DY4Q3	$739,628,299	1,142,579	$43,147,074
DY4Q4	$732,289,024	1,126,788	$47,119,563
DY4 Total	$2,939,539,684	4,440,125	$179,801,127

UNIQUE ENROLLEES (Updated Annually)			
Pop 1: ABD/SD Dual	21,607	Pop 6: LTC	25,555
Pop 2: ABD/SD Non Dual	34,293	Pop 7: MN Dual	3,039
Pop 3: Adults	68,436	Pop 8: MN Non Dual	2,838
Pop 4: Children	290,881	Pop 9: Waiver	5,661
Pop 5: DD Waiver	9,316		
		Total:	461,626

OVERALL UNDUPLICATED BENEFICIARIES:	471,161

	Population 1: ABD/SD Dual	Population 2: ABD/SD Non Dual	Population 3: Adults	Population 4: Children	Population 5: DD Waiver	Population 6: LTC	Population 7: MN Dual	Population 8: MN Non Dual	Population 9: Waiver
DY4Q1									
Expenditures	$7,439,738	$107,512,256	$78,279,534	$161,583,226	$119,553,089	$205,407,845	$2,133,234	$6,045,736	$34,443,104
Member-Months	31,540	100,707	142,001	677,132	26,337	62,328	3,647	3,574	12,084
DY4Q2									
Expenditures	$4,733,238	$110,349,070	$83,876,874	$168,801,043	$123,121,459	$207,786,424	$2,408,376	$6,460,922	$37,687,193
Member-Months	21,447	108,593	157,915	712,343	26,856	62,899	4,254	3,807	13,294
DY4Q3									
Expenditures	$4,192,628	$107,312,629	$87,065,293	$163,999,531	$121,275,101	$209,838,361	$1,930,875	$6,160,236	$37,853,644
Member-Months	21,537	111,794	166,989	728,206	27,235	65,025	4,020	4,017	13,756
DY4Q4									
Expenditures	$4,462,833	$109,722,767	$81,117,840	$161,318,890	$118,409,435	$211,812,489	$2,388,282	$6,399,986	$36,656,501
Member-Months	22,455	112,547	166,184	711,345	27,376	64,328	4,309	4,151	14,093
DY4 Total									
Expenditures	$20,828,437	$434,896,724	$330,339,541	$655,702,690	$482,359,085	$834,845,119	$8,860,767	$25,066,879	$146,640,443
Member-Months	96,979	433,641	633,089	2,829,026	107,804	254,580	16,230	15,549	53,227
DY 4 PMPM	$215	$1,003	$522	$232	$4,474	$3,279	$546	$1,612	$2,755

KanCare Ombudsman Annual Report 2016

KDHE

Kerrie J. Bacon, KanCare Ombudsman

Accessibility by Ombudsman's Office

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) by phone, email, written communication and in person during the fourth quarter of 2016. In 2014 and 2015 there were approximately 2,000 contacts through these various means. It is evident from the chart below that the biggest increase in contacts was in 1st quarter and has continued to drop off as the year has progressed compared to the average of the prior two years. Fourth quarter is basically flat to the average of the prior two years. The 2016 year is a 53% increase in contacts over the average of the past two years.

Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Total	Comments
2013	615	456	436	341		this year does not include emails
2014	545	474	526	547	2092	
2015	510	462	579	524	2075	Qtr. Avg. for 2014/2015 is 521
2016	1130	846	687	523	3186	Yrly. Avg for 2014/2015 is 2084
% increase	117%	63%	32%	0.4%	53%	Increase over average of 2014/2015

To assist with the increase in contacts, the Ombudsman's office had the following assistance:

- Wichita satellite office opened in November 2015 and was staffed with volunteers from 10-2, Monday- Friday along with a ¾ time Project Coordinator who supervised the volunteers, assisted with phone coverage, and provided outreach. There are currently 7 volunteers at the Wichita satellite office.
- During March of 2016, the Ombudsman's office added one part-time staff person assisting with phone calls and emails (10-12 hours/week) from the Governor's office.
- Johnson County satellite office opened in July 2016 and has been staffed with volunteers Monday and Thursday, 10am – 1pm. There are currently 4 volunteers at the Olathe satellite office.

MCO related	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Amerigroup	53	69	63	45	92	46	45	31
Sunflower	96	92	72	62	92	57	59	46
UnitedHealthcare	75	47	52	32	66	47	37	31
Total	**224**	**208**	**187**	**139**	**250**	**150**	**141**	**108**

The KanCare Ombudsman webpage ***(www.kancare.ks.gov/kancare-ombudsman-office)*** is ***NEW and UPDATED***. It continues to provide information and resources to members of KanCare and consumers. It is updated on a regular basis.

Outreach by Ombudsman's office

- Goodwill Industries Presentation, January 18, 2016
- Volunteer Fair at Wichita State University, January 28, 2016
- Women's Recovery Center presentation, February 18, 2016
- Attended KDHE Spec Health Care Needs Program Regional Meeting in Topeka, KS – February 24, 2016.
- Wichita State University social work practicum class presentation, March 10, 2016 and March 17, 2016
- Health Fair in Wichita, KS, March 30, 2016
- Provided report and requested feedback from the KanCare Consumer Specialized Interest (CSI) Workgroup – March 31, 2016
- Provided quarterly and annual Ombudsman report to the KanCare Advisory Committee – March 31, 2016
- Created an explanation for the KanCare application process as an outreach tool.
- Provided a report and testimony for the Robert Bethel Joint Committee on HCBS and KanCare Oversight, April 18, 2016.
- Attended the Employment First Summit and provided a vendor booth for outreach for the Ombudsman's office, April 21-22, 2016.
- Attended the May KanCare Listening Sessions in Hays and Wichita; May 24, 26, 2016.
- Attended the Final Rule Listening Session in Topeka and Overland Park; June 15, 16, 2016.
- Provided vendor outreach for the SACK Conference, June 25. 2016.
- Revised/Updated the appeal and state fair hearing information provided to members needing assistance.
- Attended the Poverty Conference and shared information on the KanCare Ombudsman's Office, Topeka, KS, July 20-21, 2016
- Provided a report and testimony for the Robert Bethel Joint Committee on HCBS and KanCare Oversight, August 5, 2016.
- Attended and shared information on the KanCare Ombudsman's office at the Midwest Ability Summit, Overland Park, KS, August 27. 2016
- Shared information on the KanCare Ombudsman's office at the Northeast Kansas Head Start Conference, September 6, 2016.
- Shared information on the KanCare Ombudsman's office with the Western Kansas Long term Care Ombudsman's Regional team and local community providers; Salina, KS, September 19, 2016
- Keynote speaker for Silver-haired Legislature, October 4, 2016

- Provided a report and testimony for the Robert Bethel Joint Committee on HCBS and KanCare Oversight, November 18, 2016
- Attended Consumer and Specialized Issues Workgroup meeting (KDHE), December 15, 2016
- Publications: Outreach post and/or article about the KanCare Ombudsman office services.
  - Livable Neighborhoods Neighborhood News (Wyandotte Co. newsletter) (October & November)
  - Active Age newsletter – Wichita, KS (October)
  - Shepherd's Center of Kansas City, KS (November)
  - 2Mas2KC Bilingual Newspaper (November)
  - Public Service Announcement (Voice: Daniel Lassley) went out to all Kansas City radio stations. (November)
  - Senior Bluebook (Kansas City, KS and Kansas City, MO) (December)
  - Center for Public Health Initiatives Newsletter, Wichita (December-January)
- Local Churches: These churches agreed to post our flyers and to provide members with KanCare Ombudsman office brochures.
  - Bethel Baptist Church, Wyandotte, KS (October)
  - Eighth Street Baptist Church, Wyandotte, KS (October)
  - First Baptist Church, Wyandotte, KS (November)
  - Mt Zion Baptist Church, Wyandotte, KS (November)
  - St. Marks United Methodist Church, Wichita, KS (October)
  - New Spring Church, Wichita, KS (October)
  - River Community Church, Wichita, KS (October)
  - All Saints Church, Wichita, KS (November)
- Presentations: (educational, networking, referrals, advertisement
  - Livable Neighborhoods Task Force meeting (Wyandotte Co.) (October)
  - InterHab Conference (October)
  - Social Work Classes presentations (WSU – 10/26 & 11/2)
  - K-State Research & Extension office (Linn Co.) (November)
  - Franklin County Aging and Disability Network monthly group meeting (December)
- Educating Kansas Area Agencies on Aging about the KanCare Ombudsman office: (networking, referrals, advertisement)
  - Wyandotte/Leavenworth Area Agency on Aging (November)
  - East Central Kansas Area Agency on Aging (November)
  - Northeast Kansas Area Agency on Aging (November)
  - Northeast Kansas Area Agency on Aging (November)
- Friends and Family Advisory Council which met six times during the 2016 year.
- Hosted the KanCare Member Lunch-and-Learn bi-weekly conference calls for all KanCare members, parents, guardians, consumers and other interested parties. Calls address topics of interest, resources in the community, emerging issues and includes a question

and answer time. Managed care organizations continue to participate on the calls and answer questions as needed.

Outreach through the KanCare Ombudsman Volunteer Program Update

- The ***KanCare Ombudsman Johnson County Satellite Office*** is in its third quarter of providing assistance to KanCare members.
- The ***KanCare Ombudsman Southern Kansas Satellite Office (Wichita)*** completed a full year of providing assistance to KanCare members. Two of the volunteers at the site have been there since it opened and are charter volunteer members!
- Both Satellite offices are assisting consumers with filling out applications on the phone and by appointment in person.
- Volunteer Applications are available on the new and updated KanCare Ombudsman webpage. www.KanCare.ks.gov/kancare-ombudsman-office.

Data from Ombudsman's Office

The Ombudsman on-line tracker has been updated to include the main Ombudsman office and Ombudsman satellite offices covered by volunteers. Starting with the fourth quarter report, we are able to provide the number of contacts made to the main office and the Ombudsman's satellite offices across Kansas.

Contacts by Office	**Q4/16**
Main	432
Johnson County	21
Wichita	70
Total	**523**

The contact method for members to contact the Ombudsman's office has changed from 2015 to 2016. In 2015, contacts by phone were between 80% - 84%; by email they were between 16% - 19%. In 2016, contacts by phone were down and email contacts were up, percent to total. This held true even in fourth quarter, 2016 when actual contacts were similar to the average of the last two years.

Contact Method	Q1/15	%	Q2/15	%	Q3/15	%	Q4/15	%	Q1/16	%	Q2/16	%	Q3/16	%	Q4/16	%
phone	415	81%	378	82%	462	80%	438	84%	862	76%	644	76%	507	74%	394	75%
email	94	18%	82	18%	112	19%	83	16%	265	23%	191	23%	174	25%	125	24%
letter	1	0%	1	0%	0	0%	2	0%	2	0%	3	0%	1	0%	0	0%

Contact Method	Q1/15	%	Q2/15	%	Q3/15	%	Q4/15	%	Q1/16	%	Q2/16	%	Q3/16	%	Q4/16	%
in person	0	0%	1	0%	5	1%	1	0%	0	0%	8	1%	3	0%	3	1%
online	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	2	0%	1	0%
Total	**510**	**100%**	**462**	**100%**	**579**	**100%**	**524**	**100%**	**1130**	**100%**	**846**	**100%**	**687**	**100%**	**523**	**100%**

Caller Type	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Provider	111	94	102	93	179	110	100	71
Consumer	366	343	426	385	866	601	544	352
MCO employee	3	3	5	3	7	4	10	8
Other	30	22	46	43	78	131	33	92
Total	**510**	**462**	**579**	**524**	**1130**	**846**	**687**	**523**

Contact Information

The average number of days it took to resolve an issue during third quarter was six.

	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Avg. Days to Resolve Issue	7	7	11	6	7	5	6	4
% files resolved in one day or less	54%	38%	36%	45%	49.6%	56%	54%	52%
% files closed	87%	88%	93%	83%	77%	88%	87%	80%

The most frequent calls regarding home- and community-based services (HCBS) waivers during the fourth quarter of 2016, most of 2016 and for all of 2015 were in regard to the physical disability waiver and the intellectual/developmental disability waiver. Occasionally more than one option can be chosen; for example when mental health or substance abuse might be included in addition to a waiver or a nursing facility.

Waiver	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
PD	57	48	33	28	48	22	13	9
I/DD	35	25	29	28	48	27	21	11
FE	15	12	16	18	23	19	10	7
Autism	4	3	4	5	1	2	2	1
SED	1	7	5	4	4	0	1	3

Waiver	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
TBI	10	9	7	9	10	3	7	5
TA	11	13	11	13	10	9	4	4
MFP	2	2	3	1	8	5	3	0
PACE	0	0	1	1	0	0	0	0
Mental Health	5	9	7	11	8	6	3	2
Substance Use Disorder	0	0	0	2	0	0	0	0
Nursing Facility	12	28	33	29	47	27	16	27
Other	512	320	443	391	941	739	612	456
Total	**664**	**476**	**592**	**540**	**1148**	**859**	**692**	**525**

The Issue Categories listed below reflect the last eight quarters in alphabetical order. The top five issues for each quarter are highlighted. The issues that carry across many quarters are Medicaid Eligibility Issues, Other and Billing. There may be multiple issues for a member/contact.

New issue categories were added at the beginning of first quarter to assist with lowering the number of "Other" and better identifying contacts/issues that are of concern to members. The new categories will be: Affordable Care Act, Client Obligation, Division of Assets, Estate Recovery, Medicaid Application Assistance (for help with filling out an application or answering questions on an application), Medicaid Coding, Medicaid Renewal, and Moving to/from Kansas. The new issues will be reflected in first quarter results.

Issues	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Access to Providers	3	11	1	12	7	6	9	13
Appeals, Grievances	42	33	47	26	49	42	36	16
Billing	36	40	41	30	43	39	37	26
Care Coordinators	10	8	9	8	7	3	6	4
Change MCO	8	4	10	9	15	3	0	6
Dental	7	5	1	4	4	5	5	5
Durable Medical Equipment	25	12	7	8	7	7	2	4
Guardianship Issues	5	1	2	1	0	1	2	2
HCBS Eligibility issues	11	15	24	30	45	33	21	9
HCBS General Issues	60	36	54	34	69	32	16	15
HCBS Reduction in hours of service	10	8	13	16	12	4	3	3
HCBS Waiting List issues	11	8	9	11	18	2	2	4
Housing issues	1	6	4	3	8	2	2	3
Medicaid Eligibility Issues	139	108	206	182	512	244	173	174

Issues	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Medical Services	20	24	27	21	29	20	10	12
Nursing Facility Issues	15	34	34	29	40	25	22	22
Other	130	150	141	149	332	377	381	224
Pharmacy	25	33	14	20	24	13	11	8
Questions for Conf Calls	5	2	0	1	0	0	1	2
Thank you	14	15	11	12	72	85	114	100
Transportation	12	17	8	7	6	8	6	1
Unspecified	31	12	36	21	79	38	21	17
Total	620	582	699	634	1378	989	880	670

Action Taken to Resolve Issues by Ombudsman's Office

The Resource Category below shows what action was taken and what contacts were made on behalf of a member or potential member to resolve an issue and what resources where provided. A "Question/Issue is resolved" if it is answered without having to make a contact, refer to another resource, or provide a resource for assistance. If we "Use contacts or resources/issues to resolve" an issue, then one of the other categories below is also noted to indicate which agency or organization was accessed to find the help needed, which resource the member may have been referred to, and/or documents provided.

In order to better identify action taken by the staff and volunteers, we have recently added to the categories in this section. We now will also be reporting on: Mailed/email resources, Clearinghouse contact, Clearinghouse referral, HCBS contact, MCO contact. We also changed the title of KDHE referral to KDHE contact. We were not referring people to KDHE, we were contacting KDHE on their behalf to resolve issues, so this is a better reflection of action taken. The same is true for the DCF referral changed to DCF contact and CSP Mental Health referral to contact. Others that we do both contact and referral now show both contact and referral categories. This information will begin showing in 1st quarter reporting.

Often multiple resources are provided to a member/contact.

Resource Category	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Question/Issue Resolved	84	61	65	58	122	239	233	214
Used Contacts or Resources/Issues Resolved	262	234	321	296	463	394	313	166
KDHE Contacts	95	77	124	87	214	97	97	111
DCF Contacts	20	13	25	37	6	2	1	4
MCO Contacts	79	73	48	62	48	43	44	31
HCBS Team Contacts	32	43	36	29	28	21	12	5
CSP Mental Health Team Contacts	0	1	0	2	1	1	0	0

Resource Category	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Other KDADS Contacts	31	31	38	58	53	16	44	38
Provided Resources to Member	85	108	177	184	361	239	115	88
Referred to State/Community Agency	22	54	75	72	111	40	53	14
Referred to DRC and/or KLS	26	16	19	5	13	7	4	3
Closed	14	29	60	72	198	313	111	17
Total	**750**	**740**	**988**	**962**	**1618**	**1412**	**1027**	**691**

Managed Care Organization Issues: by Category, by Quarter

Highlighted are the top four- five issues for each quarter over the last eight quarters for each managed care organization. The issues are sorted in alphabetical order. If there are more than four issues highlighted for a quarter, it is because there was a tie for the fourth place, so the additional issue(s) was included. There may be multiple issues for a member/contact.

Amerigroup

Issue Category - Amerigroup	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Access to Providers (usually Medical)	0	1	0	1	1	1	2	2
Appeals / Grievances	3	9	5	1	9	5	1	0
Billing	10	12	7	10	11	6	7	2
Care Coordinator Issues	1	3	3	3	4	1	3	1
Change MCO	2	1	4	2	1	1	0	0
Dental	2	0	0	11	0	0	1	1
Durable Medical Equipment	2	2	0	0	2	2	1	1
Guardianship	1	0	0	0	0	0	0	0
HCBS Eligibility issues	0	2	9	4	8	5	4	0
HCBS General Issues	14	12	12	3	13	3	3	3
HCBS Reduction in hours of service	0	0	5	6	6	1	1	1
HCBS Waiting List	2	2	3	2	0	0	0	1
Housing Issues	0	1	1	1	1	1	0	1
Medicaid Eligibility Issues	9	4	10	2	28	8	5	6
Medical Services	1	4	2	2	7	2	3	1
Nursing Facility Issues	2	1	5	5	2	1	0	1
Other	10	20	11	3	19	16	20	10
Pharmacy	1	4	2	1	3	1	0	2

Issue Category - Amerigroup	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Questions for Conference Calls/Sessions	0	0	0	4	0	0	0	0
Thank you.	0	0	1	1	6	4	9	5
Transportation	1	7	4	0	2	1	1	0
Unspecified	2	0	5	1	2	0	0	1
Total	**63**	**85**	**89**	**63**	**125**	**59**	**61**	**39**

Sunflower

Issue Category - Sunflower	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Access to Providers (usually Medical)	0	3	0	8	1	1	2	0
Appeals / Grievances	22	15	18	4	14	11	8	2
Billing	13	11	9	6	6	7	9	7
Care Coordinator Issues	2	3	3	2	2	1	1	2
Change MCO	3	1	3	6	3	1	0	1
Dental	1	3	0	1	1	2	0	0
Durable Medical Equipment	10	7	1	9	5	2	0	2
Guardianship	0	0	1	3	0	0	0	0
HCBS Eligibility issues	2	6	1	0	3	7	3	2
HCBS General Issues	22	9	10	0	15	9	1	5
HCBS Reduction in hours of service	4	4	4	7	0	3	1	0
HCBS Waiting List	0	0	2	1	1	0	0	0
Housing Issues	0	2	0	0	0	0	0	0
Medicaid Eligibility Issues	17	16	13	12	26	7	10	9
Medical Services	5	7	7	4	4	8	0	3
Nursing Facility Issues	3	3	3	0	3	3	2	1
Other	14	19	14	2	23	12	24	16
Pharmacy	7	16	5	2	4	1	4	4
Questions for Conference Calls/Sessions	1	0	0	0	0	0	0	0
Thank you.	4	3	5	1	7	6	8	11
Transportation	3	4	1	6	1	2	4	1
Unspecified	3	0	1	7	1	0	0	0
Total	**136**	**132**	**101**	**81**	**120**	**83**	**77**	**66**

UnitedHealthcare

Issue Category – UnitedHealthcare	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Access to Providers (usually Medical)	2	4	1	2	2	1	0	2
Appeals / Grievances	11	3	6	0	6	4	5	1
Billing	5	5	7	2	3	5	2	3
Care Coordinator Issues	5	2	2	9	0	0	2	1
Change MCO	2	1	1	0	3	0	0	4
Dental	2	1	0	1	1	3	2	0
Durable Medical Equipment	6	1	2	1	0	1	0	0
Guardianship	1	0	0	4	0	0	0	1
HCBS Eligibility issues	3	1	4	1	6	3	2	0
HCBS General Issues	11	6	7	3	11	5	2	3
HCBS Reduction in hours of service	4	2	2	1	2	0	0	2
HCBS Waiting List	3	0	1	0	2	1	1	0
Housing Issues	0	2	1	3	0	0	0	0
Medicaid Eligibility Issues	11	8	10	4	18	4	5	5
Medical Services	6	4	6	1	4	1	4	0
Nursing Facility Issues	4	4	4	0	2	1	2	2
Other	16	11	10	1	14	20	20	12
Pharmacy	8	6	2	0	7	2	4	0
Questions for Conference Calls/Sessions	1	0	0	1	0	0	0	0
Thank you.	2	1	0	1	5	8	6	9
Transportation	5	3	2	3	1	0	0	0
Unspecified	0	0	2	4	2	0	0	0
Total	**108**	**65**	**70**	**42**	**89**	**59**	**57**	**45**

Next Steps for Ombudsman's Office

KanCare Ombudsman Volunteer Program

- The Ombudsman Volunteer Coordinator, Lisa Churchill, and Ombudsman Project Coordinator, Percy Turner, will begin providing training to interested community service organizations regarding Medicaid. Trainings will be three one-hour trainings with topics such as: How to assist with Medicaid applications, Medicaid related resources, and KanCare programs and Home and Community Based Services overview. This is another way the Ombudsman's office is adding capacity to the Kansas Community.

KanCare Pay for Performance Measures – Summary of 2015 Performance Outcomes

Amerigroup

Amerigroup												
Measure	**2013**	**2014 target**	**2014**	**Rel change**	**>50th QC**	**met/not met**	**2015 target**	**2015**	**Rel change**	**>50th QC**	**met/not met**	**2015 P4P Target**
CDC - Hemoglobin A1c (HbA1c) Testing	**84.18%**	88.39%	**85.24%**	1.25%	no	no	89.50%	**84.05%**	-1.39%	no	no	5% relative increase over previous year, or meet HEDIS 50th percentile
CDC - Eye Exam (retinal) Performed	**48.98%**	51.43%	**51.72%**	5.60%	no	yes	54.31%	**54.93%**	6.19%	yes	yes	
CDC - Medical Attention for Nephropathy	**75.26%**	79.02%	**76.72%**	1.95%	no	no	80.56%	**85.94%**	12.01%	no	yes	
CDC - HbA1c Control (< 8.0%)	**37.63%**	39.51%	**43.97%**	16.84%	no	yes	46.17%	**49.28%**	12.09%	yes	yes	
CDC - Blood Pressure Control (<140/90 mm Hg)	**51.40%**	53.97%	**57.65%**	12.15%	no	yes	60.53%	**60.69%**	5.27%	yes	yes	
Annual Monitoring for Patients on Persistent Medications	**84.98%**	89.23%	**89.70%**	5.55%	yes	yes	94.19%	**89.20%**	-0.550%	yes	yes	5% relative increase over previous year, or meet HEDIS 50th percentile
Well-Child Visits in the First 7 Months of Life	**67.49%**	70.86%	**72.22%**	NA	NA	yes	75.83%	**70.83%**	-1.92%	NA	no	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve > 95%
Preterm Delivery	**11.16%**	10.60%	**11.31%**	-1.36%	NA	no	10.74%	**10.74%**	5.02%	NA	yes	5% relative decrease over previous year
Follow-up after Hospitalization for Mental Illness (7-day)	**58.77%**	55.83%	**51.09%**	-13.05%	yes	yes	53.64%	**54.31%**	6.30%	yes	yes	5% relative increase over previous year, or meet HEDIS 50th percentile
Flu Vaccinations for Adults Ages 18-64	**52.93%**	55.58%	**48.93%**	-7.55%	yes	yes	51.38%	**45.36%**	-7.29%	yes	yes	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Advising Smokers and Tobacco Users to Quit	**77.72%**	81.61%	**73.84%**	-4.99%	no	no	77.53%	**83.44%**	13.00%	yes	yes	5% relative increase over previous year, or meet HEDIS 50th percentile
Decreased Number of NF Claims Denied by MCOs			**9.97%**			yes						
Percent of clean claims paid or denied in 20 days							99.25%	**99.30%**	NA	NA	yes	Achieve 99.5%
Percent of all claims paid or denied in 40 days							98.88%	**99.79%**	NA	NA	yes	Achieve 99%
Average turnaround times on HCBS claims							5.3	**6.53**	NA	NA	no	Maintain or decrease from CY2014 rate
Average turnaround times on NF claims							5.64	**5.15**	NA	NA	yes	Maintain or decrease from CY2014 rate
PD-I/DD/SMI populations												
Breast Cancer Screening	**32.36%**	33.98%	**49.29%**	52.32%	NA	yes	51.75%	**50.46%**	2.37%	NA	no	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Cervical Cancer Screening	**47.12%**	49.48%	**51.26%**	8.78%	NA	yes	53.82%	**53.10%**	3.58%	NA	no	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Adult's Access to Preventive/Ambulatory Health Services	**90.46%**		**91.60%**	1.26%	NA	no	95.00%	**94.32%**	-0.21%	NA	no	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
CDC - Hemoglobin A1c (HbA1c) Testing	**86.25%**	90.56%	**86.17%**	-0.09%	NA	no	90.48%	**86.79%**	0.72%	NA	no	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve ≥ 95%
CDC - Eye Exam (retinal) performed	**54.38%**	57.10%	**57.45%**	5.65%	NA	yes	60.32%	**58.02%**	1.00%	NA	no	
CDC - Medical Attention for Nephropathy	**80.63%**	84.66%	**77.66%**	-3.68%	NA	no	81.54%	**91.51%**	17.83%	NA	yes	
CDC - HbA1c Control (< 8.0%)	**36.88%**	38.72%	**46.81%**	26.94%	NA	yes	49.15%	**47.17%**	0.77%	NA	no	
CDC - Blood Pressure Control (<140/90 mm Hg)	**58.75%**	61.69%	**62.23%**	5.93%	NA	yes	65.34%	**60.38%**	-2.38%	NA	no	
HCBS population												
Adult's Access to Preventive/Ambulatory Health Services	**90.46%**	94.98%	**94.51%**	-0.30%	NA	no	95.00%	**93.40%**	1.96%	NA	no	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Ambulatory Care - ED Visits	**80.38%**	76.36%	**84.37%**	4.96%	NA	no	80.15%	**82.32%**	-2.43%	NA	no	For 2015: 5% relative decrease.
Annual Dental Visit	**49.91%**	52.41%	**50.13%**	0.43%	NA	no	52.64%	**52.20%**	4.13%	NA	no	For 2015: 5% relative decrease.
State Data Sources												
Percent of SUD members whose employment status increased.	**26.82%**	28.16%	**34.47%**	28.53%	NA	yes	**35.34%**	**41.08%**	19.18%	NA	yes	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve ≥ 95%
Percent of SPMI members whose employment status increased.	**15.10%**	15.86%	**15.94%**	5.56%	NA	yes	16.74%	**16.35%**	2.57%	NA	no	
Percent of SPMI members with increased access to services.	**5.89%**	6.18%	**5.52%**	-6.28%	NA	no	5.796%	**5.25%**	-4.9%	NA	no	
Percent of SED youth members with increased access to services.	**5.46%**	5.73%	**5.19%**	-4.95%	NA	no	5.45%	**5.20%**	0.2%	NA	no	
Utilization of Inpatient Psychiatric Services	**0.34%**	0.32%	**0.33%**	-4.60%	NA	no	0.309%	**0.295%**	10.29%	NA	yes	5% relative decrease from previous year.
Increased Competitive Employment for PD and TBI Members Eligible for WORK Program; Target is change from Apr to Dec	**31^**	33	**38^**	22.58%	NA	yes	35	**33**	-2	NA	no	5% increase over April 1st baseline
Decreased Number of NF Residents Having Falls With Major Injury	**0.53%**	0.50%	**0.52%**	-1.89%	NA	no	0.49%	**0.63%**	21.2%	NA	no	5% relative decrease from CY2013
Decreased Percentage of Members Discharged from a NF Having Hospital Admission Within 30 Days	**11.91%**	11.31%	**12.27%**	3.02%	NA	no	11.657%	**11.51%**	6.6%	NA	yes	Stay at or below CY2013 rate, or 5% relative decrease
Number of Person-Centered Care Homes (PEAK)	**8**	9	**9**	1	NA	**yes**						
% covered services accurately submitted via encounter within 30 days of claim paid date								**Achieve 98%**		NA	yes	Achieve 98%

KanCare Pay for Performance Measures – Summary of 2015 Performance Outcomes

Amerigroup

Amerigroup												
Measure	**2013**	**2014 target**	**2014**	**Rel change**	**>50th QC**	**met/not met**	**2015 target**	**2015**	**Rel change**	**>50th QC**	**met/not met**	**2015 P4P Target**
% of reported financial reflecting service payments that are matched by an encounter record submitted by the MCO								**Achieve 98%**		NA	yes	Achieve 98%

* goal is to be below the 50th percentile

KanCare Pay for Performance Measures – Summary of 2015 Performance Outcomes
Sunflower

Sunflower												
Measure	**2013**	**2014 target**	**2014**	**Rel change**	**>50th QC**	**met/not met**	**2015 target**	**2015**	**Rel change**	**>50th QC**	**met/not met**	**2015 P4P Target**
CDC - Hemoglobin A1c (HbA1c) Testing	**83.42%**	87.59%	**84.48%**	1.27%	no	**no**	88.70%	**85.62%**	1.35%	no	**no**	5% relative increase over previous year, or meet HEDIS 50th percentile
CDC - Eye Exam (retinal) Performed	**48.59%**	51.02%	**61.42%**	26.40%	yes	**yes**	64.49%	**67.92%**	10.59%	yes	**yes**	
CDC - Medical Attention for Nephropathy	**76.45%**	80.27%	**77.83%**	1.80%	no	**no**	81.72%	**92.48%**	18.82%	yes	**yes**	
CDC - HbA1c Control (< 8.0%)	**40.96%**	43.01%	**40.13%**	-2.03%	no	**no**	42.14%	**45.58%**	13.56%	no	**yes**	
CDC - Blood Pressure Control (<140/90 mm Hg)	**53.23%**	55.89%	**53.88%**	1.22%	no	**no**	56.57%	**56.86%**	5.35%	no	**yes**	
Annual Monitoring for Patients on Persistent Medications	**84.18%**	88.39%	**89.88%**	6.77%	yes	**yes**	94.37%	**90.33%**	0.50%	yes	**yes**	5% relative increase over previous year, or meet HEDIS 50th percentile
Well-Child Visits in the First 7 Months of Life	**67.54%**	70.92%	**68.49%**	1.40%	NA	**no**	71.91%	**68.50%**	-1.92%	NA	**no**	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve > 95%
Preterm Delivery	**11.51%**	10.60%	**11.36%**	1.31%	NA	**no**	10.79%	**9.76%**	14.03%	NA	**yes**	5% relative decrease over previous year
Follow-up after Hospitalization for Mental Illness (7-day)	**65.13%**	61.87%	**59.54%**	-8.58%	yes	**yes**	62.52%	**67.20%**	12.87%	yes	**yes**	5% relative increase over previous year, or meet HEDIS 50th percentile
Flu Vaccinations for Adults Ages 18-64	**46.58%**	48.91%	**46.77%**	0.40%	yes	**yes**	49.11%	**44.42%**	-5.03%	yes	**yes**	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Advising Smokers and Tobacco Users to Quit	**79.59%**	83.57%	**78.70%**	-1.12%	yes	**yes**	82.64%	**77.44%**	-1.60%	yes	**yes**	5% relative increase over previous year, or meet HEDIS 50th percentile
Decreased Number of NF Claims Denied by MCOs			**9.51%**			**yes**						
Average turnaround times on HCBS claims							5.61	**5.68**	NA	NA	**no**	Maintain or decrease from CY2014 rate
Average turnaround times on NF claims							6.76	**6.59**	NA	NA	**yes**	Maintain or decrease from CY2014 rate
PD-I/DD/SMI populations												
Breast Cancer Screening	**31.30%**	32.87%	**46.00%**	47.00%	NA	**yes**	48.30%	**49.68%**		NA	yes	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Cervical Cancer Screening	**50.87%**	53.41%	**48.17%**	-5.32%	NA	**no**	50.58%	**50.68%**		NA	yes	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Adult's Access to Preventive/Ambulatory Health Services	**96.18%**	95.00%	**95.04%**	-1.19%	NA	**yes**	95.00%	**94.87%**		NA	no	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
CDC - Hemoglobin A1c (HbA1c) Testing	**86.54%**	90.87%	**88.37%**	2.11%	NA	**no**	92.79%	**88.37%**		NA	no	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve ≥ 95%
CDC - Eye Exam (retinal) performed	**56.73%**	59.57%	**64.53%**	13.75%	NA	**yes**	67.76%	**64.53%**		NA	no	
CDC - Medical Attention for Nephropathy	**80.77%**	84.81%	**76.74%**	-4.98%	NA	**no**	80.58%	**76.74%**		NA	no	
CDC - HbA1c Control (< 8.0%)	**35.58%**	37.36%	**45.94%**	29.10%	NA	**yes**	48.24%	**45.93%**		NA	no	
CDC - Blood Pressure Control (<140/90 mm Hg)	**56.73%**	59.57%	**56.98%**	0.43%	NA	**no**	59.83%	**56.98%**		NA	no	
HCBS population												
Adult's Access to Preventive/Ambulatory Health Services	**93.33%**	95.00%	**94.40%**	1.15%	NA	no?	95.00%	**93.97%**		NA	**no**	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Ambulatory Care - ED Visits	**78.91%**	74.96%	**74.98%**	-4.97%	NA	**no**	71.23%	**77.33%**		NA	**no**	For 2015: 5% relative decrease.
Annual Dental Visit	**48.85%**	51.29%	**49.40%**	1.14%	NA	**no**	51.87%	**51.65%**		NA	**no**	For 2015: 5% relative decrease.
State Data Sources												

KanCare Pay for Performance Measures – Summary of 2015 Performance Outcomes
Sunflower

Sunflower												
Measure	**2013**	**2014 target**	**2014**	**Rel change**	**>50th QC**	**met/not met**	**2015 target**	**2015**	**Rel change**	**>50th QC**	**met/not met**	**2015 P4P Target**
Percent of SUD members whose employment status increased.	**30.64%**	32.17%	**37.27%**	21.64%	NA	**yes**	**39.13%**	**41.99%**	12.68%	NA	**yes**	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve ≥ 95%
Percent of SPMI members whose employment status increased.	**16.91%**	17.76%	**15.49%**	-8.40%	NA	**no**	16.26%	**16.11%**	4.00%	NA	**no**	
Percent of SPMI members with increased access to services.	**6.00%**	6.30%	**5.57%**	-7.17%	NA	**no**	5.85%	**5.34%**	-4.9%	NA	**no**	
Percent of SED youth members with increased access to services.	**5.39%**	5.66%	**5.29%**	-1.86%	NA	**no**	5.55%	**5.28%**	-0.2%	NA	**no**	
Utilization of Inpatient Psychiatric Services	**0.29%**	0.28%	**0.30%**	2.74%	NA	**no**	0.290%	**0.269%**	11.65%	NA	**yes**	5% relative decrease from previous year.
Increased Competitive Employment for PD and TBI Members Eligible for WORK Program; Target is change from Apr to Dec	**41^**	43	**44^**	7.32%	NA	**yes**	43	**41**	0.953488372	NA	no	5% increase over April 1st baseline
Decreased Number of NF Residents Having Falls With Major Injury	**0.62%**	0.59%	**0.56%**	-9.68%	NA	**yes**	0.53%	**0.55%**	1.8%	NA	**no**	5% relative decrease from CY2013
Decreased Percentage of Members Discharged from a NF Having Hospital Admission Within 30 Days	**11.94%**	11.34%	**12.40%**	3.85%	NA	**no**	11.780%	**12.50%**	0.8%	NA	**no**	Stay at or below CY2013 rate, or 5% relative decrease
Number of Person-Centered Care Homes (PEAK)	**8**	9	**9**	1	NA	**yes**						
% covered services accurately submitted via encounter within 30 days of claim paid date								**Achieve 98%**		NA	yes	Achieve 98%
% of reported financial reflecting service payments that are matched by an encounter record submitted by the MCO								**Achieve 98%**		NA	yes	Achieve 98%

* goal is to be below the 50th percentile

KanCare Pay for Performance Measures – Summary of 2015 Performance Outcomes

United

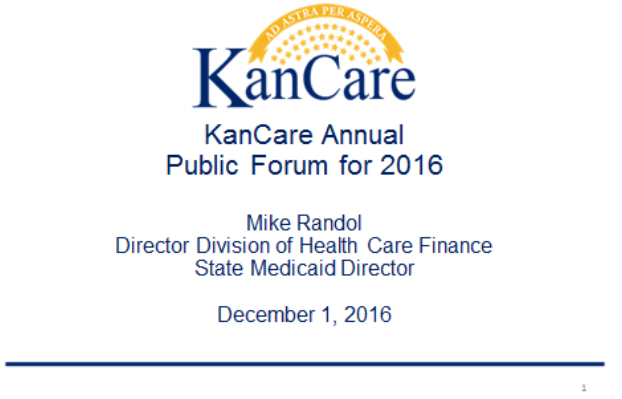
UnitedHealthcare												
Measure	**2013**	**2014 target**	**2014**	**Rel change**	**>50th QC**	**met/not met**	**2015 target**	**2015**	**Rel change**	**>50th QC**	**met/not met**	**2015 P4P Target**
CDC - Hemoglobin A1c (HbA1c) Testing	**80.17%**	84.18%	**84.57%**	5.49%	no	**yes**	88.80%	**84.86%**	0.34%	no	**no**	5% relative increase over previous year, or meet HEDIS 50th percentile
CDC - Eye Exam (retinal) Performed	**56.12%**	58.93%	**67.00%**	19.39%	yes	**yes**	70.35%	**66.29%**	-1.07%	yes	**yes**	
CDC - Medical Attention for Nephropathy	**75.29%**	79.05%	**74.57%**	-0.95%	no	**no**	78.30%	**88.57%**	18.77%	no	**yes**	
CDC - HbA1c Control (< 8.0%)	**36.70%**	38.54%	**26.29%**	-28.38%	no	**no**	27.60%	**43.00%**	63.59%	no	**yes**	
CDC - Blood Pressure Control (<140/90 mm Hg)	**56.24%**	59.05%	**37.86%**	-32.69%	no	**no**	39.75%	**59.43%**	56.98%	no	**yes**	
Annual Monitoring for Patients on Persistent Medications	**85.78%**	90.07%	**89.59%**	4.44%	yes	**yes**	94.07%	**91.13%**	1.71%	yes	**yes**	5% relative increase over previous year, or meet HEDIS 50th percentile
Well-Child Visits in the First 7 Months of Life	**65.34%**	68.61%	**79.29%**	NA	NA	**yes**	83.25%	**65.68%**	-17.16%	NA	**no**	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve ≥ 95%
Preterm Delivery	**10.33%**	9.81%	**9.53%**	7.76%	NA	**yes**	9.05%	**10.50%**	-15.77%	NA	**no**	5% relative decrease over previous year
Follow-up after Hospitalization for Mental Illness (7-day)	**58.27%**	55.36%	**57.82%**	-0.78%	yes	**yes**	60.71%	**67.73%**	17.14%	yes	**yes**	5% relative increase over previous year, or meet HEDIS 50th percentile
Flu Vaccinations for Adults Ages 18-64	**42.33%**	44.45%	**42.36%**	0.07%	yes	**yes**	44.48%	**39.80%**	-6.05%	yes	**yes**	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Advising Smokers and Tobacco Users to Quit	**69.76%**	73.25%	**76.62%**	9.83%	no	**yes**	80.45%	**77.13%**	0.67%	yes	**yes**	5% relative increase over previous year, or meet HEDIS 50th percentile
Decreased Number of NF Claims Denied by MCOs			**8.93%**			**yes**						
Percent of clean claims paid or denied in 20 days							99.25%		NA	NA	**no**	Achieve 99.5%
Percent of all claims paid or denied in 40 days							98.88%		NA	NA	**no**	Achieve 99%
Average turnaround times on HCBS claims							5.52		NA	NA	**no**	Maintain or decrease from CY2014 rate
Average turnaround times on NF claims							5.68		NA	NA	**no**	Maintain or decrease from CY2014 rate
PD-I/DD/SMI populations												
Breast Cancer Screening	**29.16%**	30.62%	**45.63%**	56.48%	NA	**yes**	47.91%	**51.86%**	13.64%	NA	**yes**	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Cervical Cancer Screening	**42.49%**	44.61%	**46.94%**	10.47%	NA	**yes**	49.29%	**52.88%**	12.66%	NA	**yes**	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Adult's Access to Preventive/Ambulatory Health Services	**95.92%**	95.00%	**96.15%**	0.24%	NA	**yes**	95.00%	**95.60%**	-57.00%	NA	**yes**	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
CDC - Hemoglobin A1c (HbA1c) Testing	**83.22%**	87.38%	**85.48%**	2.72%	NA	**no**	89.75%	**88.31%**	3.31%	NA	**no**	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve ≥ 95%
CDC - Eye Exam (retinal) performed	**60.71%**	63.75%	**67.74%**	11.59%	NA	**yes**	71.13%	**71.75%**	5.92%	NA	**yes**	
CDC - Medical Attention for Nephropathy	**76.16%**	79.97%	**72.18%**	-5.23%	NA	**no**	75.79%	**89.29%**	23.70%	NA	**yes**	
CDC - HbA1c Control (< 8.0%)	**39.07%**	41.02%	**25.81%**	-33.95%	NA	**no**	27.10%	**46.75%**	81.17%	NA	**yes**	
CDC - Blood Pressure Control (<140/90 mm Hg)	**56.51%**	59.34%	**38.31%**	-32.22%	NA	**no**	40.23%	**61.36%**	60.19%	NA	**yes**	
HCBS population												
Adult's Access to Preventive/Ambulatory Health Services	**92.10%**	95.00%	**93.21%**	1.21%	NA	**no**	95.00%	**94.72%**	1.61%	NA	**no**	5% over previous year if less than or equal to 90%; if > 95% then maintain; if 91% to 94%, then achieve > 95%
Ambulatory Care - ED Visits	**72.36%**	68.74%	**73.59%**	1.70%*	NA	**no**	69.91%	**78.91%**	7.23%	NA	**no**	For 2015: 5% relative decrease.
Annual Dental Visit	**49.27%**	51.73%	**46.41%**	-5.81%	NA	**no**	48.73%	**50.40%**	8.61%	NA	**yes**	For 2015: 5% relative decrease.
State Data Sources												
Percent of SUD members whose employment status increased.	**35.20%**	36.96%	**32.98%**	-6.31%	NA	**no**	34.63%	**42.50%**	28.87%	NA	**yes**	5% over previous year if less than or equal to 90%; if ≥ 95% then maintain; if 91% to 94%, then achieve ≥ 95%
Percent of SPMI members whose employment status increased.	**14.61%**	15.34%	**15.47%**	5.89%	NA	**yes**	16.24%	**16.44%**	6.27%	NA	**yes**	
Percent of SPMI members with increased access to services.	**5.91%**	6.21%	**5.63%**	-4.66%	NA	**no**	5.92%	**5.60%**	-4.9%	NA	**no**	
Percent of SED youth members with increased access to services.	**5.28%**	5.54%	**5.02%**	-4.92%	NA	**no**	5.27%	**5.13%**	2.2%	NA	**no**	
Utilization of Inpatient Psychiatric Services	**0.36%**	0.34%	**0.31%**	-12.36%	NA	**yes**	0.296%	**0.298%**	4.56%	NA	**no**	5% relative decrease from previous year.
Increased Competitive Employment for PD and TBI Members Eligible for WORK Program; Target is change from Apr to Dec	**64^**	67	**68^**	6.25%	NA	**yes**	14	**14**	1	NA	yes	5% increase over April 1st baseline
Decreased Number of NF Residents Having Falls With Major Injury	**0.49%**	0.47%	**0.51%**	4.08%	NA	**no**	0.48%	**0.50%**	2.0%	NA	**no**	5% relative decrease from CY2013
Decreased Percentage of Members Discharged from a NF Having Hospital Admission Within 30 Days	**12.11%**	11.50%	**13.40%**	10.65%	NA	**no**	12.730%	**12.11%**	9.6%	NA	**yes**	Stay at or below CY2013 rate, or 5% relative decrease
Number of Person-Centered Care Homes (PEAK)	**8**	9	**9**	1	NA	**yes**						
% covered services accurately submitted via encounter within 30 days of claim paid date								**Achieve 98%**		NA	yes	Achieve 98%
% of reported financial reflecting service payments that are matched by an encounter record submitted by the MCO								**Achieve 98%**		NA	yes	Achieve 98%
* goal is to be below the 50th percentile												

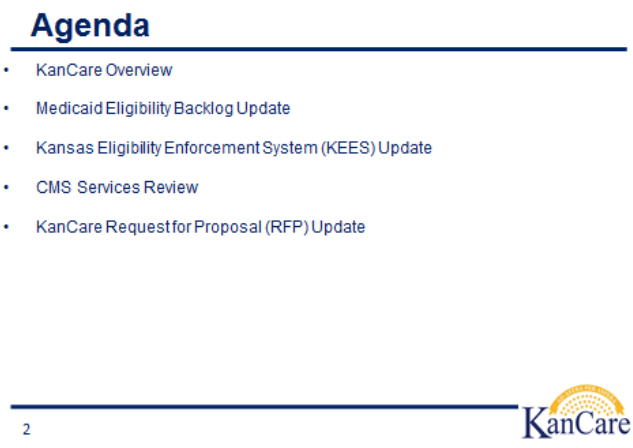
Summary of KanCare Annual Post Award Forum Held 12.01.16

The KanCare Special Terms and Conditions, at item #15, provide that annually "the state will afford the public with an opportunity to provide meaningful comment on the progress of the demonstration. At least 30 days prior to the date of the planned public forum, the state must publish the date, time and location of the forum in a prominent location on its website. … The state must include a summary of the comments and issues raised by the public at the forum and include the summary in the quarterly report, as specified in STC77, associated with the quarter in which the forum was held. The state must also include the summary of its annual report as required in STC78."

Consistent with this provision, Kansas held its 2016 KanCare Public Forum, providing updates and opportunity for input, on Thursday, December 1, 2016, from 3:00-4:00 pm at the Memorial Hall Auditorium, 2nd Floor, 120 SW 10th Avenue, Topeka, Kansas. The forum was published as a "Latest News – Upcoming Events" on the face page banner of the www.KanCare.ks.gov website, starting on October 25, 2016. A screen shot of the notice linked from the KanCare website face page banner is as follows:

At the public forum, approximately 28 KanCare program stakeholders (providers, members, and families) attended, as well staff from the Kansas Department of Health and Environment; staff from the Kansas Department of Aging and Disability Services; and staff from the KanCare managed care organizations. A summary of the information presented by state staff is included in the following PowerPoint documents:





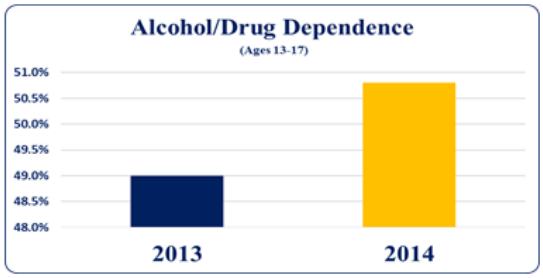
KanCare Goals

- Whole Person Care Coordination
- Clear Accountability
- Improved Health Outcomes
- Financial Sustainability

3

KanCare

Improved Alcohol/Drug Treatment

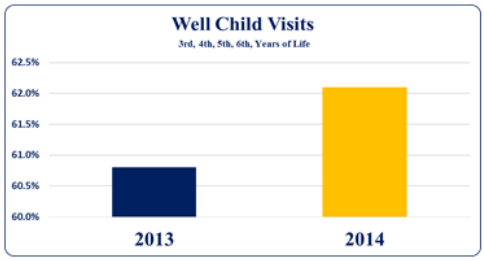


- **Alcohol/Drug Dependence**
  Initiation of treatment improved by 3.7% from 2013.

4

KanCare

Improved Well Child Visits

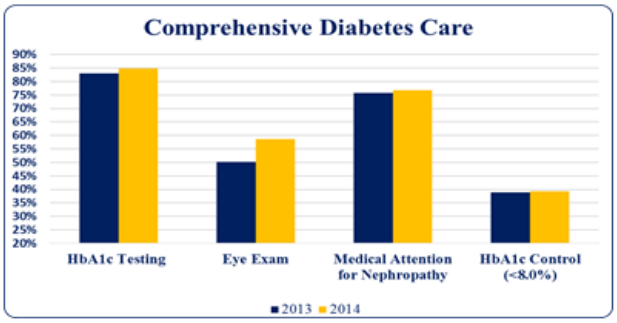


- **Well Child Visits**
  Children who attended their well child visit in the third, fourth, fifth, and sixth years of life increased 2.1% from 2013.

5

KanCare

Improved Diabetes Care



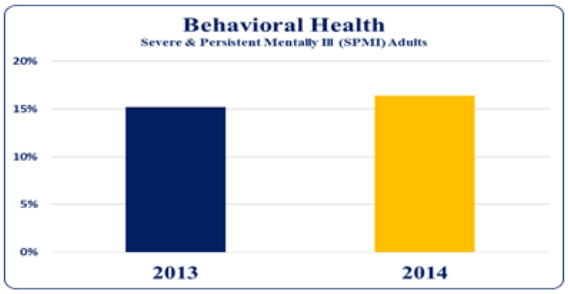
- **Comprehensive Diabetes Care**

  Diabetes Care measures have improved since 2013 and improved since old Medicaid measures in 2012.

6

KanCare

Improved Employment Status



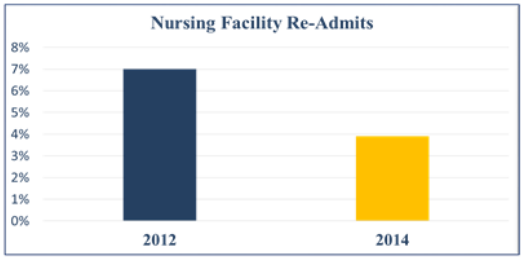
- **Behavioral Health**

  Severe and Persistent Mentally Ill adults (SPMI) competitively employed Q1 of 2014 increased by 1.3% into Q4 2014.

7

KanCare

Reduced NF Re-admits



- **Nursing Facility Re-admits**

  The percentage of nursing facilities' (NF) Medicaid members readmitted to a hospital decreased by 44% from 2012 to 2014.

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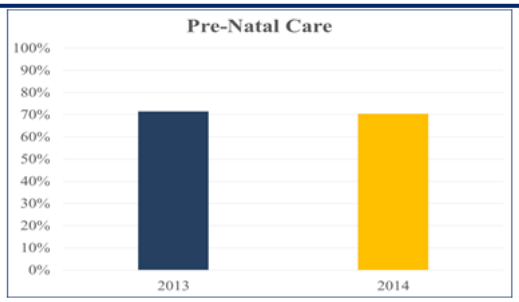
KanCare

Decrease in Pre-Natal Care



- Pre-Natal Care

  Over 70% of pregnant women continue to get pre-natal care.

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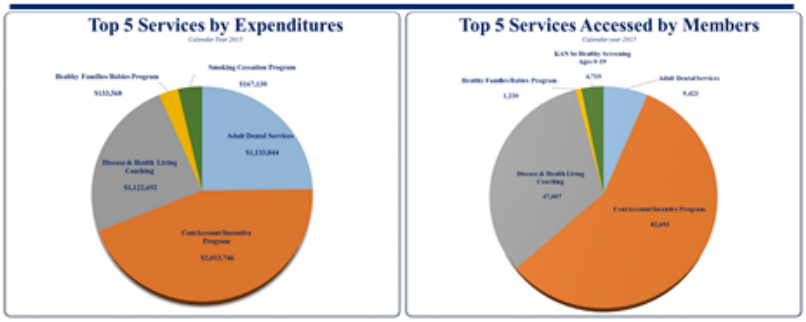
KanCare

KanCare New Services

At No Cost to the State



- In 2015, 133,012 members received value added services; this was an increase of 32% since 2014.
- Since the beginning of KanCare, members have been provided over $12 million dollars in total value of services **at no cost to the state.**
- These services were not available to members under old Medicaid.

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KanCare

KanCare Utilization

- Members have used their Primary Care Physician 24% more with KanCare.
- Members are more likely to attend their appointments; Transportation up 33%.
- Costly inpatient hospital stays have been reduced by 23%.
- Emergency Room use down by 1%.

KanCare Utilization	
KanCare (2015) vs. Pre Kancare (2012)	
Type of Service	% Utilization Difference
Primary Care Physician	24%
Transportation	33%
Outpatient Non-ER	10%
Inpatient	-23%
Outpatient ER	-1%
Dental	32%
Pharmacy	7%
Vision	15%

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KanCare

Waiver Utilization

- Waiver members have used their Primary Care Physician 80% more with KanCare.
- Members are more likely to attend their appointments; Non-Emergency transportation up 56%.
- Costly inpatient hospital stays have been reduced by 29%.
- Emergency Room use down by 7%

KanCare Waiver	Utilization
KanCare 2015 v. Pre KanCare 2012	
Type of Service	% Utilization Difference
Primary Care Physician	80%
Transportation	56%
Outpatient Non-ER	10%
HCBS Services	34%
Inpatient	-29%
Outpatient ER	-7%
Dental	36%
Pharmacy	2%
Vision	14%

*SED, DD, PD, FE, Autism, TA, and TBI

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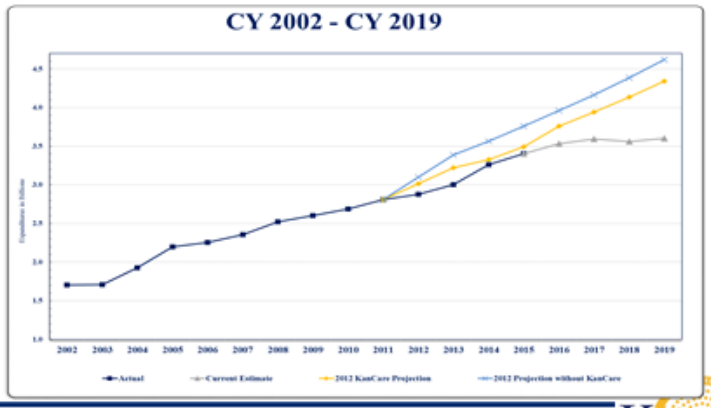
KanCare

KanCare Cost Comparison

KanCare has produced more than $1.4B in savings to the state. A portion of these savings has allowed us to invest in eliminating the PD waiver, as of August 2016, and reducing the DD waiver waiting lists.



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KanCare

If Waivers were to be Carved Out

- Two Scenarios:
  1. If State takes over care coordination services -
     - Over $180M in additional care and staffing costs would be incurred over 5 years.
     - Over 400 staff would be needed to perform services and manage recipients.
  2. If care coordination services go back to pre-KanCare levels -
     - Over $340M in additional care and staffing costs would be incurred over 5 years.

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KanCare

Backlog Update

- Resolution Activities
  - System Update and Enhancements
  - Staffing Increases
  - Process Improvements

15 KanCare

Active Backlog

- Active backlog is approximately 800 as of last CMS report

Total number of Other applications and redeterminations	
	> 45 days
Unprocessed Applications - Total	1970
- Unprocessed Applications - Pended	482
- Unprocessed Applications - IROD <45	approx. 700
= Unprocessed Applications - Approx	788

16 KanCare

Active Backlog Calculation Factors

- The report appears to show 1,970 applications are backlogged.
- 482 of these are pended and awaiting additional information from applicant.
- Approximately 700 are designated "Information Received on Denial". or IROD.
  - If an individual applies and is denied, and then reapplies, the system reports the original application date, not the date of the new application.
- Remainder, or about 800, represents Active backlog.

17 KanCare

System Enhancements & Updates

- Since Go-Live, KDHE and the KEES Vendor (Accenture) have developed and implemented 17 major system enhancements to improve system performance across these functional areas:
  - Eligibility
  - Customer Service
  - Imaging
  - Data Entry
  - Registration

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KanCare

Staffing

- Clearinghouse vendor (Maximus) added 40 temporary staff for calendar year 2016 with additional 70 staff added in July.
  - 50 of these staff are specifically trained to process Family Medical applications.
  - This additional staff will also mitigate federally facilitated marketplace applications (FFM) from creating backlog.
- State has augmented staff by 20 temporary workers.
  - 12 of these are for registering FFM applications during the ACA open enrollment period.
- Staff working overtime as needed.

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KanCare

Process Improvements

- Internal and external process reviews to identify work flow improvements:
  - Internal - continuously working to identify process improvement opportunities with state staff, Maximus and Accenture.
  - External — worked with process experts to assess workflow and identified and implemented a number of short-term and long-term improvements.
- Clearinghouse vendor installed a new call management system that better serves beneficiaries.
  - Since February 2016, the overall average speed to answer has declined from 27 minutes to about 46 seconds and the maximum wait time has declined from over 1 hour and 22 minutes to less than 11 minutes.

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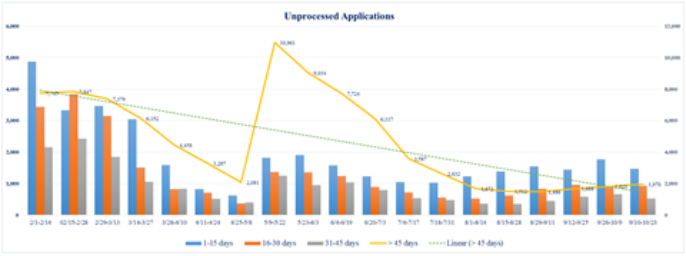
Backlog Trend



KanCare

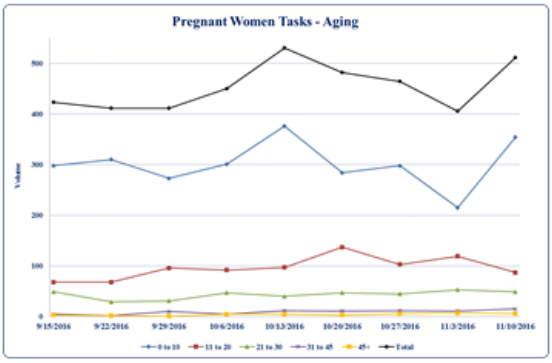
Backlog Reduction

- Trend has been consistent since March after some of the fixes were put into place.
- The increase in May was due to a reporting issue which was identified and rectified.
- Current reporting reflects all 45+ day and over applications which include:
  - Pended SSI
  - Information Received on Denial (IROD)
  - Pended waiting for additional information from applicant
  - Active Backlog over 45+ days

KanCare

Trends for Pregnant Women

- 70% of pregnant women cases are processed in less than 10 days.
- 96% of pregnant women cases are processed in less than 30 days.
- 4% of the cases are on hold waiting for additional information from the applicant.



KanCare

Pregnant Women Facts

- **Pregnant women who meet the criteria for presumptive eligibility, will receive coverage for prenatal and/or emergency room visits until a final determination has been completed.**
- Hospitals and clinics that have completed or scheduled training for the Presumptive Eligibility system:

  Children's Mercy Hospital
  Community Health Center of Southeast Kansas
  GraceMed Health Clinic
  Hunter Health Clinic
  Via Christi Regional Medical Center
  Stormont Vail Healthcare Inc.

- These hospitals represent 12% of Medicaid births in 2015.
- We are in the process of enrolling and training additional hospitals in the Presumptive Eligibility System.

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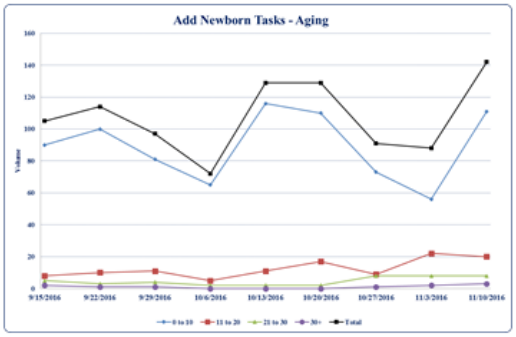
KanCare

Trends for Newborns

- 94% of all newborn cases are processed within 20 days.
- 78% of those are processed in less than 10 days.
- 6% are waiting additional information from the applicant.



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KanCare

KanCare 2.0

- Extending request for proposal (RFP) development
  - Looking at exciting possibilities around potential future reforms
  - Identifying opportunities that will enhance KanCare's position as a model program for the nation
- Providing opportunities to greatly reduce provider burden and member satisfaction
  - Uniform credentialing requirement
  - Care Coordination services
    - Timing
    - Level of Interaction
    - Documentation
  - Value-Based Purchasing Guidance
  - More meaningful access to data to monitor and manage MCOs
- Currently working with vendor on drafting of RFP

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KanCare

Thank You

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KanCare

Kansas
Department for Aging
and Disability Services

KanCare Annual Public Forum for 2016

December 1, 2016

I/DD Waiting List: Current Efforts

IDD Waiting List Management

- 8,976 on the HCBS IDD Program as of 10/13/16
- Waiting List: 3,528
- 250 People offered services

PD Waiting List Management

- 6,210 on the HCBS PD Program as of 10/13/2016
- Waiting List 350
- Underserved wait list was eliminated in 2014
- The HCBS Monthly Summary is posted on the HCBS page at www.kdads.ks.gov

2

KanCare

Physical Disability Waitlist

Waitlist Accountability

- Agency continues to hear anecdotal stories that people did not get offers of service
- KDADS is trying to locate these individuals and encourage them contact us
- To date, we have not been contacted by anyone on waitlist who has not received services as expected when waitlist was cleared
- This not only a KDADS issue, this is a state issue that needs to be solved
- We want to partner with advocates and families in order to identify anyone not receiving services so we will be able to provide services to anyone who is eligible.

KanCare

Autism Services:

Waiver Renewal:

- Recently submitted autism waiver renewal application
- 62 currently receiving services; more children will get services because of transfer of some autism waiver services to the State Plan under the new waiver
- **Key Changes:**
- Three behavioral services transferred from waiver to the State Plan
- The goal is to work with families to provide the right plan of services and care
- We expect a significant reduction in proposed recipient list
- More children will receive early intervention Autism services

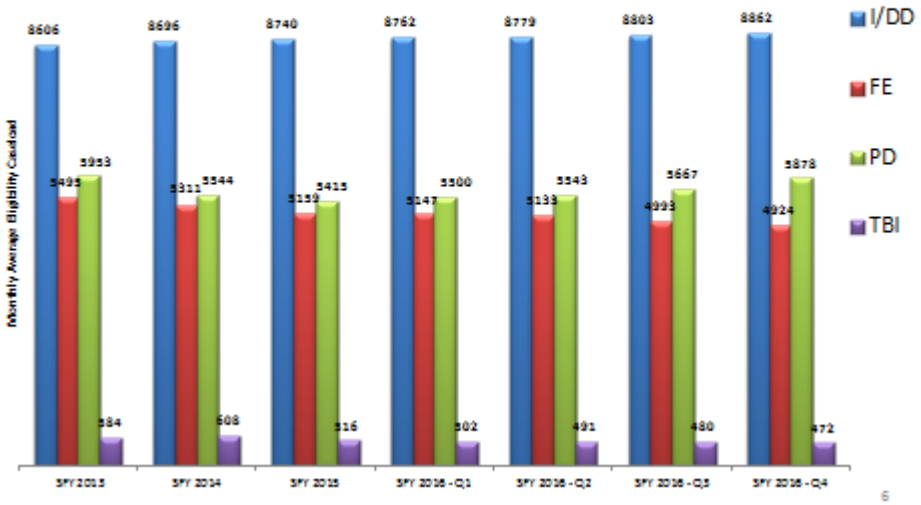
KanCare

Serious Emotional Disturbance:

- **Waiver Renewal:**
- KDADS is working on the waiver renewal application for the SED waiver
- CMS has approved a 90-day extension 2016 due to concerns about conflict of interest.
  - Currently the CMHC provides all eligibility determinations, plan of care development, and provision of services.
  - CMS has said the CMHC cannot continue to perform all these tasks.
  - KDADS is working with CMS to determine specifically what CMS will require to address conflict of interest.

KanCare

Average Monthly Caseload for State Institutions and Long-Term Care Facilities



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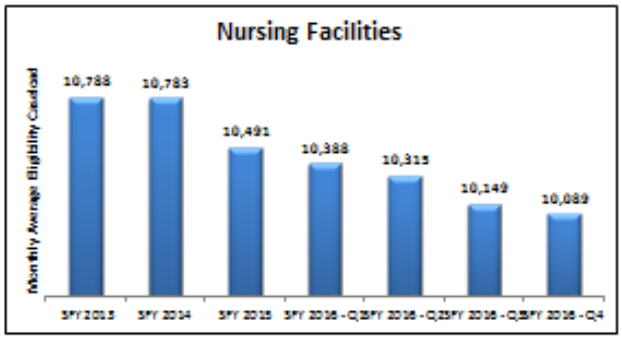
Average Census for Long-Term Care Facilities



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After presentation of the update information from both KDHE and KDADS, participants were offered the opportunity to present questions or comments for discussion, either in writing or verbally. No questions or comments were presented, and the 2016 public forum was concluded.

Kansas Foundation for Medical Care, Inc
2947 SW Wanamaker Drive
Topeka, Kansas 66614-4193
Phone 785-273-2552
kfmc.org

March 31, 2017

Becky Ross
Medicaid Initiatives Coordinator
Kansas Department of Health & Environment
Division of Health Care Finance
900 SW Jackson St.
Topeka, KS 66612

RE: **2016 KanCare Evaluation Annual Report**
Year 4, January – December 2016

Dear Ms. Ross:

Enclosed is the 2016 KanCare Evaluation annual report for Year 4, January – December 2016. If you have questions regarding this information, please contact me, jpanichello@kfmc.org.

Sincerely,

Janice D. Panichello, Ph.D., MPA
Director of Quality Review and Epidemiologist

Electronic Version: Shirley Norris, Senior Manager, MCO Operations, KDHE

Enclosures

2016 KanCare Evaluation Annual Report

Year 4, January - December 2016

KFMC Contract Number:	**11231**
Program(s) Reviewed:	**KanCare Demonstration**
Submission Date:	**March 31, 2017**
Review Team:	**Janice Panichello, Ph.D., MPA, Director of Quality Review and Epidemiologist** **Lynne Valdivia, BSN, RN, MSW, CCEP, Vice President Quality Improvement and Review**

Prepared for:

KanCare

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2016 KanCare Evaluation Annual Report
Year 4, January-December 2016
March 31, 2017

Background

KanCare is an integrated managed care Medicaid program that is to serve the State of Kansas through a coordinated approach. The goal of KanCare is to provide efficient and effective health care services and ensure coordination of care and integration of physical and behavioral health services with each other and with home and community-based services (HCBS).

In December 2012, the Centers for Medicare & Medicaid Services (CMS) approved the State of Kansas Medicaid section 1115 demonstration proposal, entitled KanCare. KanCare operates concurrently with the State's section 1915(c) HCBS waivers and together provide the authority necessary for the State to require enrollment of almost all Medicaid beneficiaries across Kansas into a managed care delivery system. KanCare also includes a safety net care pool to support certain hospitals that incur uncompensated care costs for Medicaid beneficiaries and the uninsured, and to provide incentives to hospitals for programs that result in delivery system reforms that enhance access to health care and improve the quality of care.

Goals

The KanCare demonstration will assist the State in its goals to:

- **Provide integration and coordination of care** across the whole spectrum of health to include physical health, behavioral health (mental health and substance use disorders) and long term services and supports (LTSS);
- **Improve the quality of care** Kansas Medicaid beneficiaries receive through integrated care coordination and financial incentives paid for performance (quality and outcomes);
- **Control Medicaid costs** by emphasizing health, wellness, prevention and early detection, as well as integration and coordination of care; and
- **Establish long-lasting reforms** that sustain the improvements in quality of health and wellness for Kansas Medicaid beneficiaries and provide a model for other states for Medicaid payment and delivery system reforms, as well.

Hypotheses

The evaluation will test the following KanCare hypotheses:

- By holding managed care organizations (MCOs) to outcomes and performance measures, and tying measures to meaningful financial incentives, the State will improve health care quality and reduce costs;
- The KanCare model will reduce the percentage of beneficiaries in institutional settings by providing additional HCBS and supports to beneficiaries that allow them to move out of an institutional setting when appropriate and desired;

- The State will improve quality in Medicaid services by integrating and coordinating services and eliminating the current silos between physical health, behavioral health (BH), and LTSS; and
- KanCare will provide integrated care coordination to individuals with developmental disabilities, which will improve access to health services and improve the health of those individuals.

Performance Objectives

Through the extensive public input and stakeholder consultation process, when designing the comprehensive Medicaid reform plan, the State has identified a number of KanCare performance objectives and outcome goals to be reached through the comprehensive managed care contracts. These objectives include the following:

- Measurably improve health care outcomes for members in the areas including: diabetes, coronary artery disease, prenatal care, and BH;
- Improve coordination and integration of physical health care with BH care;
- Support members' desires to live successfully in their communities;
- Promote wellness and healthy lifestyles; and
- Lower the overall cost of health care.

Evaluation Plan

Evaluation is required to measure the effectiveness and usefulness of the demonstration as a model to help shape health care delivery and policy. The KanCare evaluation is being completed by the Kansas Foundation for Medical Care, Inc. (KFMC), which will subcontract as needed for targeted review. KFMC is the External Quality Review Organization (EQRO) in Kansas. Evaluation criteria are outlined in the comprehensive KanCare Program Medicaid State Quality Strategy and the CMS Special Terms and Conditions document.

In an effort to achieve safe, effective, patient-centered, timely, and equitable care, the State is assessing the quality strategy on at least an annual basis and will revise the State Quality Strategy document accordingly. The State Quality Strategy – as part of the comprehensive quality improvement strategy for the KanCare program, as well as the Quality Assurance and Performance Improvement plans of the KanCare MCOs, are dynamic and responsive tools to support strong, high quality performance of the program. As such, the State Quality Strategy is regularly reviewed and operational details will be continually evaluated, adjusted, and put into use. Revisions in the State Quality Strategy will be reviewed to determine the need for restructuring the specific measurements in the evaluation design and documented and discussed in the evaluation reports.

The KanCare Evaluation Design, approved by CMS in September 2013, updated in March 2015, includes over 100 performance measures focused on eight major categories with 27 subcategories (see Table 1):

- Quality of Care
- Coordination of Care (and Integration)
- Cost of Care
- Access to Care
- Ombudsman Program
- Efficiency
- Uncompensated Care Cost Pool (UCC)
- Delivery System Reform Incentive Program (DSRIP)

Table 1. Evaluation Design Categories and Subcategories
Quality of Care
(1) Physical Health
(2) Substance Use Disorder Services
(3) Mental Health Services
(4) Healthy Life Expectancy
(5) Home and Community Based Services (HCBS) Waiver Services
(6) Long Term Care: Nursing Facilities
(7) Member Surveys - Quality
(8) Provider Survey
(9) Grievances
(10) Other (Tentative) Studies (specific studies to be determined)
Coordination of Care (and Integration)
(11) Care Management for Members Receiving HCBS Services
(12) Other (Tentative) Study (specific study to be determined)
(13) Care Management for Members with I/DD
(14) Member Survey - CAHPS
(15) Member Survey - Mental Health (MH)
(16) Member Survey - Substance Use Disorder (SUD)
(17) Provider Survey
Cost of Care
(18) Costs
Access to Care
(19) Provider Network - GeoAccess
(20) Member Survey - CAHPS
(21) Member Survey - MH
(22) Member Survey - SUD
(23) Provider Survey
(24) Grievances
Ombudsman Program
(25) Calls and Assistance
Efficiency
(26) Systems
(27) Member Surveys
Uncompensated Care Pool
Delivery System Reform Incentive (DSRIP)

Over the five-year KanCare demonstration, performance measures are evaluated on either a quarterly basis or an annual basis. Due to revisions in reporting requirements, program updates, and changes in Healthcare Effectiveness Data and Information (HEDIS) measure specifications, a few measures were deleted, and several measures in the 2013 KanCare Evaluation Design were added or were slightly revised in 2015.

Data for the performance measures are provided by the Kansas Department of Health and Environment, Division of Healthcare Finance (KDHE-DHCF) and the Kansas Department for Aging and Disability Services (KDADS). Data sources include state tracking systems and databases, as well as

reports from the MCOs providing KanCare/Medicaid services. In calendar year (CY) 2013 through CY2017, the three MCOs are Amerigroup Kansas, Inc. (Amerigroup or AGP), Sunflower State Health Plan (Sunflower or SSHP), and UnitedHealthcare Community Plan of Kansas (UnitedHealthcare or UHC).

Wherever appropriate, and where data are available, performance measures will be analyzed by one or more of the following stratified populations:

- Program - Title XIX/Medicaid and Title XXI/CHIP (Children's Health Insurance Program)
- Age groups - particularly where stratified in HEDIS measures, waivers, and survey populations
- Waiver services
  - Intellectually/Developmentally Disabled (I/DD)
  - Physically Disabled (PD)
  - Traumatic Brain Injury (TBI)
  - Technical Assistance (TA)
  - Serious Emotional Disturbance (SED)
  - Frail Elderly (FE)
  - Money Follows the Person (MFP)
  - Autism
- Providers
- County type (Urban/Semi-Urban, Densely-Settled Rural, Rural/Frontier)
- Those receiving mental health (MH) services
  - Serious and Persistent Mental Illness (SPMI)
  - Serious Mental Illness (SMI)
  - SED (waiver and non-waiver)
- Those receiving treatment for Substance Use Disorder (SUD)
- Those receiving Nursing Facility (NF) services

Annual Evaluation 2016

In the first year of KanCare, baseline data and data criteria were established and defined. For some of the performance measures, baseline data were available pre-KanCare (CY2012 and CY2011). Where pre-KanCare data were not available, baseline data were based on CY2013 data or, for measures that require more than one year of data, CY2013/CY2014.

This fourth annual KanCare Evaluation includes analysis of performance for several measures that have pre-KanCare data, CY2013 through CY2015, and CY2016 available as of 3/10/2017. Data for CY2016 for many of the performance measures are not yet available. A major reason is that data for the entire year cannot be determined accurately until claims for the year, including fourth quarter CY2016 claims, are more complete (submitted to the MCOs and processed). Several measures are based on standardized HEDIS data analysis, and HEDIS data for 2016 will not be available until July 2017. Some of the HEDIS measures are multi-year measures; for these measures, baseline data for 2013 and 2014 are first reported in the KanCare Annual Evaluation for 2015.

In addition to the measures reviewed annually, there are several measures reviewed quarterly that are briefly summarized in this report. These quarterly measures are analyzed and summarized in detail in the KanCare Evaluation Quarterly Reports, beginning in Quarter 4 (Q4) CY2013, that are available for public review on the KanCare website.

Quality of Care

Goals, Related Objectives, and Hypotheses for Quality of Care subcategories:

- *Goal: Improve the quality of care Kansas Medicaid beneficiaries receive through integrated care coordination and financial incentives paid for performance (quality and outcomes).*
- *Related Objectives: Measurably improve health care outcomes for members in areas including: diabetes; coronary artery disease; prenatal care; behavioral health.*
  - *Improve coordination and integration of physical health care with behavioral health care.*
  - *Support members successfully in their communities.*
  - *Promote wellness and healthy lifestyles.*
- *Hypotheses:*
  - *By holding MCOs to outcomes and performance measures, and tying measures to meaningful financial incentives, the State will improve health care quality and reduce costs.*
  - *The State will improve quality in Medicaid services by integrating and coordinating services and eliminating the current silos between physical health, behavioral health, mental health, substance use disorder, and LTSS.*

(1) Physical Health

The Physical Health performance measures include 18 HEDIS measures:

- Adults' Access to Preventive/Ambulatory Health Services (AAP)
- Adult BMI Assessment (ABA)
- Follow-Up Care for Children Prescribed ADHD Medication (ADD)
- Annual Dental Visit (ADV)
- Adolescent Well-Care Visits (AWC)
- Controlling High Blood Pressure (CBP)
- Comprehensive Diabetes Care (CDC)
- Chlamydia Screening in Women (CHL)
- Appropriate Testing for Children with Pharyngitis (CWP)
- Follow-Up after Hospitalization for Mental Illness (FUH)
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (IET)
- Annual Monitoring for Patients on Persistent Medications (MPM)
- Medication Management for People with Asthma (MMA)
- Prenatal and Postpartum Care (PPC)
- Appropriate Treatment for Children with Upper Respiratory Infection (URI)
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)
- Well-Child Visits in the First 15 Months of Life (W15)
- Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life (W34)

Other Physical Health measures include Well-Child Visits (four or more) within the First Seven Months of Life (HEDIS-like measure) and Preterm Delivery.

The baseline data for most HEDIS and HEDIS-like measures are HEDIS 2014 (CY2013) administrative and hybrid data from claims and medical record review. (The baseline for multi-year measures is HEDIS 2015, including data from CY2013 and CY2014.) Administrative HEDIS data include all KanCare members from each MCO who met HEDIS eligibility criteria for each measure. Since these measures include all eligible members, the numerators and denominators for the three MCOs were combined to assess the aggregate baseline

percentages. Hybrid HEDIS data are based on samples of eligible members and include both administrative data and medical record review. As the hybrid HEDIS data are based on samples from each MCO, the aggregate data for hybrid measures were weighted to adjust for any differences in population and sample sizes.

The aggregated HEDIS percentages were compared to National Committee for Quality Assurance (NCQA) Quality Compass (QC) percentiles for HEDIS and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. HEDIS results, including comparison to QC national percentiles, are summarized in Table 2. Beginning with HEDIS 2015, QC percentile categories were expanded to report the 33.33rd and 66.67th percentiles. As a result, comparisons with previous years' reported percentiles may not be directly comparable; a metric reported for CY2013 as below the 50th percentile (and above the 25th percentile) may in CY2014 be reported as below the 33.33rd percentile but not represent a percentile drop.

Table 2. Physical Health HEDIS Measures, CY2013 - CY2015

Measure	HEDIS Aggregated Results			Quality Compass 50th Percentile		
	CY2015	CY2014	CY2013	CY2015	CY2014	CY2013
Adults' Access to Preventive/Ambulatory Health Services (AAP)						
Ages 20-44	**83.7%**	84.3%	85.4%	↑	↑	↑
Ages 45-64	**92.3%**	92.4%	92.2%	↑	↑	↑
Ages 65 and older	**89.7%**	88.6%	89.5%	↑	↑	↑
Total - Ages 20 and older	**87.1%**	87.5%	88.4%	↑	↑	↑
Annual Dental Visit (ADV)						
Ages 2-3	**42.8%**	41.2%	40.8%	↑	↑	↑
Ages 4-6	**66.2%**	65.7%	66.3%	↑	↑	↑
Ages 7-10	**70.4%**	70.1%	70.7%	↑	↑	↑
Ages 11-14	**63.2%**	62.8%	62.8%	↑	↑	↑
Ages 15-18	**54.1%**	53.5%	53.9%	↑	↑	↑
Ages 19-21	**34.7%**	30.2%	31.5%	↑	↓	↓
Total - Ages 2-21	**60.9%**	60.0%	60.3%	↑	↑	↑
Adolescent Well Care Visits (AWC)						
	43.0%	42.6%	42.3%	↓	↓	↓
Controlling High Blood Pressure (CBP)						
	48.2%	51.5%	47.3%	↓	↓	↓
Comprehensive Diabetes Care (CDC)						
HbA1c Testing	**84.9%**	84.8%	83.1%	↓	↓	↓
Eye Exam (Retinal)	**62.5%**	58.6%	50.1%	↑	↑	↓
Medical Attention for Nephropathy	**89.2%**	76.8%	75.8%	↑	↓	↓
HbA1c Control (<8.0%)	**46.6%**	39.3%	39.0%	↓	↓	↓
HbA1c Poor Control (>9.0%) (lower % is goal)	**45.4%**	52.9%	54.4%	↓	↓	↓
Blood Pressure Control (<140/90)	**58.8%**	52.6%	53.1%	↓	↓	↓

Table 2. Physical Health HEDIS Measures, CY2013 - CY2015 (Continued)						
Measure	HEDIS Aggregated Results			Quality Compass 50th Percentile		
	CY2014		CY2013	CY2015	CY2014	CY2013
Chlamydia Screening in Women (CHL)						
Ages 16-20	**41.3%**	41.0%	42.4%	↓	↓	↓
Ages 21-24	**53.5%**	54.5%	55.6%	↓	↓	↓
Total – Ages 16-24	**45.8%**	45.4%	46.1%	↓	↓	↓
Appropriate Testing for Children with Pharyngitis (CWP)						
	55.1%	52.2%	51.6%	↓	↓	↓
Follow-up after Hospitalization for Mental Illness, within seven days of discharge (FUH)						
	62.8%	56.2%	61.0%	↑	↑	↑
Initiation in Treatment for Alcohol or other Drug Dependence (IET)						
Ages 13-17	**46.4%**	50.8%	49.0%	↑	↑	↑
Ages 18 and older	**37.7%**	41.3%	40.9%	↓	↑	↑
Total – Ages 13 and older	**38.9%**	42.6%	42.1%	↑	↑	↑
Engagement in Treatment for Alcohol or other Drug Dependence (IET)						
Ages 13-17	**26.8%**	31.0%	32.5%	↑	↑	↑
Ages 18 and older	**10.7%**	12.1%	12.2%	↑	↑	↑
Total – Ages 13 and older	**12.9%**	14.8%	15.2%	↑	↑	↑
Annual Monitoring for Patients on Persistent Medications (MPM)						
	90.2%	89.7%	84.9%	↑	↑	↓
Prenatal Care (PPC)						
	67.4%	70.4%	71.4%	↓	↓	↓
Postpartum Care (PPC)						
	57.5%	55.8%	60.3%	↓	↓	↓
Appropriate Treatment for Children with Upper Respiratory Infection (URI)						
	76.3%	73.5%	71.9%	↓	↓	↓
Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)						
	62.8%	62.1%	60.8%	↓	↓	↓
Weight Assessment/BMI for Children and Adolescents (WCC)						
Ages 3-11	48.9%	44.3%	33.7%	↓	↓	↓
Ages 12-17	48.1%	47.3%	36.6%	↓	↓	↓
Total – Ages 3-17	48.6%	45.3%	34.7%	↓	↓	↓
Counseling for Nutrition for Children and Adolescents (WCC)						
Ages 3-11	50.6%	50.8%	47.4%	↓	↓	↓
Ages 12-17	45.7%	47.0%	46.0%	↓	↓	↓
Total – Ages 3-17	49.1%	49.5%	46.9%	↓	↓	↓
Counseling for Physical Activity for Children and Adolescents (WCC)						
Ages 3-11	43.3%	43.5%	39.6%	↓	↓	↓
Ages 12-17	48.3%	50.6%	53.1%	↓	↓	↓
Total – Ages 3-17	44.9%	45.8%	44.0%	↓	↓	↓

Table 2. Physical Health HEDIS Measures, CY2013 - CY2015 (Continued)					
Measure	HEDIS Aggregated Results			Quality Compass 50th Percentile	
Multi-Year HEDIS Measures Reported Beginning in CY2014 (HEDIS 2015)					
	CY2015	CY2014		CY2015	CY2014	CY2013
Adult BMI Assessment (ABA)					
	77.6%	72.2%		↓	↓	
Follow-Up Care for Children Prescribed ADHD Medication (ADD)					
Initiation Phase	50.7%	48.0%		↑	↑	
Continuation & Maintenance Phase	61.2%	54.8%		↑	↑	
Medication Management for People with Asthma (MMA)					
5-11 years of age	29.1%	27.4%		↑	↑	
12-18 years of age	26.6%	24.1%		↑	↑	
19-50 years of age	38.3%	39.6%		↑	↑	
51-64 years of age	55.1%	53.0%		↑	↑	
Total - Ages 5-64	29.9%	28.1%		↓	↓	
Well-Child Visits in the First 15 Months of Life (W15)					
0 visits	3.4%	4.2%		↑*	↑*	
1 visit	3.8%	4.8%		↑*	↑*	
2 visits	5.2%	6.2%		↑*	↑*	
3 visits	7.4%	8.3%		↑*	↑*	
4 visits	10.0%	13.4%		↑	↑	
5 visits	15.1%	18.4%		↓	↑	
6 or more visits	55.1%	44.7%		↓	↓	
* HEDIS rates greater than 50th percentile that indicate poor performance						

Pre-KanCare data available for some of the HEDIS measures below (CDC, W15, W34, AAP, and PPC) are based on HEDIS data for CY2012 from MCOs (Coventry and UniCare) that provided services to Kansas Medicaid members in 2012. The pre-KanCare and KanCare populations, however, are not directly comparable, as the KanCare populations include members receiving waiver services.

HEDIS measures

Adults' Access to Preventive/Ambulatory Health Services (AAP)

Population: Ages 20-44; 45-65; 65 and older; Medicaid

Analysis: Annual comparison to CY2013 baseline, trending over time

This measure tracks annual preventive/ambulatory visits. In each of the age ranges, the aggregate HEDIS results for CY2013 through CY2015 were above the QC 50th percentile; for ages 45-64 the results were again above the QC 90th percentile and for ages 20 and older continue to be above the QC 75th percentile. Pre-KanCare data were available for ages 20-44 and ages 45-64.

- **Ages 20-44 -** The KanCare aggregate rate based on administrative data for CY2015 was 83.7%, lower than in CY2014 (84.3%) and CY2013 (85.4%) but above the QC 75th percentile. SSHP was above the 75th percentile in all three years. In CY2012, the aggregate pre-KanCare percentage was slightly higher at 86.1%.

- **Ages 45-64 -** The KanCare aggregate rate based on administrative data for CY2015 (92.3%) was comparable to CY2014 (92.4%) and CY2013 (92.2%) and above the QC 90th percentile in all three years. In CY2012, the aggregate pre-KanCare percentage was lower at 87.8%.
- **Ages 65 and older -** The KanCare aggregate rate based on administrative data for CY2015 was 89.7%, higher than in CY2014 (88.6%) and comparable to CY2013 (89.5%). Rankings for all three MCOs were above the QC 66.67th percentile. (Pre-KanCare data were not reported by the MCOs for CY2012 for those ages 65 and older.)
- **Total – Ages 20 and older -** The KanCare aggregate rate based on administrative data for CY2015 was 87.1%, comparable to CY2014 (87.5%) and lower than in CY2013 (88.4%), and above the QC 75th percentile in all three years..

Annual Dental Visit (ADV) (P4P 2016)
Population: Medicaid and CHIP combined populations, Ages 2-3; Ages 4-6; Ages 7-10; Ages 11-14; Ages 15-18; Ages 19-21; Total (Ages 2-21)
Analysis: Annual comparison to CY2013 baseline and trending over time
In CY2015, aggregate administrative HEDIS rates for each age range were above the QC 50th percentile.

- **Ages 2-3** – 42.8% in CY2015 (>66.67th QC percentile), higher than 41.2% in CY2014 (>50th QC percentile) and 40.8% in CY2013 (>50th QC percentile).
- **Ages 4-6** – 66.2% in CY2015, higher than CY2014 (65.7%) and comparable to CY2013 (66.3%).
- **Ages 7-10** – 70.4% in CY2015, comparable to CY2014 (70.1%) and CY2013 (70.7%).
- **Ages 11-14** – 63.2% in CY2015, slightly above CY2014 (62.8%) and CY2013 (62.8%).
- **Ages 15-18** – 54.1% in CY2015, slightly above CY2014 (53.5%) and CY2013 (53.9%).
- **Ages 19-20** – 34.7% in CY2015 (>50th QC percentile), an increase from CY2014 (30.2%; <50th QC percentile) and 31.5% (<50th QC percentile).
- **Total - Ages 2-20** – 60.9% in CY2015 (>75th QC percentile for all three MCOs), comparable to 60.0% in CY2014 (>66.67th QC percentile for all three MCOs) and 60.3% in CY2013 (>50th QC percentile).

Adolescent Well Care Visits (AWC)
Population: Ages 12-21; Medicaid and CHIP combined populations
Analysis: Annual comparison to CY 2013 baseline and trending over time
(*AWC is a quality measure in the CMS 2017 Core Set of Child Health Care Quality Measures for Medicaid*.)
The aggregate rate based on administrative data for CY2015 was 43.0%, comparable to CY2014 (42.6%) and CY2013 (42.3%), and below the QC 50th percentile. Results for all three MCOs were below the QC 50th percentile; AGP again had the lowest result, 40.6%, which was below the QC 25th percentile.

Controlling High Blood Pressure (CBP)
Population: Medicaid
Analysis: Annual comparison to CY2013 baseline, trending over time
(*CBP is a quality measure in the CMS 2017 Core Set of Adult Health Care Quality Measures for Medicaid*.)
The aggregate rate based on weighted hybrid data for CY2015 was 48.2% (below the QC 33.33rd percentile), a decrease compared to 51.5% in CY2014 (below the QC 33.33rd percentile), and an increase compared to CY2013 (47.3%; below the QC 25th percentile).

Comprehensive Diabetes Care (CDC)

This measure is a composite HEDIS measure composed of eight metrics. Five of these metrics are Kansas pay-for-performance (P4P) measures. In CY2013 through CY2015, the three MCOs reported hybrid data for seven of the eight measures. The eighth measure, glycated hemoglobin (HbA1c) <7.0% has a more limited eligibility; only two of the three MCOs reported HEDIS results for CY2014.

Population: Ages 18-75; Medicaid

Analysis: Pre-KanCare compared to KanCare and trending over time

(*HbA1c Testing and HbA1c Poor Control [>9.0%] are quality measures in the CMS 2017 Core Set of Adult Health Care Quality Measures for Medicaid*.)

- **HbA1c Testing** (P4P 2014-2016) **-** The aggregate rate based on weighted hybrid data for CY2015 was 84.9%, comparable to CY2014 (84.8%) and higher than CY2013 (83.1%) and CY2012 pre-KanCare (76.5%). All three MCOs in CY2015 were below the QC 50th percentile.
- **Eye Exam (Retinal)** (P4P 2014-2016) - The aggregate rate based on weighted hybrid data for CY2015 was 62.5%, above the QC 75th percentile, and higher than CY2014 (58.6%; above the QC 50th percentile) and CY2013 (50.1%; below the QC 50th percentile). Rates in CY2013 to CY2015 were higher than in CY2012 (41.7%). In CY2015, SSHP and UHC rates were above the QC 75th percentile, and AGP's rate was above the QC 50th percentile.
- **Medical Attention for Nephropathy** (P4P 2014-2016) - The aggregate rate based on weighted hybrid data for CY2015 was 89.2%, which was higher than in CY2014 (76.8%), CY2013 (75.8%), and CY2012 (66.3%), but below the QC 33.33rd percentile due to high national rates for this metric. The MCO rates in CY2015 ranged from 85.9% (<25th QC percentile) to 92.5% (>75th QC percentile).
- **HbA1c Control (<8.0%)** (P4P 2014-2016) - The aggregate rate based on weighted hybrid data for CY2015 was 46.6%. Though below the QC 50th percentile, the CY2015 rates were 7.3% higher than CY2014 (39.3%) and higher than CY2013 (39.0%) and CY2012 (16.0%). Rates and QC percentile ranks for all three MCOs increased in CY2015: AGP's rate increased 5.2% (49.3%; >50th QC percentile); SSHP's rate increased 5.5% (45.6%; <50th QC percentile); and UHC's percentage increased 16.7% (43.0%; <50th QC percentile).
- **Blood Pressure Control (<140/90)** (P4P 2014-2016) - The aggregate rate based on weighted hybrid data for CY2015 was 58.8%, which was above the rates in CY2014 (52.6%) and CY2013 (53.1%). QC ranking increased from below the QC 25th percentile to above the 33.33rd percentile. AGP's rate was above the QC 50th percentile; SSHP's and UHC's rates were below the QC 50th percentile.
- **HbA1c Poor Control (>9.0%)** – For this metric, the goal is to have a lower rate and lower QC percentile. The aggregate rate based on weighted hybrid data for CY2015 was 45.4%, an improvement compared to CY2014 (52.9%), CY2013 (54.4%), and CY2012 (83.4%) and was below the QC 50th percentile (i.e., nationally less than 50% had lower percentages of eligible members with HbA1c >9.0%). SSHP's and UHC's rates were below the 50th percentile; AGP's percentage (49.3%) was higher and was above the QC 50th percentile.

Appropriate Testing for Children with Pharyngitis (CWP)

Population: Medicaid and CHIP combined populations

Analysis: Annual comparison to 2013 baseline and trending over time

The aggregate rate based on administrative data for CY2015 was 55.1% (<10th QC percentile), up from 52.2% in CY2014 and 51.6% in CY2013 (51.6%).

Chlamydia Screening in Women (CHL)
Population: Medicaid and CHIP combined populations
Analysis: Annual comparison to CY2013 baseline and trending over time
(*CHL is a quality measure in the CMS Adult and Child 2017 Core Sets of Health Care Quality Measures for Medicaid*.)
The CY2015 and CY2014 aggregate rates and by age group were comparable and slightly lower than those of CY2013. Rates in CY2015 in total and for both age groups were below the QC 25th percentile for all three MCOs.

- **Ages 16-20** – 41.3% in CY2015; 41.0% in CY2014; 42.4% in CY2013.
- **Ages 21-24** – 53.5% in CY2015; 54.5% in CY2014; 55.6% in CY2013.
- **Total – Ages 16-24** – 45.8% in CY2015; 45.4% in CY2014; 46.1% in CY2013.

Follow-up after Hospitalization for Mental Illness, within seven days of discharge (FUH) (P4P 2014-2015)
Population: Medicaid and CHIP combined populations
Analysis: Annual comparison to CY2013 baseline, trending over time
(*FUH is a quality measure in the CMS Adult, Child, and Behavioral Health 2017 Core Sets of Health Care Quality Measures for Medicaid*.)
The aggregate rate based on administrative data for CY2015 was 62.8%, higher than in CY2014 (56.2%) and CY2013 (61.0%). SSHP's rate (67.2%) and UHC's rate (67.7%) were both above the QC 90th percentile in CY2015; AGP's rate (54.3%) was above the 66.67th percentile.

Initiation and Engagement in Treatment for Alcohol or other Drug Dependence (IET)
Population: Medicaid and CHIP combined populations
Analysis: Annual comparison to CY2013 baseline, trending over time
(*IET is a quality measure in the CMS Adult and Behavioral Health 2017 Core Sets of Health Care Quality Measures for Medicaid*.)

- **Initiation in Treatment**
  The CY2015 aggregate HEDIS rates for the total eligible KanCare population and for both age strata were lower than rates in CY2014 and CY2013.
  - **Ages 13-17** - The aggregate rate based on administrative data for CY2015 was 46.4% (>50th QC percentile) and below CY2014 (50.8%) and CY2013 (49.0%). Rankings in CY2013 and CY2014 were above the 75th percentile. SSHP's rate in CY2015 (41.7%) was below the 50th percentile and was a drop of 13.6%. AGP's rate was >50th QC percentile and decreased 4.7%. UHC's rate increased 5.4% and was >75th QC percentile.
  - **Age 18 and older** - The aggregate rate based on administrative data for CY2015 was 37.7% (below the QC 50th percentile), dropping from 41.3% in CY2014 (>66.67th QC percentile) and 40.9% in CY2013 (>50th QC percentile). AGP's and UHC's rates were below the QC 50th percentile after being >75th (AGP) and >50th (UHC) QC percentiles in CY2014. SSHP's rate was >50th QC percentile, down from >75th QC percentile in CY2014.
  - **Total – Age 13 and older** - The aggregate rate based on administrative data for CY2015 was 38.9% (>50th QC percentile for all three MCOs), a decrease from 42.6% in CY2014 (>75th QC percentile) and 42.1% in CY2013.
- **Engagement in Treatment**
  The CY2015 aggregate HEDIS rate for the total population decreased from CY2014 and CY2013, but was above the QC 66.67th percentile. It should be noted, however, that the national HEDIS rates for engagement in treatment are not very high; although the total results for the KanCare population

in CY2015 were above the QC 66.67th percentile, only 12.9% of eligible members ages 13 and older were engaged in treatment.

- **Ages 13-17** - The aggregate rate based on administrative data for CY2015 was 26.8% (>90th QC percentile), a decrease from CY2014 (31.0%) and CY2013 (32.5%).
- **Age 18 and older** - The aggregate rate based on administrative data was only 10.7% in CY2015, a decrease from 12.1% in CY2014 and 12.2% in CY2013, but above the QC 50th percentile in all three years.
- **Total – Ages 13 and older** - The aggregate rate based on administrative data for CY2015 was 12.91%, a decrease from 14.8% in CY2014 (> QC 66.67th percentile in CY2014 and CY2015), and a decrease compared to 15.2% in CY2013 (>75th QC percentile).

Annual Monitoring for Patients on Persistent Medications (MPM) (P4P 2014-2016)
Population: Medicaid, Age 18 and older
Analysis: Annual comparison to CY2013 baseline, trending over time
(*MPM is a quality measure in the CMS 2017 Core Set of Adult Health Care Quality Measures for Medicaid*.)
The aggregate rate based on administrative data for CY2015 was 90.2%, comparable to CY2014 (89.7%) and above the QC 75th percentile in both years. This is an improvement compared to CY2013 (84.9%) where all three MCOs' percentages were below the QC 50th percentile.

Prenatal and Postpartum Care (PPC) (P4P – Prenatal Care 2016)
Population: Medicaid and CHIP combined populations
Analysis: Pre-KanCare compared to KanCare and trending over time
(*PPC- Prenatal Care is a quality measure in the CMS 2017 Core Set of Child Health Care Quality Measures for Medicaid*. *PPC – Postpartum Care is a quality measure in the CMS 2017 Core Set of Adult Health Care Quality Measures for Medicaid*.)

- **Prenatal Care** - The aggregate rate based on weighted hybrid data for CY2015 was 67.4%, a decrease compared to CY2014 (70.4%) and CY2013 (71.4%) and below the QC 25th percentile in all three years. SSHP had the highest rate in CY2015 (71.8%); rates for AGP (65.4%) and UHC (64.7%) were below the QC 10th percentile. This measure is a P4P measure beginning in CY2016. The CY2012 hybrid percentage available from one of the pre-KanCare MCOs was lower at 57.9%.
- **Postpartum Care** - The aggregate rate based on weighted hybrid data for CY2015 was 57.5%, above the CY2014 rate (55.8%) and below CY2013 (58.5%). The rates were below the QC 50th percentile all three years. The CY2012 hybrid percentage available from one of the pre-KanCare MCOs was lower at 54.8%.

Appropriate Treatment for Children with Upper Respiratory Infection (URI)
Population: Medicaid and CHIP combined populations
Analysis: Annual comparison to CY2013 baseline and trending over time
The aggregate rate based on administrative data for CY2015 was 76.3% (<25th QC percentile), up from 73.5% in CY2014 and 71.9% in CY2013 (71.9%).

Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life (W34)
Population: Ages 3-6; Medicaid and CHIP combined populations
Analysis: Pre-KanCare compared to KanCare and trending over time
(*W34 is a quality measure in the CMS 2017 Core Set of Child Health Care Quality Measures for Medicaid*.)

The aggregate rate based on administrative data for CY2015 was 62.8%, a slight increase over CY2014 (62.1%), higher than in CY2013 (60.8%), but lower than in CY2012 (65.4%). The aggregate rates in CY2013 through CY2015 were below the QC 25th percentile.

Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC)

Population: Medicaid and CHIP combined populations, ages 3-17.
Analysis: Annual comparison to CY2013 baseline and trending over time
(*WCC – Weight Assessment/BMI is a quality measure in the CMS 2017 Core Set of Child Health Care Quality Measures for Medicaid*.)

- **Weight Assessment/BMI**
  The aggregate weighted hybrid HEDIS rates for reporting BMI (Body Mass Index) have increased from CY2013 to CY2015 but have remained below the QC 25th percentile.
  - **Ages 3-11** – 48.9% in CY2015; 44.3% in CY2014; 33.7% in CY2013.
  - **Ages 12-17** – 48.1% in CY2015; 47.3% in CY2014; 36.6% in CY2013.
  - **Total – Ages 3-17** – 48.6% in CY2015; 45.3% in CY2014; 34.7% in CY2013.
- **Counseling for Nutrition**
  The CY2015 aggregate weighted hybrid HEDIS rates in total and by age group were below the QC 25th percentile.
  - **Ages 3-11** – 50.6% in CY2015, comparable to 50.8% in CY2014 and above CY2013 (47.4%).
  - **Ages 12-17** – 45.7% in CY2015, lower than CY2014 (47.0%) and comparable to CY2013 (46.0%).
  - **Total – Ages 3-17** – 49.1% in CY2015, comparable to CY2014 (49.5%) and higher than in CY2013 (46.9%).
- **Counseling for Physical Activity**
  The aggregate weighted hybrid HEDIS rate for each age strata (ages 3-11; ages 12-17; and ages 3-17) were below the QC 50th percentile in CY2013 through CY2015.
  - **Ages 3-11** – 43.3% (<25th QC percentile) in CY2015, comparable to 43.5% in CY2014 (<33.33rd QC percentile), higher than in CY2013 (39.6%; <50th QC percentile). AGP had the lowest percentage (37.4%) and UHC had the highest (48.2%).
  - **Ages 12-17** – 48.3% in CY2015, lower than in CY2014 (50.6%) and CY2013 (53.1; AGP had the lowest percentage (42.5%) and SSHP the highest (53.1%).
  - **Total – Ages 3-17** – 44.9% in CY2015, down from 45.8% in CY2014 and higher than in CY2013 (44.0%).

Multi-year HEDIS measures
The eligibility criteria for the following HEDIS measures extend beyond one year. Data reported in for CY2013 and CY2014 serve as baseline for assessing changes in subsequent years.

Adult BMI Assessment (ABA)

Data for this measure are based on aggregate weighted hybrid HEDIS data.
Population: Medicaid and CHIP combined populations age 18 and older
Analysis: Annual comparison to baseline reported in CY2014 and trending over time
(Adult BMI assessment is a quality measure in the CMS 2017 Core Set of Adult Health Care Quality Measures for Medicaid.)
The aggregate rate based on hybrid data for CY2015 was 77.6%, an increase compared to 72.2% in CY2014 was 72.2%, but below the QC 33.33rd percentile.

Follow-Up Care for Children Prescribed ADHD Medication (ADD)
Data are based on aggregate weighted administrative HEDIS data.
Population: Ages 6-12; Medicaid and CHIP combined populations; Children diagnosed with Attention Deficit Hyperactivity Disorder (ADHD)
Analysis: Annual comparison to baselines reported in CY2014 and trending over time
(*ADD is a quality measure in the CMS Child and Behavioral Health 2017 Core Sets of Health Care Quality Measures for Medicaid*.)

- **Initiation Phase** – The aggregate weighted rate in CY2015 was 50.7% (>75th QC percentile), an increase 48.0% in CY2014 (>66.67th QC percentile). UHC had the highest rate (56.6%; >90th QC percentile); SSHP at 54.2% was above the QC 75th percentile; and AGP's 41.2% rate in CY2015 was below the QC 50th percentile.
- **Continuation & Maintenance Phase** – The aggregate weighted rate was 61.2% in CY2015 (>66.67th QC percentile), up from 54.8% in CY2014 (>50th QC percentile). Rates for continuation and maintenance increased for all three MCOs. UHC had the highest rate (67.3%; >90th QC percentile); SSHP at 66.3% was above the 75th percentile; AGP at 50.4% was below the QC 50th percentile, but was a 10% increase compared to CY2014.

Medication Management for People with Asthma (MMA)
Data are based on aggregated weighted administrative HEDIS data. QC percentiles are based on 75% compliance by age group and in total.
Population: Ages 5-11, 12-18, 19-50, 51-65; Medicaid and CHIP combined populations
Analysis: Annual comparison to baselines reported in CY2014 and trending over time
(MMA is a quality measure in the CMS 2017 Core Set of Child Health Care Quality Measures for Medicaid)

- **Ages 5-11** – 29.1% in CY2015, up from 27.4% in CY2014, above the QC 50th percentile both years. UHC's rate (31.3%; >66.67th QC percentile) was the highest of the three MCOs, increasing more than 8%. AGP (30.1%) and SSHP (26.7%) were both above the QC 50th percentile.
- **Ages 12-18** – 26.6% in CY2015, an increase compared to 24.1% in CY2014, above the QC 50th percentile both years.
- **Ages 19-50** – 38.3% in CY2015 (>50th QC percentile), an increase compared to 39.6% in CY2014 (> 66.67th QC percentile). UHC had the highest rate (45.7%; >75th QC percentile), and AGP had the lowest (32.2%; <33.33rd QC percentile). SSHP's 38.1% rate was above the QC 50th percentile.
- **Ages 51-64** – 55.1% in CY2015, an increase compared to 53.0% in CY2014, above the QC 66.67th percentile both years.
- **Total (Ages 5-64)** – 29.9% in CY2015, an increase compared to 28.1% in CY2014, below the QC 50th percentile both years. UHC's 31.9% was the highest of the three MCOs (>50th QC percentile). AGP's rate (29.4%) and SSHP's rate (28.9%) were below the QC 50th percentile.

Well-Child Visits in the First 15 Months of Life (W15)
This metric tracks the number of well-child visits after hospital discharge post-delivery. QC percentiles must be interpreted differently from those above; being above the 75th percentile for "0 visits," for example is not a positive result, whereas being above the 75th percentile for "6 or more visits" would be a positive result. Data are based on aggregated weighted administrative HEDIS data.
Population: Age through 15 months; Medicaid and CHIP combined populations
Analysis: Annual administrative rates compared to baselines reported in CY2014 and trending over time

(*W15 is a quality measure in the CMS 2017 Core Set of Child Health Care Quality Measures for Medicaid*.)

- **0 visits** – 3.4% in CY2015, an improvement compared to 4.2% in CY2014 (>75th QC percentile both years).
- **1 visit** – 3.8% in CY2015 (>75th QC percentile), an improvement compared to 4.8% in CY2014 (>95th QC percentile).
- **2 visits** – 5.2% in CY2015 (>75th QC percentile), an improvement compared to 6.2% in CY2014 (>90th QC percentile).
- **3 visits** – 7.4% in CY2015 (>75th QC percentile), an improvement compared to 8.3% in CY2014 (>90th QC percentile).
- **4 visits** – 10.0% in CY2015 (>50th QC percentile), a decrease from 13.4% in CY2014 (>75th QC percentile).
- **5 visits** – 15.1% in CY2015 (<33.33rd QC percentile), a decrease from 18.4% in CY2014 (>50th QC percentile).
- **6 or more visits** – 55.1% in CY2015 (<33.33rd QC percentile), an increase from 44.7% in CY2014 (<25th QC percentile).

Additional P4P Physical Health Measures

Well-Child Visits, Four Visits within the First Seven Months of Life (P4P 2014-2015)

For this P4P measure, the MCOs reported the percentage of children who had four or more well-child visits within the first seven months (post-discharge after birth). This measure is HEDIS-like, in that the HEDIS criteria and software for Well-Child Visits within the first 15 months of Life (W15) was adapted to include well-child visits only within the first seven months to allow annual calendar year assessment of progress. Now that multiple years of MCO data are available, progress in completing well-child visits in these first months will be assessed through the Well-Child Visits in the First 15 Months of Life (W15) HEDIS measure.

Population: Medicaid and CHIP combined populations

Analysis: Annual comparison to 2013 baseline, trending over time

In CY2015, 67.6% of 4,471 infant members born in January through May 2015 had four or more well-child visits by the time they were seven months of age. This was a 6.2% decrease compared to CY2014 (72.1% of 6,442) and comparable to CY2013 (66.9% of 5,824).

Preterm Delivery (P4P 2014-2015)

Population: Medicaid and CHIP combined populations

Analysis: Annual comparison to 2013 baseline, trending over time

Preterm delivery rates in 2013 to Medicaid and CHIP members were the baseline data. Each MCO uses unique systems for tracking preterm delivery. Because of differences in tracking methods and criteria, the preterm delivery rates should not be compared to preterm birth rates reported in vital statistics records of the State or other agencies. MCO preterm delivery rates ranged from 9.8% (SSHP) to 10.7% (AGP). SSHP had the highest improvement, with their preterm delivery rate dropping from 11.4% to 9.8%, a relative decrease of 14% from 2014 to 2015. UHC's preterm delivery rate, which had the largest improvement of the three MCOs from 2013 (10.3%) to 2014 (9.5%), increased to 10.5% in 2015. AGP's preterm delivery rate decreased 5% from 11.3% in 2014 to 10.7% in 2015.

(2) Substance Use Disorder (SUD) Services

The following performance measures are based on National Outcome Measurement System (NOMS) measures for members who are receiving SUD services, including improvement in living arrangements,

reduction in number of arrests, reduction in drug and alcohol use, attendance at self-help meetings, and employment status. Each of these measures is tracked annually and for trends over time, comparing pre-KanCare (CY2012) with each year of the KanCare demonstration project.

In the following SUD measures, members may be included in more than one quarter of data (or may be counted more than once in a quarter), as they may be discharged from SUD treatment in one month, but re-enter treatment later in the quarter or year. The denominators in the tables below represent the number of times members were discharged from SUD treatment during the quarter. The actual number of individual members who received SUD services each year is not reported.

The number and percent of members receiving SUD services whose living arrangements improved
The denominator for this performance measure is the number of KanCare members (annual quarterly average) who were discharged from SUD services during the measurement period and whose living arrangement details were collected by KDADS in the Kansas Client Placement Criteria (KCPC) state tracking system. The numerator is the number of members with stable living situations at time of discharge from SUD services (see Table 3).

Table 3. Number and Percent of Members Receiving SUD Services who were in Stable Living Situations at Discharge - Annual Quarterly Average, CY2012 - CY2016

	Pre-KanCare	KanCare			
	CY2012	CY2013	CY2014	CY2015	CY2016
Numerator: Number of KanCare members in stable living situations at discharge	199	218	189	183	190
Denominator: Number of KanCare members discharged from SUD services during the reporting period	201	220	190	185	196
Percent of KanCare members in stable living situations at discharge from SUD services	99.0%	99.1%	99.3%	98.7%	96.9%

Data for this measure are tracked and reported quarterly by KDADS. The percentages of members in stable living conditions at time of discharge from SUD services were consistently high throughout CY2012 through CY2016. The high rate, over 96% in each quarter of the four year period, is attributed by KDADS staff to the nature of treatment (active participation and attendance) in conjunction with the time of data collection (on day of discharge from treatment).

The number and percent of members receiving SUD services whose criminal justice involvement improved
The denominator for this measure is the number of members who were discharged from SUD services during the measurement period (annual quarterly average) and whose criminal justice involvements were collected in the KCPC system at both admission and discharge from SUD services (see Table 4). The numerator is the number of members who reported no arrests in the 30 days prior to discharge.

Quarterly rates of those without arrests were over 98% for each quarter of CY2012 through CY2016. This equates to about 1 to 4 arrests per quarter.

Table 4. Number and Percent of Members Receiving SUD Services Whose Criminal Justice Involvement Decreased - Annual Quarterly Average, CY2012 - CY2016					
	Pre-KanCare	KanCare			
	CY2012	CY2013	CY2014	CY2015	CY2016
Numerator: Number of members without arrests at time of discharge from SUD services	199	219	188	183	193
Denominator: Number of members discharged from SUD services during the reporting period	201	220	190	185	196
Percent of members without arrests during reporting period	99.0%	99.3%	98.9%	98.8%	98.5%

The number and percent of members receiving SUD services whose drug and/or alcohol use decreased

The denominator for this measure is the number of members (annual quarterly average) who were discharged from SUD services during the measurement period and whose substance use information was collected in the KCPC at discharge from SUD treatment (see Table 5). The numerator is the number of members who reported at discharge no use of alcohol and other drugs for the prior 30 days.

Table 5. Number and Percent of Members Receiving SUD Services with Decreased Drug and/or Alcohol Use - Annual Quarterly Average, CY2012 - CY2016					
	Pre-KanCare	KanCare			
	CY2012	CY2013	CY2014	CY2015	CY2016
Numerator: Number of members discharged from SUD services who were abstinent from alcohol and other drugs	191	207	181	173	178
Denominator: Number of KanCare members discharged from SUD services during reporting period	201	220	190	185	196
Percent of members abstinent from alcohol and other drugs at time of discharge from SUD services	95.3%	94.2%	95.5%	93.3%	90.8%

The quarterly percentages of decreased use of alcohol and other drugs were reported to be above 90% in each quarter of CY2012 through CY2016. The annual quarterly average for CY2016 (90.8%) was the lowest in the last five years.

The number and percent of members, receiving SUD services, whose attendance of self-help meetings increased

The denominator for this measure is the number of members who were discharged from SUD services during the measurement period (annual quarterly average) and whose attendance at self-help programs was collected in KCPC at both admission and discharge from SUD treatment services (see Table 6). The numerator is the number of members who reported attendance at self-help programs prior to discharge from SUD services.

The average annual quarterly percentage of attendance of self- help programs has been decreasing since CY2012. The annual quarterly average in CY2016 (39.0%) was the lowest in the five year period from CY2012 to CY2016.

Table 6. Number and Percent of Members Receiving SUD Services Attending Self-help Programs - Annual Quarterly Average, CY2012 - CY2016					
	Pre-KanCare	KanCare			
	CY2012	CY2013	CY2014	CY2015	CY2016
Numerator: Number of KanCare members attending self-help programs	121	93	85	73	71
Denominator: Number of KanCare members discharged from SUD services during quarter	201	220	190	185	182
Percent of KanCare members attending self-help programs	59.9%	42.3%	44.5%	39.5%	39.0%

The number and percent of members receiving SUD services whose employment status was improved or maintained (P4P 2014-2016)
The denominator for this measure is the number of members, ages 18 and older at admission to SUD services, (annual quarterly average) who were discharged from SUD services during the measurement period and whose employment status was collected in the KCPC database at discharge from SUD services (see Table 7). The numerator is the number of members who reported at discharge from SUD services that they were employed full-time or part-time.

Table 7. Number and Percent of Members Discharged from SUD Services who were Employed - Annual Quarterly Average, CY2012 - CY2016					
	Pre-KanCare	KanCare			
	CY2012	CY2013	CY2014	CY2015	CY2016
Numerator: Number of KanCare members employed (full-time or part-time)	60	70	80	86	75
Denominator: Number of KanCare members discharged from SUD services during reporting period	201	220	229	206	196
Percent of members employed at discharge from SUD services	29.7%	31.8%	34.7%	41.8%	38.3%

The percentage of members reporting employment at discharge in 2015 (41.8%) was 20.5% higher (7.1 percentage points) than in 2014 (34.7%) In 2016, the percentage employed decreased by 9.1% (3.5 percentage points) compared to 2015.

There are two types of SUD treatment services: outpatient/reintegration and intermediate/residential. In outpatient/reintegration, working is allowed or encouraged, while in intermediate/residential treatment employment is not permitted, which is a major factor in the low percentage employed at discharge from SUD treatment.

(3) Mental Health Services
The following performance measures are based on NOMS for members who are receiving MH services, including adults with SPMI and youth experiencing SED. Measures focus on increased access to services for SPMI adults and SED youth, improvement in housing status for homeless adults, improvement or maintenance of residential status for youth, gain or maintenance of employment status for SPMI

adults, improvement in Child Behavior Checklist (CBCL) Competence scores, and reduction in inpatient psychiatric services. Each of these measures is to be tracked annually and for trends over time, comparing pre-KanCare (CY2012) with each year of the KanCare demonstration project.

In the following measures, members may be included in more than one quarter of data, as housing and employment status may change throughout the year. Members may also have more than one inpatient admission during the year (or within a quarter).

The number and percent of adults with SPMI with access to services (P4P 2014-2015)
The denominator for this measure is the number of KanCare adult members at the beginning of each quarterly measurement period (see Table 8). The numerator is the number of KanCare adults with SPMI based on assessments and reporting by Community Mental Health Centers (CMHCs) who continue to be eligible to receive services in the measurement period.

Table 8. Number and Percent of KanCare Adults with SPMI - Annual Quarterly Average, CY2012 - CY2016

	Pre-KanCare	KanCare				
	CY2012	CY2013	CY2014	CY2014	CY2015	CY2016
Numerator: Number of KanCare adults with SPMI	8,051	5,745	5,440	7,515	7,389	6,933
Denominator: Number of KanCare adults	123,656	126,305	131,989	134,843	136,989	143,108
Percent of KanCare adults with SPMI	6.5%	4.5%	4.1%	5.6%	5.4%	4.8%
Adult access rate per 10,000	651.1	454.9	412.2	557.3	539.4	484.5

Tracking for this measure is dependent on consistent and complete reporting of data to KDADS by the CMHCs. In CY2015, KDADS implemented policies that have resulted in increased and more complete reporting of this data, which allows more accurate trend analysis. The percentage of members identified as SPMI was slightly lower in CY2015 (5.4%) than in CY2014 (5.6%). The CY2016 percentage (4.8%) was lower, but may be incomplete due to claims lag.

The number and percent of youth experiencing SED who had increased access to services (P4P 2014-2015)
The denominator for this measure is the number of KanCare youth members at the beginning of each measurement period (see Table 9). The numerator is the number of KanCare youth experiencing SED based on assessments and reporting by CMHCs for each measurement period.

Table 9. Number and Percent of KanCare Youth Experiencing SED - Annual Quarterly Average, CY2012 - CY2016

	Pre-KanCare	KanCare			
	CY2012	CY2013	CY2014	CY2015	CY2016
Numerator: Number of SED youth	14,937	11,984	14,782	14,834	15,206
Denominator: Number of KanCare youth	267,788	274,326	285,753	284,830	294,494
Percent of SED youth	5.6%	4.4%	5.2%	5.2%	5.2%
SED rate per 10,000	557.8	436.9	517.3	520.8	516.3

Tracking for this measure is dependent on consistent and complete reporting of data to KDADS by the CMHCs. In CY2015, KDADS implemented policies that have resulted in increased and more complete reporting of this data that allows more accurate trend analysis. The percentage of youth identified as SED has been stable for the last three years at 5.2% of youth members.

The number and percent of adults with SPMI who were homeless at the beginning of the reporting period that were housed by the end of the reporting period

The denominator for this measure is the number of KanCare homeless adults with SPMI at the beginning of each quarter. The numerator is the number of KanCare adults with SPMI with improvement in their housing status by the end of the quarter for CY2012 to CY2015 (see Table 10).

Table 10. Number and Percent of Members with SPMI Homeless at the Beginning of the Quarter That were Housed at the End of the Quarter - Annual Quarterly Average, CY2012 - CY2015

	Pre-KanCare	KanCare		
	CY2012	CY2013	CY2014	CY2015
Numerator: Number of KanCare adults with SPMI homeless at the beginning of quarter housed at the end of the quarter	69	58	35	46
Denominator: Number of KanCare adults with SPMI homeless at the beginning of the quarter	150	100	70	104
Percentage of adults with SPMI who were homeless at the beginning of the quarter housed by the end of the quarter	45.7%	58.0%	49.1%	44.6%

The annual quarterly average number of adults with SPMI who were homeless at the start of each quarter decreased from an average of 150 in CY2012 to 100 in CY2013 to 70 in CY2014 and then increased again to an annual quarterly average of 104 in CY2015. Compared to CY2012 (45.7%), the average annual quarterly average of those who were housed at the end of each quarter was higher in CY2013 (58.0%) and CY2014 (49.1%), but dropped in CY2015 to 44.6%. No update was available for CY2016.

The number and percent of KanCare youth receiving MH services with improvement in their Child Behavior Checklist (CBCL Competence T-scores)

The denominator is the number of youth with prior competence scores within clinical range (score of 40 or less). The numerator is the number of youth with improvement in their most recent competence score (see Table 11).

The numbers of SED/CBS (Community-Based Services) youth with prior competence scores of 40 or less have decreased each year from CY2012 to CY2014. The percentage with improvement in their most recent CBCL score has been relatively comparable in each of these testing periods. CY2015 continues this trend. No update was available for CY2016.

Table 11. Number and Percent of KanCare SED/CBS Youth with Improvement in Their Child Behavior Checklist (CBCL) Scores, CY2012 - CY2015								
	Pre-KanCare		KanCare					
	CY2012		CY2013		CY2014		CY2015	
	S1	S2	S1	S2*	S1	S2	S1	S2
Numerator: Number of KanCare SED/CBS youth with increased total competence score	1313	1170	1466		912	785	958	886
Denominator: Number of KanCare SED/CBS youth with prior competence score less than 40	2,490	2,207	2,796		1,705	1,513	1,804	1,666
Percent of KanCare SED/CBS youth with improvement in their most recent CBCL competence score	52.7%	53.0%	52.4%		53.5%	51.9%	53.1%	53.2%
* No data available								

The number and percent of youth with an SED who experienced improvement in their residential status

The denominator for this measure is the number of KanCare SED youth with unstable living arrangements at the beginning of each quarterly measurement period. The numerator for this measure is the number of KanCare SED youth with improved housing status at the end of the quarterly measurement period (see Table 12).

Table 12. Number and Percent of SED Youth who Experienced Improvement in Their Residential Status - Annual Quarterly Average, CY2012 - CY2015				
	Pre-KanCare	KanCare		
	CY2012	CY2013	CY2014	CY2015
Numerator: Number of KanCare SED youth with improved housing status at end of quarter	208	177	142	168
Denominator: Number of KanCare SED youth with unstable living arrangements at beginning of quarter	254	219	174	198
Percent of SED youth with improved housing status	81.7%	80.6%	81.3%	84.9%

The annual quarterly average percentage of SED youth with improved housing status in CY2015 (84.9%) was higher than in the CY2012 (81.7%), CY 2013 (80.6%), and CY2014 (81.3%). The quarterly rates in CY2015, however, fluctuated from 82.7% in Q1 to 88.2% in Q2 and 88.9% in Q3, then dropping to 78.8% in Q4. No data were available for CY2016.

The number and percent of youth with an SED who maintained their residential status

The denominator for this measure is the number of KanCare SED youth with stable living arrangements at the beginning of the measurement period. The numerator is the number of KanCare SED youth who maintained a stable living arrangement at the end of the measurement period (see Table 13).

Table 13. Number and Percent of SED Youth who Maintained Their Residential Status - Annual Quarterly Average, CY2012 - CY2015				
	Pre-KanCare	KanCare		
	CY2012	CY2013	CY2014	CY2015
Numerator: Number of KanCare SED youth who maintained a stable living arrangement at end of quarter	5,284	4,554	3,293	4,279
Denominator: Number of KanCare SED youth with stable living arrangements at beginning of quarter	5,568	4,612	3,316	4,328
Percent of SED youth that maintained residential status	94.9%	98.7%	99.3%	98.9%

Rates of maintaining stable living arrangements for SED youth were consistently and strongly high in CY2012 through CY2015. At the end of Q4 CY2012, 99.4% of SED youth had maintained a stable living arrangement, and this rate remained steady throughout CY2015 dropping slightly by Q4 CY2015 to 98.5%. While the percentages have remained stable each year, the reported numbers of youth with stable living arrangements at the beginning of each quarter varied greatly each year; the quarterly average dropped from 5,568 in CY2012 to 4,612 in CY2013 to 3,316 in CY2014, and then increased to a quarterly average of 4,328 in CY2015. No data were available for CY2016.

The number and percent of KanCare members, diagnosed with SPMI, who were competitively employed (P4P 2014-2016)
The denominator for this measure is the number of KanCare adults with SPMI in each measurement period, and the numerator is the number of adults with SPMI who are competitively employed during the measurement period and whose employment status is reported by the CMHC providing services to the members (see Table 14).

Table 14. Number and Percent of KanCare Adults Diagnosed with an SPMI who were Competitively Employed - Annual Quarterly Average, CY2012 - CY2016					
	Pre-KanCare	KanCare			
	CY2012	CY2013	CY2014	CY2015	CY2016
Numerator: Number of KanCare SPMI adults competitively employed	481	382	610	628	567
Denominator: Number of KanCare SPMI adults	3,596	3,100	3,900	3,854	3,562
Percent of SPMI adults competitively employed	13.4%	12.3%	15.6%	16.3%	15.9%

Tracking for this measure is dependent on consistent and complete reporting of data to KDADS by the CMHCs. In CY2015, KDADS implemented policies that have resulted in increased and more complete reporting of this data that allows more accurate trend analysis.

From CY2014 to CY2015, the percentage of SPMI members employed increased by 4.5% (0.7 percentage points) from 15.6% to 16.3%. In 2016, the percentage of SPMI members employed decreased slightly to 15.9%, but may be based on incomplete data due to claims lag.

The number and percent of members utilizing inpatient mental health services (P4P 2014-2015)
The denominator for this measure is the number of KanCare eligible members at the end of each quarter. The numerator is the number of KanCare members admitted to an inpatient MH facility during each quarter (see Table 15). Rates are reported per 10,000.

Table 15. Number and Percent of KanCare Members Utilizing Inpatient Services Annual Quarterly Average, CY2012 - CY2015

	Pre-KanCare	KanCare		
	CY2012	CY2013	CY2014	CY2015
Numerator: Number of KanCare members with an inpatient mental health admission during the quarter	1,560	1,298	1,306	1,020
Denominator: Number of KanCare members	391,444	406,731	418,610	413,145
Percent of members utilizing inpatient mental health services	0.4%	0.3%	0.3%	0.2%
Rate per 10,000	39.9	31.9	31.2	24.7

Each year the annual quarterly average rate (per 10,000) of inpatient admissions decreased from 39.9 in CY2012 to 31.9 in CY2013 to 31.2 in CY2014. The low 27.45 average rate in CY2015 is due in part to a significant drop in rates in Q4 to 10.64 per 10,000 due to a statewide change in screening policy that as of October 2015 no longer requires inpatient screens to be completed by CMHC personnel at non-CMHC at non-CMHC locations. This is no longer a P4P performance measure; no additional data are available for CY2016.

(4) Healthy Life Expectancy

Health Literacy
Survey questions for this performance measure are based on questions in CAHPS surveys.

In 2014, although all three MCOs conducted separate surveys of sample populations of adults, general child population (GC), and children with chronic conditions (CCC), two of the MCOs (Amerigroup and UnitedHealthcare) did not sample the Title XIX/Title XXI populations separately. In 2015, all three MCOs administered the CAHPS survey to separate sample populations of Title XIX and Title XXI children using the child survey with CCC module. In 2016, Sunflower did not sample the Title XIX/Title XXI populations separately. Comparisons to calendar years 2015, 2014, and pre-KanCare (2012) and aggregate weighted rates for the three MCOs' Adult, GC, and CC surveys are reported where data are available and where questions were worded the same.

The analysis below is based on the percentage of positive responses as reported in the CAHPS surveys. Table 16 shows percentages of positive responses for CAHPS questions related to physical health. (See Table 23 for questions related to quality of care, Table 30 for questions related to coordination of care, Table 41 for questions related to access to care, and Table 48 for an efficiency-related question.)

Table 16. Healthy Life Expectancy - CAHPS Survey

Question	Pop	Weighted % Positive Responses			QC 50th Percentile		
		2016	2015	2014	2016	2015	2014
Questions on Adult and Child Surveys							
In the last six months, did you and a (your child's) doctor or other health provider talk about specific things you could do to prevent illness (in your child)?	Adult	**70.1%**	68.0%	71.6%	↓	↓	↓
	GC	**67.3%**	67.1%	70.7%	↓	↓	↓
	CCC	**71.4%**	71.6%	73.3%	↓	↓	↑
In the last six months, did you and a (your child's) doctor or other health provider talk about starting or stopping a prescription medicine (for your child)?	Adult	**50.2%**	52.9%	53.5%	NA	NA	NA
	GC	**33.2%**	33.3%	31.9%	NA	NA	NA
	CCC	**53.2%**	50.7%	51.3%	NA	NA	NA
Did you and a doctor or other health provider talk about the reasons you might want (your child) to take a medicine?	Adult	**93.3%**	91.0%	93.3%	↑	↓	NA
	GC	**96.7%**	94.8%	98.3%	↑	↑	NA
	CCC	**97.8%**	96.7%	98.2%	↑	↑	NA
Did you and a doctor or other health provider talk about the reasons you might not want (your child) to take a medicine?	Adult	**68.9%**	72.3%	73.1%	↑	↑	NA
	GC	**69.4%**	68.0%	77.4%	↑	↑	NA
	CCC	**74.3%**	76.8%	81.5%	↓	↑	NA
When you talked about (your child) starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you (your child)?	Adult	**79.4%**	79.5%	75.9%	↑	↑	↓
	GC	**80.6%**	80.0%	77.7%	↑	↑	↑
	CCC	**82.3%**	86.0%	83.5%	↓	↑	↑
In the last six months, how often did your (child's) personal doctor explain things (about your child's health) in a way that was easy to understand?	Adult	**93.0%**	91.8%	91.9%	↑	↑	↑
	GC	**95.2%**	94.9%	95.5%	↑	↑	↑
	CCC	**95.0%**	95.6%	95.3%	↓	↑	↑
In the last six months, how often did your (child's) personal doctor listen carefully to you?	Adult	**91.5%**	91.2%	89.7%	↑	↑	↓
	GC	**94.5%**	95.2%	95.7%	↓	↑	↑
	CCC	**94.6%**	94.9%	94.4%	↓	↑	↑

Table 16. Healthy Life Expectancy - CAHPS Survey (Continued)							
Question	Pop	Weighted % Positive Responses			QC 50th Percentile		
		2016	2015	2014	2016	2015	2014
Questions on Child Surveys only							
In the last six months, how often did you have your questions answered by your child's doctors or other health providers?	**GC**	**90.0%**	89.3%	89.6%	NA	NA	NA
	CCC	**91.1%**	91.9%	90.9%	NA	NA	NA
In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?	**GC**	**92.5%**	91.4%	91.1%	NA	NA	NA
	CCC	**92.8%**	92.1%	92.4%	NA	NA	NA
Questions on Adult Survey only							
Have you had either a flu shot or flu spray in the nose since July 1, [previous year]?	**Adult**	**43.7%**	46.5%	47.5%	↑	↑	NA
Do you now smoke cigarettes or use tobacco every day, some days, or not at all?	**Adult**	**32.2%**	33.5%	37.6%	↑	↓	↑
In the last six months, how often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?	**Adult**	**79.5%**	76.2%	75.7%	↑	↓	↓
In the last six months, how often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.	**Adult**	**46.1%**	43.2%	48.3%	↓	↓	↑
In the last six months, how often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco?	**Adult**	**44.4%**	37.5%	38.6%	↑	↓	↓

Questions on both adult and child surveys:

In the last 6 months:

- **Did you and a (your child's) doctor or other health provider talk about specific things you could do to prevent illness (in your child)?**
  Results for the aggregate rates for the adult and child surveys were comparable across years (Adult: CY2016 – 70.1%, CY2015 – 68.0%, CY2014 – 71.6%, CY2012 – 70.0%; GC: CY2016 – 67.3%, CY2015 - 67.1%, CY2014 – 70.7%, CY2012 – 68.90%; CCC: CY2016 – 71.4%, CY2015 – 71.6%, CY2014 – 73.3%). The CY2016 Adult rate was below the QC 33.33rd percentile; GC rate was below the QC 25th percentile; and CCC rate was below the QC 10th percentile.
- **Did you and a (your child's) doctor or other health provider talk about starting or stopping a prescription medicine (for your child)?**
  Over half of the adult survey respondents in CY2014 through CY2016 (50.2% - 53.5%) and CCC survey respondents (50.7% - 53.2%) indicated they had talked with a provider about starting or stopping a medication in the previous six months, while closer to one-third of the GC survey

respondents talked with a provider about starting or stopping a prescription medication (31.9% - 33.3%).

If yes:

When you talked about (your child) starting or stopping a prescription medicine,

- **How much did a doctor or other health provider talk about the reasons you might want (your child) to take a medicine?**
  In CY2015, the response options for this question changed from the previous years' responses of "a lot," "some," "a little," and "none" to "yes" and "no." The CY2016 and CY2015 "yes" responses were compared to CY2014's "a lot," "some," and "a little" responses. Results were generally comparable in CY2014 to CY2016 for all populations (Adult: CY2016 – 93.3%, CY2015 – 91.0%, CY2014 – 97.0%; GC: CY2016 – 96.7%, CY2015 – 94.8%, CY2014 – 98.2%; CCC: CY2016 – 97.7%, CY2015 – 96.7%, CY2014 -98.2%).
- **How much did a doctor or other health provider talk about the reasons you might <u>not</u> want (your child) to take a medicine?**
  In CY2015, the response options for this question changed from the previous years' responses of "a lot," "some," "a little," and "none" to "yes" and "no." The CY2016 and CY2015 "yes" responses were compared to CY2014's "a lot," "some," and "a little" responses. While positive response results for all populations were generally comparable between CY2016 and CY2015, they were notably lower than CY2014 results (Adult: CY2016 – 68.9%, CY2015 – 72.3%, CY2014 – 79.2%; GC: CY2016 – 69.4%, CY2015 – 68.0%, CY2014 – 78.2%; CCC: CY2016 – 74.3%, CY2015 – 76.8%, CY2014 – 81.5%). The decrease in CCC rate from 76.8% in CY2015 to 74.3% in CY2015 resulted in a decrease in the QC percentile from above the 75th to below 50th.
- **Did a doctor or other health provider ask you what you thought was best for you (your child)?**
  Results for all CY2016 weighted aggregate results decreased or were comparable to CY2015 in CY2016 (Adult: CY2016 – 79.4%, CY2015 - 79.5%, CY2014 - 75.9%; GC: CY2016 – 80.6%, CY2015 - 80.0%, CY2014 - 77.7%; CCC: CY2016 – 82.3%, CY2015 - 86.0%, CY2014 - 83.5%).

- **How often did your (child's) personal doctor explain things (about your child's health) in a way that was easy to understand?**
  The weighted aggregate rates were generally comparable for all populations in CY2014 through CY2016 (Adults: 91.8 % – 93.0%; GC: 94.9% - 95.5%; CCC: 95.0% - 95.6%).
- **How often did your (child's) personal doctor listen carefully to you?**
  The weighted aggregate rates were comparable for all populations in CY2014 through CY2016 (Adults: 89.7% - 91.5%; GC: 94.5% - 95.7%; CCC: 94.4% - 94.9%).

Questions on child surveys only:

- **In the last 6 months, how often did you have your questions answered by your child's doctors or other health providers?**
  Since CY2014, responses have remained comparable for both child survey populations (GC: 89.3% - 90.0%; CCC: 90.9% - 91.9%).
- **In the last 6 months, how often did your child's personal doctor explain things in a way that was easy for your child to understand?**
  Results were generally comparable in CY2014 through CY2016 for both populations (GC: 91.1% – 92.5%; CCC: 92.1% - 92.8%).

Questions on adult survey only:

Flu shots for adults (P4P 2014-2015)

- **Have you had either a flu shot or flu spray in the nose since July 1, [previous year]?**
  Of those in the adult survey sample, 43.7% in CY2016, 46.5% in CY2015, and 47.5% in CY2014 indicated they received a flu shot or flu spray in the second six months of previous calendar year. All MCO percentages decreased from CY2015. The CY2014 rate serves as the baseline year since the flu shot question was a new CAHPS question in 2014.

Smoking Cessation

- **Do you now smoke cigarettes or use tobacco: every day, some days, or not at all?**
  Rates of adults who reported that they smoke or use tobacco at least some days continued to decrease in all MCO adult populations, with the aggregate weighted adult rate in CY2016 at 32.2% (CY2015 - 33.5%; CY2014 – 37.6%; CY2012 – 37.2%). Members who responded "every day" or "some days" were asked the following questions:
  In the last 6 months,
  - **How often were you advised to quit smoking or using tobacco by a doctor or other health provider in your plan?** (P4P 2014-2015)
    The weighted aggregate rate continued to improve (CY2016 – 79.5%; CY2015 – 76.2%; CY2014 – 75.7%; CY2012 – 65.5%) and increased to above the QC 50th percentile. Amerigroup had the greatest increase from 73.8% in CY2015 to 83.4% in CY2016. AGP's CY2016 rate was above the QC 90th percentile; SSHP and UHC were above the QC 50th percentile.
  - **How often was medication recommended or discussed by a doctor or health provider to assist you with quitting smoking or using tobacco? Examples of medication are: nicotine gum, patch, nasal spray, inhaler, or prescription medication.**
    The weighted aggregate rate has fluctuated each year, while remaining above the CY2012 rate (CY2016 -46.1%; CY2015 – 43.2%; CY2014 – 48.3%; CY2012 – 41.5%). The CY2016 rate is below the QC 50th percentile.
  - **How often did your doctor or health provider discuss or provide methods and strategies other than medication to assist you with quitting smoking or using tobacco? Examples of methods and strategies are: telephone helpline, individual or group counseling, or cessation program.**
    The CY2016 weighted aggregate adult rate of 44.4% (above the QC 50th percentile) increased from the CY2015 rate of 37.5% (less than QC 25th percentile). This was impacted by an increase in AGP's rate from 32.4% in CY2015 to 50.3% in CY2016. UHC's rate also increased from 38.7% in CY2015 to 41.3% in CY2016. SSHP's rate decreased from 42.9% in CY2015 to 40.9% in CY2016.

HEDIS – Healthy Life Expectancy

Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)

Population: Members diagnosed with diabetes and schizophrenia

Analysis: Annual comparison to CY2013 baseline and trending over time

The aggregate rate based on administrative data for CY2015 was 65.3%, up from 60.1% in CY2014 and 62.9% in CY2013. The aggregate rate was below the QC 33.33rd percentile in CY2015. UHC had the highest rate (70.4%), an 11.1% annual increase and moved from below the 25th QC percentile to above the QC 50th percentile. AGP had the lowest rate (61.8%) and was below the QC 25th percentile. SSHP's rate was 66.6% (<50th QC percentile), which was an 11% annual increase.

Healthy Life Expectancy for persons with SMI, I/DD, and PD

The following measures are described as "HEDIS-like" in that HEDIS criteria are used for each performance measure, but the HEDIS programming is adapted to include only those populations that meet eligibility criteria and are also I/DD, PD, or SMI (see Table 17). Each of these measures was a P4P measure for the MCOs in 2014 and 2015; though no longer P4P, the State has directed the MCOs to continue to report these rates separately for the HCBS population to allow continued tracking of progress in improving these rates.

Table 17. HEDIS-Like Measures - PD, I/DD, SMI Populations, CY2013 - CY2015

	CY2015	CY2014	CY2013
Breast cancer screening*	50.5%*	47.0%*	31.0%
Cervical cancer screening*	52.1%*	48.8%*	47.0%
Adults' access to preventive/ambulatory health services	94.9%	95.2%	95.6%
Comprehensive diabetes care			
HbA1c testing	87.6%	86.5%	84.4%
HbA1c Control (<8.0%)	46.5%	38.0%	38.1%
Eye exam (retinal) performed	66.5%	63.7%	58.7%
Medical attention for nephropathy	90.8%	75.2%	77.8%
Blood pressure control (<140/90)	60.2%	51.0%	57.0%

* Multi-year measure - CY2014, for example, includes members who were screened in CY2013 or CY2014.

- **Preventive Ambulatory Health Services** (P4P 2014-2015)
  In CY2013 through CY2015, over 94.5% of adult PD, I/DD, SMI members (ages 20-65) were reported to have had an ambulatory preventive care visit during the year. Rates for this subpopulation were higher than rates for all eligible KanCare members in CY2013 (95.6% for PD-I/DD-SMI adults, compared to 88.4% for all KanCare adult members); in CY2014 (95.2% for PD-I/DD-SMI, compared to 87.5% for all KanCare adult members); and in CY2015 (94.9% for PD-I/DD-SMI, compared to 87.1% for all KanCare adult members).
- **Breast Cancer Screening** (P4P 2014-2015) *(CMS 2017 Core Adult Health Care Quality Measure)*
  The breast cancer screening HEDIS measure has eligibility criteria that are multi-year. The numerators for CY2014 and CY2015 include two years of data for members (PD, I/DD, and SMI women ages 52-74) who had mammograms. The numerator for CY2013 includes only one year of data due to 2013 being the first year the MCOs began providing services in Kansas. Due to the multi-year HEDIS criteria, data for 2015 were the first HEDIS data reported by the three MCOs. The breast cancer screening rate reported for the CY2015 PD, I/DD, SMI population (50.5%) was higher than the aggregated CY2015 HEDIS rate for the eligible KanCare population (45.0%; <10th QC percentile).
- **Cervical Cancer Screening** (P4P 2014-2015) *(CMS 2017 Core Adult Health Care Quality Measure)*
  The cervical cancer screening measure, as with the breast cancer screening measure, is a multi-year measure. The cervical cancer screening rate reported for the CY2015 PD, I/DD, SMI population (52.1%) was higher than the aggregated CY2015 HEDIS rate for the eligible KanCare population (46.9%).
- **Comprehensive Diabetes Care** (P4P 2014-2015)
  The five HEDIS diabetes measures that are P4P for the general KanCare adult population are also P4P measures for KanCare adult members who have an SMI or are receiving I/DD or PD waiver services.

- **HbA1c testing** - *(CMS 2017 Core Adult Health Care Quality Measure)* Rates for PD-I/DD-SMI members were higher than rates for all eligible KanCare members in CY2015 (87.6% for PD-I/DD-SMI, compared to 84.9% for all KanCare adult members), in CY2014 (86.5% for PD-I/DD-SMI, compared to 84.8% for all KanCare adult members), and CY2013 (84.4% for PD-I/DD-SMI adults, compared to 83.1% for all KanCare adult members).
- **HbA1c control <8.0%** - Rates for HbA1c testing for PD, I/DD, and SMI with diabetes were higher in in CY2015 (87.6%), CY2014 (86.5%), and CY2013 (84.4%) than for all eligible KanCare members in CY2015 (84.9%, CY2014 (84.8%), and CY2013 (83.1%).
- **Eye exam (retinal)** - Rates for PD-I/DD-SMI members were higher in CY2015 (66.5%) than in CY2014 (63.7%) and CY2013 (58.7%). Rates for PD-I/DD-SMI members were also higher each year than rates for all eligible KanCare members in CY2015 (62.5%), in CY2014 (58.6%), and in CY2013 (50.1%).
- **Medical attention for nephropathy** – Rates for the PD-I/DD-SMI population and for all eligible KanCare members greatly increased in CY2015 compared to the two previous years. The CY2015 rate for the PD-I/DD-SMI population (90.8%) was 20.7% higher than in CY2014 (75.2%), and was higher than the rate for all eligible KanCare members (89.2%).
- **Blood pressure control <140/90** - The CY2015 rate for PD-I/DD-SMI members (60.2%) was 18% higher than in CY2014 (51.0%) and higher than the rate for all eligible KanCare members (58.8%). In CY2014 and CY2013, the blood pressure control rates for PD-I/DD-SMI members were lower than rates for all eligible KanCare members in CY2014 (51.0% for PD-I/DD-SMI; 52.9% for all KanCare adult members) and in CY2013 (54.0% for PD-I/DD-SMI adults; 54.4% for all KanCare adult members).

(5) Home and Community Based Services (HCBS) Waiver Services

The populations for the following performance measures are members who are receiving HCBS services (includes I/DD, PD, FE, TBI, TA, SED, Autism, and MFP).

The number and percent of KanCare members receiving PD or TBI waiver services who are eligible for the WORK program who have increased competitive employment (P4P 2014-2015)

This measure compares the number of members receiving PD or TBI waiver services who are enrolled in the Work Opportunities Reward Kansans (WORK) program. The WORK program provides personal services and other services to assist employed persons with disabilities (including PD, TBI, and I/DD). For the P4P measure, progress is measured based on enrollment as of April each year (after MCO open enrollment is completed) compared to enrollment as of December. In assessing progress, exceptions are allowed for members who have moved out of state, who age out of the program, who are hospitalized or deceased during the year, or graduated to full-time employment.

In April 2014, there were 143 PD Waiver members and 16 TBI Waiver members participating in the WORK program. During the year, 10 additional members participated (nine additional PD and one additional TBI). In April 2015, there were 72 PD Waiver members and 15 TBI Waiver members participating in the WORK program. During the year, one additional TBI member participated in the program.

Number and percent of waiver participants whose service plans address their assessed needs and capabilities as indicated in the assessment

The denominator for this measure is the number of waiver participants whose service plans were reviewed, and the numerator is the number of waiver participants whose service plans address their assessed needs and capabilities as indicated in the assessment. Percentages reported by KDADS are summarized in Table 18.

Table 18. Percent of HCBS Waiver Participants Whose Service Plans Address Their Assessed Needs and Capabilities, CY2013 - CY2015

Waiver	CY2013	CY2014	CY2015
Intellectual/Developmental Disability (I/DD)	99%	78%	48%
Physical Disability (PD)	86%	87%	59%
Frail Elderly (FE)	87%	86%	61%
Traumatic Brain Injury (TBI)	72%	73%	45%
Technical Assistance (TA)	96%	96%	59%
Serious Emotional Disturbance (SED)	92%	90%	97%
Autism	59%	68%	46%

These data are gathered through MCO record review by KDADS quality staff, and compliance percentages vary by waiver. As shown in Table 18, only the SED waiver service plans had consistently improving documentation of members' assessed needs and capabilities over the three-year period. As part of remediation efforts, KDADS is currently in the process of performing a gap analysis on current plans of care, identifying the gaps versus federal rule requirement, and will be developing policy by August 2017 to provide clear direction on the plan of care development process.

Number and percent of waiver participants who received services in the type, scope, amount, duration, and frequency specified in the service plan

The denominator for this measure is the number of waiver participants whose service plans were reviewed, and the numerator is the number of waiver participants who received services in the type, scope, amount, duration, and frequency specified in the service plan. Percentages reported by KDADS are summarized in Table 19.

Table 19. Percent of HCBS Waiver Participants who Received Services in the Type, Scope, Amount, Duration, and Frequency Specified in Their Service Plan, CY2013 - CY2015

Waiver	CY2013	CY2014	CY2015
Intellectual/Developmental Disability (I/DD)	98%	92%	68%
Physical Disability (PD)	85%	95%	72%
Frail Elderly (FE)	87%	92%	72%
Traumatic Brain Injury (FE)	70%	87%	56%
Technical Assistance (TA)	100%	98%	74%
Serious Emotional Disturbance (SED)	13%	93%	98%
Autism	50%	86%	49%

These data are gathered through MCO record review by KDADS quality staff, and compliance percentages vary by waiver. As shown in Table 19, SED waiver service plans had the most complete documentation of services received, as identified in member service plans. As part of remediation efforts in 2017, KDADS has drafted clear guidance to all three MCOs to ensure that all required service plan information and signatures/dates are clearly documented on each participant's plan of care to

render it valid for quality review in terms of type, scope, amount, duration, and frequency specified in the service plan.

(6) Long-Term Care: Nursing Facilities

Percentage of Medicaid Nursing Facility (NF) claims denied by the MCO (P4P 2014)
The denominator for this measure is the number of NF claims, and the numerator is the number of these claims that were denied in the calendar year (see Table 20). Due to claims lag, data for 2016 will be reported in the 2017 annual report.

Table 20. Nursing Facility Claims Denials, CY2012 - CY2015

	CY2012	CY2013	CY2014	CY2015
Total number of nursing facility claims	555,652	337,767	368,242	361,293
Number of nursing facility claims denied	63,976	45,475	38,339	47,645
Percent of nursing facility claims denied	11.5%	13.5%	10.4%	13.2%

The percentage of NF claims that were denied increased from 11.5% in CY2012 (pre-KanCare) to 13.5% in CY2013, and then decreased to 10.4% in CY2014. The denial rate in CY2015 (13.2%) was comparable to CY2013.

Percentage of NF members who had a fall with a major injury (P4P 2014-2015)
The denominator for this measure is the number of NF members in KanCare, and the numerator is the number of these members that had falls that resulted in a major injury during the year (see Table 21). Data for CY2016 include only the first three quarters due to the time lag for submitting and processing claims.

Table 21. Nursing Facility Major Injury Falls, CY2012 - CY2016

	CY2012	CY2013	CY2014	CY2015	CY2016 Q1-Q3
Nursing facility KanCare members	46,794	46,114	43,589	42,301	32,218
Number of nursing facility major injury falls	288	246	232	236	183
Percent of nursing facility Kancare members with major injury falls	0.62%	0.53%	0.53%	0.56%	0.57%

The percentage of NF Medicaid members who had falls with major injuries decreased from 0.62% in CY2012 (pre-KanCare) to 0.53% in CY2013 and CY2014. There were 42 fewer falls in CY2013 than in CY2012, and 46 fewer falls in CY2014 than in CY2012. In CY2015, the fall percentage increased slightly to 0.56% and during the first three quarters of CY2016, the rate was 0.57%. As many of the nursing facilities have members from more than one MCO, MCOs have been encouraged by the State to work together and with State agencies to ensure nursing facilities throughout Kansas are continuing to implement fall prevention practices.

Percentage of members discharged from a NF who had a hospital admission within 30 days (P4P 2014-2015)
The denominator for this measure is the number KanCare members discharged from a NF. The numerator is the number of these members who had hospital admissions within 30 days of being discharged from the NF (see Table 22).

The percentage of NF Medicaid members who were readmitted to a hospital after being discharged from an NF increased from 7.18% in CY2012 (pre-KanCare) to 11.98% in CY2013 and increased again in CY2014 to 12.70%. In CY2015, the percentage decreased to 12.04%, and, during the first two quarters of CY2016, the percentage increased to 13.60%. Data for CY2016 are limited to the first six months of the year due to the time lag for submitting and processing claims; the annual percentage for CY2016 will be reported in next year's KanCare Evaluation Annual Report. (Based upon the EQRO validation process, the numerator and denominator for calendar years 2013 and 2014 have been updated.)

Table 22. Hospital Admissions After Nursing Facility Discharge, CY2012 - CY2016

	CY2012	CY2013	CY2014	CY2015	CY2016 Q1-Q2
Number of nursing facility discharges	2,130	2,052	2,268	2,210	985
Number of hospital admissions after nursing facility discharge	153	250	288	266	134
Percent of hospital admissions after nursing facility discharge	7.18%	11.98%	12.70%	12.04%	13.60%

Number of Person Centered Care Homes as recognized by the PEAK program (Promoting Excellent Alternatives in Kansas) in the MCO network (P4P 2014)

PEAK program data are used to identify nursing facilities designated as Person-Centered Care Homes, along with MCO provider files to verify inclusion in the network. PEAK program data are reported on a fiscal year basis, based on the State fiscal year that begins July 1.

- By the end of FY2013 (June 2013) there were eight nursing facilities recognized as PEAK: five Level 5 homes, one Level 4 home, and two Level 3 homes.
- By the end of FY2014 (June 2014), there were nine nursing facilities recognized as PEAK: six Level 5 homes, one Level 4 home, and two Level 3 homes.
- By the end of FY2015 (June 2015), there were 10 nursing facilities recognized as PEAK: four Level 5 homes, three Level 4 homes, and three Level 3 homes.
- By the end of FY2016 (June 2016), there were 15 nursing facilities recognized as PEAK: four Level 5 homes, five Level 4 homes, and six Level 3 home.

(7) Member Survey – Quality

CAHPS Survey

CAHPS questions related to quality of care include the following questions focused on patient perceptions of provider treatment. Four of the questions are "rating" questions where survey respondents were asked to rate their (or their child's) personal doctor, health care, health plan, and the specialist seen most frequently. Rating was based on a scale from zero to 10, with 10 being the "best possible" and zero the "worst possible." Positive response for these rating questions below follow the NCQA standard of combining results for selections of "9" or "10," and then weighted by MCO population for aggregating the results. Results for the ratings questions and two additional questions are provided in Table 23.

Table 23. Member Survey (CAHPS) - Quality of Care Questions, 2014 - 2016							
Question	Pop	Weighted % Positive Responses			QC 50th Percentile		
		2016	2015	2014	2016	2015	2014
Using any number from 0 to 10, where 0 is the worst score possible and 10 is the best score possible:							
What number would you use to rate all your (your child's) health care in the last 6 months? (Rating 9 or 10)	Adult	**53.9%**	50.9%	52.8%	↑	↓	↑
	GC	**70.7%**	68.9%	68.6%	↑	↑	↑
	CCC	**66.2%**	64.8%	65.2%	↑	↑	↑
What number would you use to rate your (your child's) personal doctor? (Rating 9 or 10)	Adult	**67.5%**	67.4%	64.4%	↑	↑	↑
	GC	**75.9%**	72.5%	73.4%	↑	↓	↓
	CCC	**74.3%**	72.9%	71.8%	↓	↓	↓
We want to know your rating of the specialist you (your child) saw most often in the last 6 months. What number would you use to rate that specialist? (Rating 9 or 10)	Adult	**66.5%**	66.1%	64.8%	↑	↑	↓
	GC	**70.1%**	69.3%	69.6%	↑	↓	↓
	CCC	**73.0%**	67.8%	68.5%	↑	↓	↓
What number would you use to rate your (your child's) health plan? (Rating 9 or 10)	Adult	**60.9%**	57.6%	54.6%	↑	↓	↓
	GC	**73.8%**	72.1%	71.0%	↑	↑	↑
	CCC	**67.4%**	66.8%	63.3%	↑	↑	↓
In the last 6 months, how often did your (your child's) personal doctor show respect for what you had to say?	Adult	**93.4%**	92.5%	91.9%	↑	↑	↑
	GC	**96.0%**	96.0%	96.7%	↑	↑	↑
	CCC	**95.3%**	95.8%	94.4%	↓	↑	↓
In the last 6 months, how often did your (your child's) personal doctor spend enough time with you (your child)?	Adult	**89.7%**	89.4%	89.0%	↑	↑	↑
	GC	**91.0%**	89.7%	90.4%	↑	↑	↑
	CCC	**91.2%**	91.3%	90.6%	↓	↓	↓

- **Rating of health care**
  In CY2016, 53.9% of adult survey respondents rated their health care as 9 or 10, up from 50.9% in CY2015 and 52.8% in CY2014. The adult survey respondent ratings were below the QC 50th percentile for AGP and UHC and above the QC 50th percentile for SSHP. Child survey ratings in CY2016 (GC – 70.7%, >66.67th QC percentile; CCC – 66.2%, >50th QC percentile) were higher than CY2015 rates (GC – 68.9%; CCC – 64.8%), which were comparable to CY2014.
- **Rating of personal doctor**
  Adult ratings of members' personal doctors as a 9 or 10 were comparable in CY2016 (67.5%) and CY2015 (67.4%); the pre-KanCare CY2012 rate was 66.7%. The adult rating remained above the QC 66.67th percentile in CY2016. Child survey results had higher positive ratings than the adult population (GC: CY2016 - 75.9%, CY2015 – 72.5%, CY2014 – 73.4%; CCC: CY2016 – 74.3%, CY2015-72.9%, CY2014 – 71.8%); however, the CY2015 GC rating was above the QC 50th percentile and the CY2015 CCC rate was below the QC 50th percentile.
- **Rating of health plan**
  The weighted aggregate adult ratings of their health plan as a 9 or 10 increased from 54.6% in CY2014 to 57.6% in CY2015 to 60.9% in CY2016 (>66.67th QC percentile). The aggregate GC survey results continued to improve in CY2016 (73.8%; >66.67th QC percentile) compared to CY2015

(72.1%), CY2014 (71.0%), and CY2012 (65.9%). The CY2016 CCC positive rating of their health plan increased from 66.8% in CY2015 to 67.4% in CY2016 and was above the QC 66.67th percentile.

- **Rating of specialist seen most often**
  The weighted aggregate adult survey rating of specialists was comparable in CY2014 through CY2016 (64.8% - 66.5%). The GC positive rating was also comparable across years (68.4% - 70.1%). The CCC CY2016 positive rating (73.0%) increased from CY2015 (67.8%) and CY2014 (68.5%). All survey populations' positive ratings were above the QC 50th percentile in CY2016.
- **Doctor respected member's comments.**
  Over 93% of survey respondents in CY2016 indicated their personal doctor showed respect for what they had to say. Weighted aggregate adult results in CY2016 (93.4%) were slightly higher than in CY2015 (92.5%), CY2014 (91.9%), and CY2012 (83.7%); the CY2016 adult results remained above the QC 50th percentile. The GC results were comparable in CY2014 through CY2016 (CY2016 -96.0%; CY2015 -96.0%; CY2014 -96.7%) and remained higher than CY2012 (91.8%). The CCC results were comparable across years (CY2016 - 95.3%; CY2015 - 95.8%; CY2014 – 94.4%).
- **Doctor spent enough time with the member.**
  The weighted aggregate results for all populations were comparable across years (Adult: – 89.0% - 89.7%; GC: 89.7% -91.0%; CCC: 90.6% – 91.3%).

Mental Health Survey

Member perceptions of MH provider treatment are based on responses to MH surveys conducted in 2016 of a random sample of KanCare members who had received one or more MH services in the prior six-month period. The Mental Health Statistics Improvement Program (MHSIP) Youth Services Survey, Youth Services Survey for Families, and Adult Consumer Survey tools, as modified by KFMC over the past six years, were used for this project.

Questions were the same in 2011 through 2016, with the exception of a question added in CY2013 on whether medication was available timely and three questions added in CY2015 on smoking cessation (adults only). In 2016, at the request of the State, KFMC added three questions to the youth survey related to whether the parent/guardian feels the child's mental health provider believes the child can grow, change, and recover; talks to them in an encouraging way; and encourages the child's growth and success. Also, "mental health provider" was added to the professionals listed for asking whether the parent/guardian was informed of what side effects to watch for when the member takes medication for emotional/behavioral problems.

In CY2016, the survey was mailed to 10,196 KanCare members (not stratified by MCO) and the following were completed: 301 General Adult, 338 General Youth, 309 SED Waiver Youth, and 23 SED Waiver young adult surveys. Results were also stratified by whether the member completed the survey or whether a family member/guardian completed the survey for a child (age <18).

For most of the questions, responses were generally positive and did not change significantly from pre-KanCare (CY2011 and CY2012) to KanCare (CY2013 to CY2016).

Table 24 shows rates of positive responses for questions related to quality of care. (See Table 31 for questions related to coordination of care, Table 41 for questions related to access to care, and Table 49 for an efficiency-related question.)

Table 24. Mental Health Survey - Quality-Related Questions

Item	Year	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
If I had other choices, I would still get services from my mental health providers.	**General Adult (Age 18+)**						
	2016	**85.0%**	**246 / 289**	**80.4% – 88.7%**		.25	.94
	2015	88.4%	336 / 380	84.8% – 91.3%	.20		
	2014	89.4%	720 / 805	87.1% – 91.4%	.05		
	2013	88.3%	911/1,034	86.2% – 90.1%	.13		
	2012	84.4%	232 / 275	79.6% – 88.2%	.83		
	2011	88.3%	263 / 298	84.1% – 91.5%	.25		
I felt comfortable asking questions about my treatment and medication.	**General Adult (Age 18+)**						
	2016	**85.9%**	**245 / 285**	**81.3% – 89.5%**		.24	.29
	2015	94.5%	358 / 379	91.7% – 96.4%	**<.001 -**		
	2014	90.7%	733 / 808	88.5% – 92.5%	**.02 -**		
	2013	91.1%	959/1,052	89.2% – 92.7%	**<.01 -**		
	2012	87.5%	244 / 279	83.0% – 90.9%	.59		
	2011	93.6%	278 / 297	90.2% – 95.9%	**<.01 -**		
I have people I am comfortable talking with about my child's problems.	**General Youth (Ages 0-17), Family Responding**						
	2016	**91.5%**	**289 / 316**	**87.9% – 94.2%**		.89	.47
	2015	92.5%	300 / 324	89.0% – 94.9%	.66		
	2014	90.4%	688 / 761	88.1% – 92.3%	.57		
	2013	91.6%	871 / 954	89.7% – 93.2%	.95		
	2012	93.1%	244 / 262	89.3% – 95.7%	.47		
	2011	92.6%	301 / 325	89.2% – 95.0%	.61		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**89.9%**	**289 / 322**	**86.1% – 92.8%**		.84	.89
	2015	87.7%	288 / 328	83.7% – 90.9%	.39		
	2014	88.0%	366 / 417	84.5% – 90.8%	.43		
	2013	89.1%	423 / 475	85.9% – 91.6%	.71		
	2012	87.5%	281 / 321	83.4% – 90.7%	.34		
	2011	89.4%	254 / 284	85.3% – 92.5%	.85		
As a result of services I received, I am better able to deal with crisis.	**General Adult (Age 18+)**						
	2016	**69.2%**	**192 / 277**	**63.6% – 74.4%**		**<.01↓**	.12
	2015	79.3%	279 / 352	74.8% – 83.3%	**<.01 -**		
	2014	78.7%	602 / 765	75.7% – 81.5%	**<.01 -**		
	2013	79.1%	780 / 987	76.4% – 81.5%	**<.001 -**		
	2012	71.4%	182 / 255	65.5% – 76.6%	.59		
	2011	80.4%	221 / 275	75.2% – 84.6%	**<.01 -**		
My mental health providers helped me obtain information I needed so that I could take charge of managing my illness.	**General Adult (Age 18+)**						
	2016	**82.7%**	**230 / 278**	**77.8% – 86.7%**		.06	.20
	2015	86.3%	315 / 365	82.4% – 89.5%	.20		
	2014	86.8%	675 / 778	84.2% – 89.0%	.09		
	2013	87.6%	891/1,020	85.4% – 89.4%	**.03 -**		
	2012	81.6%	213 / 261	76.4% – 85.9%	.75		
	2011	89.3%	258 / 289	85.1% – 92.4%	**.02 -**		

Table 24. Mental Health Survey - Quality-Related Questions (Continued)

Item	Year	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
As a result of services I received, I am better able to control my life.	**General Adult (Age 18+)**						
	2016	**74.8%**	**213 / 284**	**69.4% – 79.5%**		**.02↓**	.11
	2015	83.8%	309 / 369	79.7% – 87.2%	**<.01 -**		
	2014	84.9%	669 / 788	82.2% – 87.2%	**<.001 -**		
	2013	83.0%	851/1,025	80.6% – 85.2%	**<.01 -**		
	2012	76.4%	204 / 267	70.9% – 81.1%	.66		
	2011	86.5%	250 / 289	82.1% – 90.0%	**<.001 -**		
As a result of services I received, I am better at handling daily life.	**General Youth (Ages 12-17), Youth Responding**						
	2016	**85.3%**	**131 / 154**	**78.8% – 90.1%**		.29	.93
	2015	87.0%	127 / 146	80.5% – 91.6%	.67		
	2014	86.0%	260 / 302	81.6% – 89.5%	.84		
	2013	88.6%	450 / 510	85.3% – 91.2%	.28		
	2012	88.8%	87 / 98	80.8% – 93.8%	.43		
	2011	83.1%	108 / 130	75.6% – 88.6%	.61		
	SED Waiver Youth (Ages 12-17), Youth Responding						
	2016	**85.9%**	**140 / 163**	**79.7% – 90.5%**		.13	.83
	2015	83.0%	124 / 149	76.1% – 88.2%	.48		
	2014	84.1%	158 / 187	78.1% – 88.7%	.63		
	2013	79.6%	176 / 221	73.8% – 84.3%	.11		
	2012	82.4%	112 / 136	75.0% – 87.9%	.40		
	2011	90.1%	109 / 121	83.3% – 94.4%	.29		
As a result of services my child and /or family received, my child is better at handling daily life.	**General Youth (Ages 0-17), Family Responding**						
	2016	**77.8%**	**252 / 324**	**72.9% – 82.0%**		.17	.54
	2015	82.0%	265 / 323	77.4% – 85.8%	.18		
	2014	79.6%	606 / 764	76.6% – 82.3%	.50		
	2013	82.1%	772 / 948	79.5% – 84.4%	.09		
	2012	81.0%	205 / 253	75.7% – 85.4%	.34		
	2011	79.4%	258 / 325	74.6% – 83.4%	.61		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**75.9%**	**243 / 323**	**70.9% – 80.2%**		.81	.14
	2015	71.5%	233 / 326	66.4% – 76.1%	.21		
	2014	72.0%	297 / 407	67.4% – 76.1%	.24		
	2013	74.4%	355 / 477	70.3% – 78.1%	.64		
	2012	75.6%	241 / 319	70.6% – 80.0%	.93		
	2011	79.2%	227 / 286	74.2% – 83.5%	.32		
As a result of services I received, I am better able to do things that I want to do.	**General Adult (Age 18+)**						
	2016	**69.3%**	**195 / 280**	**63.6% – 74.4%**		**.04↓**	**.03↓**
	2015	78.9%	290 / 368	74.4% – 82.8%	**<.01 -**		
	2014	74.3%	581 / 782	71.1% – 77.3%	.10		
	2013	77.7%	786/1,012	75.0% – 80.2%	**<.01 -**		
	2012	70.1%	185 / 264	64.3% – 75.3%	.84		
	2011	82.4%	238 / 289	77.5% – 86.3%	**<.001 -**		
As a result of the services my child and/or family (I) received, my child is (I am) better able to do things he or she wants (I want) to do.	**General Youth (Ages 0-17), Family Responding**						
	2016	**80.7%**	**255 / 317**	**76.0% – 84.7%**		.26	.14
	2015	84.5%	268 / 317	80.1% – 88.1%	.20		
	2014	80.7%	606 / 751	77.8% – 83.4%	.99		
	2013	84.3%	780 / 930	81.8% – 86.5%	.14		
	2012	85.0%	215 / 253	80.0% – 88.9%	.18		
	2011	84.1%	264 / 314	79.6% – 87.7%	.27		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**73.5%**	**231 / 316**	**68.3% – 78.1%**		.79	.26
	2015	69.9%	227 / 324	64.7% – 74.7%	.32		
	2014	71.1%	290 / 405	66.6% – 75.3%	.49		
	2013	73.5%	349 / 475	69.4% – 77.3%	.98		
	2012	72.3%	229 / 317	67.1% – 76.9%	.74		
	2011	76.5%	210 / 275	71.1% – 81.1%	.40		

Table 24. Mental Health Survey - Quality-Related Questions (Continued)

Item	Year	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
I, not my mental health providers, decided my treatment goals.	**General Adult (Age 18+)**						
	2016	**78.6%**	**219 / 278**	**73.4% – 83.0%**		.77	.76
	2015	85.1%	303 / 356	81.1% – 88.5%	**.03 -**		
	2014	84.0%	655 / 780	81.3% – 86.5%	**.04 -**		
	2013	81.8%	809 / 989	79.3% – 84.1%	.22		
	2012	77.0%	198 / 257	71.5% – 81.8%	.67		
	2011	83.7%	237 / 283	79.0% – 87.6%	.12		
I helped to choose my treatment goals.	**General Youth (Ages 12-17), Youth Responding**						
	2016	**84.6%**	**128 / 151**	**77.9% – 89.5%**		.38	.96
	2015	91.0%	127 / 140	84.9% – 94.8%	.10		
	2014	84.1%	255 / 302	79.5% – 87.8%	.89		
	2013	88.8%	448 / 509	85.6% – 91.4%	.17		
	2012	81.6%	80 / 98	72.7% – 88.1%	.54		
	2011	86.8%	112 / 129	79.8% – 91.7%	.60		
	SED Waiver Youth (Ages 12-17), Youth Responding						
	2016	**86.8%**	**140 / 161**	**80.6% – 91.2%**		.07	**.02↑**
	2015	92.3%	135 / 146	86.7% – 95.7%	.12		
	2014	86.9%	169 / 194	81.4% – 91.0%	.97		
	2013	82.2%	183 / 222	76.7% – 86.7%	.23		
	2012	81.3%	109 / 134	73.9% – 87.1%	.20		
	2011	83.5%	101 / 121	75.8% – 89.1%	.44		
I helped to choose my child's treatment goals. (I, not my mental health providers, decided my treatment goals.)	**General Youth (Ages 0-17), Family Responding**						
	2016	**92.5%**	**288 / 311**	**89.0% – 95.0%**		.17	.21
	2015	92.7%	289 / 312	89.2% – 95.1%	.92		
	2014	92.2%	689 / 750	90.0% – 93.9%	.87		
	2013	90.5%	847 / 937	88.4% – 92.2%	.29		
	2012	91.6%	229 / 250	87.4% – 94.5%	.70		
	2011	90.7%	294 / 324	87.1% – 93.5%	.43		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**94.3%**	**301 / 318**	**91.2% – 96.4%**		.45	.78
	2015	95.0%	310 / 327	92.1% – 97.0%	.69		
	2014	95.8%	395 / 412	93.3% – 97.4%	.37		
	2013	93.1%	451 / 483	90.5% – 95.1%	.49		
	2012	96.1%	303 / 315	93.3% – 97.8%	.28		
	2011	93.8%	264 / 281	90.2% – 96.1%	.77		

Table 24. Mental Health Survey - Quality-Related Questions (Continued)

Item	Year	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
My (my child's) mental health providers spoke with me in a way that I understood.	**General Adult (Age 18+)**						
	2016	**90.0%**	**266 / 295**	**86.0% – 92.9%**		.07	.60
	2015	**95.3%**	368 / 386	92.7% – 97.1%	**<.01 -**		
	2014	**93.6%**	765 / 817	91.7% – 95.1%	**.04 -**		
	2013	**94.3%**	1,002/1,063	92.8% – 95.6%	**<.01 -**		
	2012	91.5%	257 / 281	87.6% – 94.2%	.54		
	2011	93.4%	282 / 302	89.9% – 95.7%	.13		
	General Youth (Ages 12-17), Youth Responding						
	2016	**94.4%**	**148 / 157**	**89.5% – 97.2%**		.18	.06
	2015	93.9%	137 / 146	88.6% – 96.9%	.86		
	2014	95.5%	290 / 303	92.5% – 97.4%	.60		
	2013	96.3%	495 / 515	94.2% – 97.7%	.29		
	2012	98.0%	97 / 99	92.5% – 99.9%	.16*		
	2011	97.0%	131 / 135	92.4% – 99.1%	.27		
	SED Waiver Youth (Ages 12-17), Youth Responding						
	2016	**95.5%**	**158 / 165**	**91.0% – 97.9%**		.31	**.02↑**
	2015	97.4%	147 / 151	93.3% – 99.2%	.36		
	2014	96.9%	183 / 189	93.2% – 98.7%	.49		
	2013	93.8%	213 / 227	89.8% – 96.3%	.46		
	2012	92.0%	126 / 137	86.1% – 95.6%	.20		
	2011	92.1%	116 / 126	85.9% – 95.8%	.22		
	General Youth (Ages 0-17), Family Responding						
	2016	**97.5%**	**323 / 331**	**95.1% – 98.8%**		.46	.30
	2015	98.8%	324 / 328	96.9% – 99.7%	.19		
	2014	97.5%	766 / 786	96.1% – 98.4%	.96		
	2013	97.3%	950 / 981	96.1% – 98.2%	.89		
	2012	97.8%	262 / 268	95.1% – 99.1%	.81		
	2011	96.7%	327 / 338	94.2% – 98.2%	.58		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**98.0%**	**324 / 331**	**95.8% – 99.1%**		.60	.43
	2015	97.9%	329 / 336	95.7% – 99.1%	.94		
	2014	98.2%	414 / 422	96.4% – 99.2%	.85		
	2013	97.4%	476 / 488	95.5% – 98.5%	.58		
	2012	97.8%	314 / 321	95.5% – 99.0%	.87		
	2011	97.2%	278 / 286	94.4% – 98.6%	.49		

The quality-related questions in Table 24 focus on the following:

- **Better control of daily life due to services provided.**
  - For the General Adult population, there was a significant decrease in positive responses in 2016 (74.8%) compared to 2015 (83.8%; $p<.01$), compared to 2014 (84.9%; $p<.001$), and compared to 2013 (83.0%; $p<.01$). The 2016 rate was the lowest rate in the six-year period. There was a statistically significant negative trend from 2013 to 2016 ($p=.02$).
  - For SED Waiver youth and young adults, there was an increase from 71.5% in 2015 to 75.9% in 2016.
  - Rates for SED Waiver youth (ages 12-17, youth responding) increased from 83.0% in 2015 to 85.9% in 2016.
  - Rates for General Youth (ages 12-17, youth responding) decreased from 87.0% in 2015 to 85.3% in 2016.

  - For General Youth (family responding), rates ranged from 77.8% in 2016 to 82.1% in 2013.
- **Member choice of treatment goals.**
  - In 2016, the percentage of members who indicated they had a choice of treatment goals ranged from 78.6% (General Adult) to 94.3% (SED Waiver youth and young adults).
  - For General Youth (family responding) and SED Waiver youth and young adults (family/member responding) rates have been above 90% each year from 2011 to 2016. General Youth rates ranged from 90.5% to 92.7%; SED Waiver youth and young adult rates ranged from 93.1% to 96.1%.
  - For the General Adult population, there was a significant decrease in positive responses in 2016 (78.6%) compared to 2015 (85.1%; p=.03) and compared to 2014 (84.0%; p=.04).
  - For General Youth (ages 12-17, youth responding), there was a decrease from 91.0% in 2015 to 84.6% in 2016.
  - For SED Waiver youth (ages 12-17, youth responding), positive response percentages decreased in 2016 to 86.8% from 92.3% in 2015 and were comparable to the 2014 rate of 86.9%. From 2011 to 2016, there was a statistically significant positive trend (2011 – 83.5%; 2012 – 81.3%; 2013 – 82.2%; 2014 – 86.9%; 2015 – 92.3%; 2016 – 86.8%; [p=.02]).
- **If given other choices, the member would still get services from their most recent mental health provider.**
  This question was asked of adults (non-SED Waiver). From CY2014 to CY2016 there was a decrease in positive response from 89.4% to 85.0%. From 2011 to 2016, rates ranged from 84.4% in 2012 to 89.4% in 2014.
- **Assistance in obtaining information to assist members in managing their health.**
  The 2016 rate for the General Adult population (82.7%) was lower than four of the five previous years, decreasing each year from 2013 (87.6%; p=.03) to 86.8% in 2014 to 86.3% in 2015.
- **Comfort in asking questions about treatment, medication, and/or children's problems.**
  - For the General Adult population, there was a significant decrease in positive responses in 2016 (85.9%) compared to 2015 (94.5%; p<.001), 2014 (90.7%; p=.02), 2013 (91.1%; p<.01), and 2011 (93.6%; p<.01).
  - Rates for General Youth (family responding) were above 90% each year from 2011 to 2016.
  - Rates for SED Waiver youth and young adults (family/member responding) were generally comparable over the six-year period, ranging from 87.5% in 2012 to 89.9% in 2016.
- **Better able to do things the member wants to do, as a direct result of services provided.**
  From 2011 to 2016, there was a significant downward trend in rates for the General Adult population, dropping from 82.4% in 2011 to 69.3% in 2016 (p=.03). Rates for SED Waiver youth/young adult were also relatively low, ranging from 69.9% in 2015 to 73.5% in 2013 and 2016. General Youth rates ranged from 80.7% in 2016 and 2014 to 85.0% in 2012.
- **Better ability to deal with crisis, as a direct result of services provided.**
  The rate in 2016 (69.2%) for the General Adult population was the lowest since 2011 (80.4%). Trend analysis showed a significant decrease in positive responses from 2013 to 2016 (p<.01). The 2016 rate was significantly lower than the rate in 2015 (79.3%; p<.01), 2014 (78.7%; p<.01), 2013 (79.1%; p<.001), and 2011 (80.4%; p<.01).
- **Understandable communication from provider with member**
  - Rates for all five survey populations in the six-year period were 90% or above.
  - For the General Adult population, there was a significant decrease in positive responses in 2016 (90.0%) compared to 2015 (95.3%; p<.01), compared to 2014 (93.6%; p=.04), and compared to 2013 (94.3%; p<.01).

- For the SED Waiver youth (ages 12-17, youth responding), rates were above 90% for the six-year period. The six-year positive trend from 2011 (92.1%) to 2016 (95.5%) was statistically significant (p=0.2).
- General Youth (ages 0-17 family responding) rates ranged from 96.7% to 98.8%. SED Waiver youth and young adults (family/member responding) rates ranged from 97.2% to 98.2%. General Youth (ages 12-17, youth responding) rates ranged from 93.9% to 98.0%.

SUD Consumer Survey

In 2011 and 2012, Value Options-Kansas (VO) conducted satisfaction surveys of members who accessed SUD treatment services. The survey consisted of 30 questions administered in 2012 by mail and through face-to-face interviews at provider locations. The VO survey was administered to 629 individuals, including Medicaid members and others receiving SUD services. Amerigroup, Sunflower, and UnitedHealthcare administered the survey to 342 in 2016 KanCare members, up from 193 in 2015 and 238 in 2014. The survey was a convenience survey administered in May through August through face-to-face interviews, mail, and follow-up phone calls. The demographics differed somewhat in that 43.9% of the 2014 survey respondents, 44.8% of 2015 respondents, and 42.1% of 2016 respondents were male compared to 61.6% for the 2012 VO survey. The average age for the 2016 survey was 33.9, compared to 32 in 2015, 33.7 in 2014, and 31.8 in 2012.

The 2012 results are reported for the SUD survey questions in this report; however, due to the difference in numbers of survey respondents and the additional non-Medicaid members surveyed in 2012, comparisons cannot be directly made with survey results in 2014 to 2016. SUD survey questions related to quality of care include the following summarized in Table 25:

Table 25. SUD Survey - Quality-Related Questions, CY2014 - CY2016

	CY2016	CY2015	CY2014
Overall, how would you rate the quality of service you have received from your counselor? (Percent of "Very good" or "Good" responses)	**93.3%**	**93.2%**	**94.3%**
How well does your counselor involve you in decisions about your care? (Percent of "Very good" or "Good" responses)	**92.6%**	**88.4%**	**92.0%**
Since beginning treatment, in general are you feeling much better, better, about the same, or worse? (Percent "Much better" or "Better" responses)	**88.9%**	**92.6%**	**87.1%**

- **Overall, how would you rate the quality of service you have received from your counselor?**
  In 2016, 93.3% of 327 members rated the quality of service as very good or good, comparable to 2015 (93.2%) and 2014 (94.3%), and to pre-KanCare (2012 - 95.3%).
- **How would you rate your counselor on involving you in decisions about your care?**
  In 2016, 92.6% of 324 members rated counselor involvement of members in decisions about their care as very good or good, which was higher than in 2015 (88.4%) and comparable to 2014 (92.0%). (2012 – 93.5%; 2011 – 96.7%).
- **Since beginning treatment, in general are you feeling much better, better, about the same, or worse?**
  In 2016, 88.9% of 323 members responded they were feeling much better or better since beginning

treatment, lower than in 2015 (92.6%) and slightly higher than in 2014 (87.1%). The percentage of members reporting they were feeling much better or better was much higher in 2012 (98.8%).

(8) Provider Survey

For provider surveys in 2014 and subsequent years in KanCare, the MCOs were directed to include three questions related to quality, timeliness, and access. These three questions and response options are to be worded identically on each of the MCOs' surveys to allow comparison and ability to better assess the overall program and trends over time.

Two of the MCOs, Sunflower and UnitedHealthcare, administer separate surveys to their BH providers. The MCOs were asked to include these three questions on their BH surveys as well. The UnitedHealthcare survey (conducted by Optum) included the three questions with wording for questions and response options as directed. Sunflower's BH survey (conducted by Cenpatico) included the questions and response options in 2015.

The surveys also differed in the numbers of survey responses. For the three questions reviewed in this report, in 2016 Amerigroup had 160 to 215 provider responses; Sunflower had 261 to 311 physical health provider responses and 167 to 172 BH survey responses; and UnitedHealthcare had only 71 to 72 physical health provider responses and 145 to 146 BH survey responses.

Unlike other sections of the KanCare Evaluation Report where data for the three MCOs are aggregated, data for the provider survey responses are reported separately by MCO. This is due in part to the separate surveying of BH providers and to the possibility that the same providers may have responded to two or three of the MCO surveys. The primary reason, however, is that the three questions are MCO-specific related to provider perceptions of each MCO's unique preauthorization processes, availability of specialists, and commitment to quality of care.

In this section, results are reported for the quality-related question. The provider survey results for the timeliness-related question are in Section 17, and results for the access-related question are in Section 23.

Providers were asked, "**Please rate your satisfaction with (MCO name's) demonstration of their commitment to high quality of care for their members."** Table26 provides the available survey results by individual MCO.

Amerigroup - Amerigroup conducts one survey for both physical health providers and BH providers. In 2016, Amerigroup received 215 completed surveys, approximately half as many as in 2015 (427) and fewer than in 2014 (283). In 2016, 60.9% of providers surveyed responded they were very or somewhat satisfied related to whether Amerigroup is committed to high quality of care for their members, slightly lower than in 2015 (62.8%), but much higher than in 2014 (50.9%). The percentage of providers responding "very dissatisfied" or "somewhat dissatisfied" with that statement was higher in 2016 (16.3%) than in 2015 (13.8%) and lower than in 2014 (18.8%).

Sunflower - Sunflower conducts a general survey of physical health providers and a separate survey by Cenpatico of BH providers.

- **Sunflower general provider survey** – In 2016, 50.8% of 311 providers responded they were very or somewhat satisfied, up from 47.1% in 2015 and much higher than in 2014 (37.5%). The percentage

responding they were very or somewhat dissatisfied decreased from 17.6% in 2014 to 11.9% in 2015, decreasing again in 2016 to 10.3%.

- **Sunflower (Cenpatico) BH provider survey -** This question was not asked in the 2014 BH survey. As directed by the State, this question was added to the 2015 survey. In 2015, 51.6% of 126 BH providers responded they were very or somewhat satisfied, and 7.2% were very or somewhat dissatisfied. Rates were comparable in 2016 – 48.8% of 172 BH providers responded they were very or somewhat satisfied, and 7.0% said they were very or somewhat dissatisfied.

Table 26. Provider Satisfaction with MCO'sCommitment to High Quality of Care for Their Members, CY2014 - CY2016

MCO	Very or Somewhat Satisfied			Neither Satisfied nor Dissatisfied			Very or Somewhat Dissatisfied			Total Responses*		
General Provider Surveys												
	2016	**2015**	**2014**	**2016**	**2015**	**2014**	**2016**	**2015**	**2014**	**2016**	**2015**	**2014**
Amerigroup	**60.9%**	62.8%	50.9%	**22.8%**	23.4%	30.4%	**16.3%**	13.8%	18.8%	**215**	427	283
Sunflower	**50.8%**	47.1%	37.5%	**38.9%**	41.0%	45.0%	**10.3%**	11.9%	17.6%	**311**	293	251
UnitedHealthcare	**40.3%**	44.7%	^	**44.4%**	40.8%	^	**15.3%**	14.5%	^	**72**	76	^
Behavioral Health Provider Surveys+												
	2016	**2015**	**2014**	**2016**	**2015**	**2014**	**2016**	**2015**	**2014**	**2016**	**2015**	**2014**
Cenpatico (SSHP)	**48.8%**	51.6%	**	**44.2%**	41.3%	**	**7.0%**	7.2%	**	**172**	126	**
Optum (UHC)	**55.9%**	59.4%	54.7%	**35.2%**	34.7%	36.9%	**9.0%**	5.9%	8.4%	**145**	101	84

*Providers may have responded to more than one MCO provider survey.
^UnitedHealthcare results for 2014 cannot be determined due to a typographical error in the survey instrument that included "Somewhat satisfied" twice and excluded "Somewhat dissatisfied."
+Amerigroup includes Behavioral Health Providers in their General Provider Survey
**Question was not asked in Cenpatico survey in 2014.

UnitedHealthcare – UHC conducts an annual survey of physical health providers and a separate BH provider survey through Optum.

- **UnitedHealthcare general provider survey** – As in the two previous years, UHC's 2016 survey had fewer than one-third of the provider responses as the other MCOs. Compared to AGP and SSHP, UHC had the lowest percentage of providers responding they were very or somewhat satisfied – 40.3% in 2016 (compared to 50.8% for SSHP and 60.9% for AGP) and lower than in 2015 (44.7%). The percentage responding they were very or somewhat dissatisfied increased slightly to 15.3% in 2016, compared to 14.5% in 2015. In 2014, UHC surveyed 66 providers, but, due to a typographical error in the survey instrument, the results cannot be compared.
  - Recommendation: In the 2014 UHC provider survey validation report, KFMC recommended UHC increase the number of providers surveyed. In 2015, the number of responses increased by only ten and decreased in 2016. KFMC recommends UHC consider other methods for surveying providers, including online options such as "Survey Monkey," and/or greatly increase the sample size to increase the number of providers surveyed.
- **UHC (Optum) BH provider survey –** In 2016, 55.9% of 145 BH providers responded they were very or somewhat satisfied, fairly comparable to 2015 (59.4%) and 2014 (54.7%). The percentage responding they were very or somewhat dissatisfied increased in 2016 to 9.0%, up from 5.9% in 2015 and 8.4% in 2014.

(9) Grievances – Reported Quarterly

Compare/track number of grievances related to quality over time, by population type.

Grievances are analyzed in the KanCare Evaluation Quarterly Reports. Each quarter since Q4 CY2013, these quarterly reports have been submitted by KDHE to CMS and are available on the KDHE KanCare website for public review.

(10) Other (Tentative) Studies (Specific studies to be determined)

The focus and topics for "other studies" will be determined based on review of the various program outcomes, planned preventive health projects, and value-added benefits provided by the MCOs. One of the studies underway that will be reported in the 2017 KanCare Evaluation Annual report is an evaluation of the impact of P4P on HEDIS measures in years when P4P is in effect and in the time period that follows.

Coordination of Care (and Integration)

Goals, Related Objectives, and Hypotheses for Coordination of Care subcategories:

- *Goal: Provide integration and coordination of care across the whole spectrum of health to include physical health, behavioral health, mental health, substance use disorders, and LTSS.*
- *Related Objectives:*
  - *Improve coordination and integration of physical healthcare with behavioral healthcare.*
  - *Support members successfully in their communities.*
- *Hypothesis:*
  - *The KanCare model will reduce the percentage of beneficiaries in institutional settings by providing additional HCBS and supports to beneficiaries that allow them to move out of an institutional setting when appropriate and desired.*

(11) Care Management for Members Receiving HCBS Services

The population for the following performance measures is members who are receiving HCBS waiver services, including Intellectual/Developmental Disability (I/DD), PD, TA, TBI, Autism, FE, and MFP.

The number and percent of KanCare member waiver participants with documented change in needs whose service plans were revised, as needed, to address the change

The denominator for this measure is the number of waiver participants whose service plans were reviewed, and the numerator is the number of waiver participants with documented change in needs whose service plans were revised, as needed, to address the change (see Table 27).

Table 27. Percent of HCBS Waiver Participants with Documented Change in Needs Whose Service Plans were Revised, as Needed, to Address the Change, CY2013 - CY2015

Waiver	CY2013	CY2014	CY2015
Intellectual/Developmental Disability (I/DD) Waiver	7%	23%	28%
Physical Disability (PD) Waiver	75%	39%	53%
Frail Elderly (FE) Waiver	78%	38%	54%
Traumatic Brain Injury (TBI) Waiver	53%	38%	38%
Technical Assistance (TA) Waiver	92%	42%	75%
Serious Emotional Disturbance (SED) Waiver	85%	86%	88%
Autism Waiver	45%	11%	11%

These data are gathered through MCO record review by KDADS quality staff, and compliance percentages vary by waiver. As shown in Table 27, documentation in service plans of changes in needs was highest in CY2013 to CY2015 for the SED waiver. As part of remediation efforts, KDADS is currently in the process of performing a gap analysis on current plans of care, identifying the gaps versus federal rule requirement, and will be developing policy by August 2017 to provide clear direction on the plan of care development process.

The number and percent of KanCare member waiver participants who had assessments completed by the MCO that included physical, behavioral, and functional components to determine the member's needs.

The denominator for this measure is the number and percent of waiver participants who had assessments, and the numerator is the number and percent of waiver participants who had assessments completed by the MCO that included physical, behavioral, and functional components to determine the member's needs (see Table 28).

These data are gathered through MCO record review by KDADS quality staff, and compliance percentages vary by waiver. As part of remediation efforts, KDADS is currently in the process of performing a gap analysis on current plans of care, identifying the gaps versus federal rule requirement, and will be developing policy by August 2017 to provide clear direction on the plan of care development process.

Table 28. Percent of Waiver Participants who had Assessments Completed by the MCO that Included Physical, Behavioral, and Functional Components to Determine the Member's Needs, CY2014 - CY2015

Waiver	CY2014	CY2015
Intellectual/Developmental Disability (I/DD) Waiver	78%	58%
Physical Disability (PD) Waiver	87%	66%
Frail Elderly (FE) Waiver	87%	70%
Traumatic Brain Injury (TBI) Waiver	71%	65%
Technical Assistance (TA) Waiver	95%	75%
Serious Emotional Disturbance (SED) Waiver	92%	54%
Autism Waiver	68%	48%

For the following HCBS HEDIS-like performance measures, members with dual eligibility, i.e., enrolled in both Medicare and Medicaid, are excluded because Medicaid is a secondary payer to Medicare; claims paid partially or entirely by Medicare are not always available to the MCOs at the time of analysis, which complicates interpretation and reporting of rates. These measures were P4P in 2014 and 2015; though no longer P4P, the State has directed the MCOs to continue to report these rates separately for the HCBS population to allow continued tracking of progress in improving these rates.

Table 29. HEDIS-Like Measures - HCBS Populations, CY2013 - CY2015			
	CY2015	CY2014	CY2013
Adults' access to preventive/ambulatory health services	94.0%	93.1%	92.0%
Annual Dental Visits	51.6%	49.0%	49.4%
Decrease in number of Emergency Department Visits* *(Visits/1000 member months)*	79.64	78.06	77.58
* The goal for this measure is to decrease the rate.			

Increased preventive care – Increase in the number of primary care visits (P4P 2014-2015)
This measure is based on the HEDIS "AAP" measure, but includes only HCBS members who were not dual-eligible.
Population: HCBS
Analysis: Annual comparison to baseline, trending over time
The percentage of HCBS members who had an annual preventive health visit increased from 92.0% in CY2013 to 93.1% in CY2014 and to 94.0% in CY2015. The rates for the HCBS member subpopulation were 4% to 8% higher than the rates for all KanCare adult members in all three years (88.4% in CY2013, 87.5% in CY2014, and 87.1% in CY2015).

Increase in Annual Dental Visits (P4P 2014-2015)
This measure is based on the HEDIS "ADV" measure, but includes only HCBS members who were not dual-eligible.
Population: HCBS (ages 2-21)
Analysis: Annual comparison to 2013 baseline, trending over time
The percentage of HCBS members who had an annual dental visit was higher in CY2015 (51.6%) compared to CY2014 (49.0%) and CY2013 (49.4%). The annual dentist visit rates for HCBS members were 15% to 18% lower than the HEDIS rates for the overall KanCare population in each of the three years – CY2015 (60.9%), CY2014 (60.0%) and (CY2013 (60.3%).

Decrease in number of Emergency Department Visits (P4P 2014-2015)
This measure is based on the HEDIS "Ambulatory Care – Emergency Department Visits (AMB)" measure. As per HEDIS criteria, this metric is reported as a rate based on visits per 1,000 member-months.
Population: HCBS
Analysis: Annual comparison to 2013 baseline, trending over time
From CY2013 to CY2015, emergency department (ED) visit rates (per 1,000 member-months) for the HCBS population increased slightly from 77.58 in 2013 to 78.06 in 2014 to 79.64 in 2015. The rates for the HCBS population were higher than the HEDIS rates for the overall KanCare population (65.17 in CY2013, 64.19 in CY2014, and 66.31 in CY2015).

(12) Other (Tentative) Study (Specific study to be determined)
This measure will be reported when a specific study and study criteria are determined and defined, and will be based on areas of special focus on care coordination and integration of care.

(13) Care Management for members with I/DD
Measures in this section pertain to the completed I/DD pilot project conducted in CY2013 through January 2014. Data provided by KDADS for this section were described and reviewed in the 2013 and 2014 KanCare Evaluation Reports.

(14) Member Survey – CAHPS

CAHPS questions related to coordination of care (see Table 30) include the following questions focused on perception of care and treatment in the Medicaid and CHIP populations. Additional detail on the CAHPS survey In CY2016 can be found in Section 4 of this report in the Health Literacy section.

Questions on both adult and child surveys:

- **In the last 6 months, how often was it easy (for your child) to get the care, tests, or treatment you (your child) needed?**
  The weighted aggregate rates remain generally comparable for all populations in CY2014 through CY2016 (Adult: 87.2% - 88.1%; GC: 92.0% - 93.4%; CCC: 91.9% - 93.0%). All results remain above the QC 50th percentile.
- **In the last 6 months, did you (your child) get care from a doctor or other health provider besides your (child's) personal doctor?**
  The 2016 survey positive responses were comparable within each population in CY2014 through CY2016 (Adult: 60.9% - 62.0%; GC: 39.5% - 44.1%; CCC: 58.3% - 60.7%).
  - **In the last 6 months, how often did your (child's) personal doctor seem informed and up-to-date about the care you (your child) got from these doctors or other health providers?**
    Those who responded positively to receiving care from a provider other than their personal doctor were asked this question.

    The CY2016 weighted aggregate result for adults (85.0%) increased from CY2015 (82.7%) and CY2014 (83.0%). The GC rates were comparable in CY2014 through CY2016 (81.9% - 82.3%) The CCC aggregate rates were generally comparable across years (CY2016 -80.7%; CY2015 -83.3%; CY2014 – 80.5%).

Table 30. Member Survey - CAHPS Coordination of Care Questions

Question	Pop	Weighted % Positive Responses			QC 50th Percentile		
		2016	2015	2014	2016	2015	2014
Questions on Adult and Child Surveys							
In the last 6 months…							
How often was it easy to get the care, tests, or treatment you (your child) needed?	Adult	**87.2%**	88.1%	87.6%	↑	↑	↑
	GC	**92.1%**	92.0%	93.4%	↑	↑	↑
	CCC	**92.4%**	91.9%	93.0%	↑	↑	↑
Did you (your child) get care from a doctor or other health provider besides your (his or her) personal doctor?	Adult	**60.9%**	61.4%	62.0%	NA	NA	NA
	GC	**39.6%**	44.1%	39.5%	NA	NA	NA
	CCC	**58.6%**	60.7%	58.3%	NA	NA	NA
How often did your (child's) personal doctor seem informed and up-to-date about the care you (your child) got from these doctors or other health providers?	Adult	**85.0%**	82.7%	83.0%	↑	↑	↑
	GC	**81.9%**	82.3%	81.9%	↓	↑	↑
	CCC	**80.7%**	83.3%	80.5%	↓	↑	↓
Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments (for your child) to see a specialist?	Adult	**44.3%**	46.5%	43.0%	NA	NA	NA
	GC	**17.9%**	19.4%	17.9%	NA	NA	NA
	CCC	**39.8%**	39.5%	38.4%	NA	NA	NA
How often did you get an appointment (for your child) to see a specialist as soon as you needed?	Adult	**86.2%**	81.7%	84.8%	↑	↑	↑
	GC	**80.8%**	84.6%	83.2%	↓	↑	↑
	CCC	**86.2%**	83.3%	85.3%	↑	↑	↑

Table 30. Member Survey - CAHPS Coordination of Care Questions (Continued)							
Question	Pop	Weighted % Positive Responses			QC 50th Percentile		
		2016	2015	2014	2016	2015	2014
Questions on Child Surveys only							
Did your child get care from more than one kind of health care provider or use more than one kind of health care service?	**GC**	**21.9%**	24.5%	22.3%	NA	NA	NA
	CCC	**45.3%**	48.0%	46.2%	NA	NA	NA
Did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?	**GC**	**55.2%**	56.4%	56.7%	NA	NA	NA
	CCC	**57.7%**	58.2%	57.9%	↓	↓	↓
Did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?	**GC**	**10.2%**	11.2%	10.4%	NA	NA	NA
	CCC	**16.8%**	17.3%	16.6%	NA	NA	NA
Did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?	**GC**	**94.5%**	92.5%	91.1%	NA	NA	NA
	CCC	**94.9%**	93.1%	96.5%	NA	NA	↑
Does your child have any medical, behavioral, or other health conditions that have lasted more than 3 months?	**GC**	**26.7%**	28.6%	24.5%	NA	NA	NA
	CCC	**74.8%**	76.8%	77.2%	NA	NA	NA
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your child's day-to-day life?	**GC**	**91.4%**	92.4%	92.9%	NA	NA	NA
	CCC	**92.0%**	92.4%	92.3%	↓	↓	↓
Does your child's personal doctor understand how these medical, behavioral, or other health conditions affect your family's day-to-day life?	**GC**	**89.5%**	88.8%	92.5%	NA	NA	NA
	CCC	**88.9%**	89.1%	90.3%	↓	↓	↑
In the last 6 months, did you get or refill any prescription medicines for your child?	**GC**	**50.3%**	53.0%	50.8%	NA	NA	NA
	CCC	**84.0%**	86.0%	86.5%	NA	NA	NA
How often was it easy to get prescription medicines for your child through his or her health plan?	**GC**	**94.5%**	93.1%	95.2%	NA	NA	NA
	CCC	**94.4%**	93.2%	94.7%	NA	NA	NA
Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?	**GC**	**54.7%**	59.5%	56.7%	NA	NA	NA
	CCC	**57.0%**	59.6%	57.6%	↓	↑	↓

- **In the last 6 months, did you make any appointments (for your child) to see a specialist?**
  In CY2016, 44.3% of adults, 17.9% of the GC population, and 39.8% of the CCC population reported having one or more appointments with a specialist. The CY2016 rates were comparable to CY2015 and CY2014.
  - **In the last 6 months, how often did you get an appointment (for your child) to see a specialist as soon as you needed?**
    Of those who had appointments with a specialist in the previous six months, 86.2% of adults in CY2016 obtained an appointment as soon as they needed, compared to 81.7% in CY2015, 84.8% in CY2014, and 75.9% in CY2012. The CY2016 adult results increased from above the QC 50th percentile to above the 95th QC percentile. All three MCOs had increases in the adult populations' rates and QC percentiles. The CY2015 GC results continued to be higher than CY2012, although there were variations across years (GC: CY2016 – 80.8%, CY2015 – 84.6%, CY2014 – 83.2%, CY2012 – 79.0%). The CCC results in CY2016 increased to 86.2% from CY2015 – 83.3% and CY2014 – 85.3%, and were above the QC 75th percentile in 2016.

Questions on child surveys only (pre-KanCare results for CY2012 were not available for these questions):

- **In the last 6 months, did your child get care from more than one kind of health care provider or use more than one kind of health care service?**
  The percentage of children obtaining care from more than one kind of health care provider and/or service decreased slightly (GC: CY2016 – 21.9%, CY2015- 24.5%, CY2014 – 22.3%; CCC: CY2016 – 45.3%, CY2015 -48.0%, CY2014 – 46.2%).
  - **In the last 6 months, did anyone from your child's health plan, doctor's office, or clinic help coordinate your child's care among these different providers or services?**
    Of those receiving these additional services, 55.2% of the GC population in CY2016 responded they received help from the health plan, doctor's office, or clinic to coordinate their child's care among the different providers or services; the rate was slightly higher in CY2015 (56.4%) and CY2014 (56.7%). The CY2016 results for the CCC population (57.7%) were slightly lower than CY2015 (58.2%) and CY2014 (57.9%) and remained below the QC 25th percentile.
- **Does your child have any medical, behavioral, or other health conditions that have lasted more than 3 months?**
  This question is used to help identify children who have chronic conditions; 26.7% of the CY2016 GC survey respondents indicated their child had a condition lasting longer than 3 months (CY2015 - 28.6; CY2014 - 24.5%); 74.8% of the CY2016 CCC population (CY2015 - 76.8%; CY2014 - 77.2%) responded positively to this question.
  - **Does your child's personal doctor understand how these medical behavioral or other health conditions affect your child's day-to-day life?**
    Of those in CY2016 that indicated their child has a chronic medical, behavioral, or other health condition, 91.4% of the GC population (CY2015 - 92.4%; CY2014 - 92.9%) and 92.0% of the CCC population (CY2015 - 92.4%; CY2014 - 92.3%) responded that their personal doctor understands how these health conditions affect their child's life.
  - **Does your child's personal doctor understand how your child's medical, behavioral or other health conditions affect your family's day-to-day life?**
    Of those in CY2016 who indicated their child has a chronic medical, behavioral, or other health condition, 89.5% of the GC population (CY2015 - 88.8%; CY2014 - 92.5%) and 88.9% of the CCC population (CY2015 - 89.1%; CY2014 - 90.3%) responded that their doctor understands how their condition affects the family's day-to-day life.
- **In the last 6 months, did you get or refill any prescription medicines for your child?**
  In CY2016, 50.3% of the GC population surveyed indicated they obtained prescription medicines for

their child, compared to 53.0% in CY2015 and 50.8% in 2014. Of the CCC population surveyed, 84.0% in CY2016, 86.0% in CY2015 and 86.5% in CY2014 indicated they had prescriptions filled for their child.

- **In the last 6 months, was it easy to get prescription medicines for your child through his or her health plan?**
  Of those who indicated they had gotten or refilled a prescription for their child in the last 6 months, 94.5% of the CY2016 GC population (CY2015 - 93.1%; CY2014 - 95.2%) and 94.4% of the CCC population (CY2015 - 93.2%; CY2014 - 94.7%) indicated it was easy to get prescriptions for their child through their health plan.
- **Did anyone from your child's health plan, doctor's office, or clinic help you get your child's prescription medicines?**
  Of the CY2016 respondents who indicated they had gotten or refilled a prescription for their child in the last 6 months, 54.7% of the GC population (CY2015 - 59.5%; CY2014 -56.7%) and 57.0% of the CCC population (CY2015 - 59.6%; CY2014 - 57.6%) indicated they received help from their health plan, doctor's office, or clinic to get the child's prescription.

- **In the last 6 months, did you need your child's doctors or other health providers to contact a school or daycare center about your child's health or health care?**
  The percent of child survey respondents with a positive response was comparable in CY2014 through CY2016 within each population (GC: 10.2% - 11.2%; CCC 16.6% - 17.3%).
  - **In the last 6 months, did you get the help you needed from your child's doctors or other health providers in contacting your child's school or daycare?**
    Of those who needed help in contacting a school or daycare, 94.5% of the CY2016 GC respondents (CY2015 - 92.5%; CY2014 - 91.1%) and 94.9% of the CY2016 CCC respondents (CY2015 - 93.1%; CY2014 -96.5%) indicated they received the help they needed.

(15) Member Survey – Mental Health

The MH Surveys conducted in CY2011 through CY2016 are described above in Section 7 "Member Survey – Quality." The questions in Table 31 are related to the perception of care coordination for members receiving MH services.

- **Encouragement to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.)**
  General Adult positive response percentages ranged from 76.7% in 2012 to 83.4% in 2013. The 78.7% rate in 2016 was the lowest since 2012.
- **Perception that the members were able to access all of the services that they thought they needed**
  - Rates in 2016 ranged from 77.6% for SED Waiver youth and young adults (family/member responding) to 83.1% (General Youth, ages 12-17, youth responding). The 2016 rates in each of the five survey populations were lower than in 2015.
  - The 2016 General Adult rate (80.7%) is the second lowest of the six year period, with only the 2012 rate (78.8%) lower.
  - For the SED Waiver youth (ages 12-17, youth responding), there was a significant increase in rates from 71.8% in 2013 to 79.3% in 2016 (p=0.03).
  - For the General Youth (family responding), the 2016 rate (82.2%) decreased from the 2015 rate (86.3%). Rates decreased each year from 2011 (84.2%) to 79.7% in 2014.
  - The rate for General Youth (ages 12-17, youth responding) decreased in 2016 (83.1%) from 2015 (87.5%); the only rate lower than the 2016 rate was 82.8% in 2013.

- The rate for the SED Waiver youth and young adults decreased in 2016 (77.6%) from 2015 (78.9%). The 2015 rate was the highest in the six-year period.

Table 31. Mental Health Survey - Questions Related to Coordination of Care

Item	Year	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
I was encouraged to use consumer-run programs (support groups, drop-in centers, crisis phone line, etc.).	**General Adult (Age 18+)**						
	2016	**78.7%**	**207 / 264**	**73.3% – 83.2%**		.05	.52
	2015	80.4%	278 / 346	75.9% – 84.3%	.60		
	2014	82.3%	589 / 716	79.4% – 84.9%	.20		
	2013	83.4%	802 / 962	80.9% – 85.6%	.08		
	2012	76.7%	191 / 249	71.1% – 81.5%	.59		
	2011	82.3%	214 / 260	77.2% – 86.5%	.30		
I was able to get all the services I thought I needed.	**General Adult (Age 18+)**						
	2016	**80.7%**	**235 / 290**	**75.8% – 84.9%**		.05	.05
	2015	84.9%	325 / 383	81.0% – 88.2%	.15		
	2014	86.5%	704 / 814	84.0% – 88.7%	**.02 -**		
	2013	86.0%	917/1,066	83.8% – 87.9%	**.03 -**		
	2012	78.8%	219 / 278	73.6% – 83.2%	.56		
	2011	91.3%	274 / 300	87.6% – 94.1%	**<.001 -**		
	General Youth (Ages 12–17), Youth Responding						
	2016	**83.1%**	**126 / 152**	**76.3% – 88.3%**		.55	.94
	2015	87.5%	126 / 144	81.0% – 92.1%	.28		
	2014	83.8%	260 / 309	79.2% – 87.5%	.85		
	2013	82.8%	427 / 518	79.1% – 86.0%	.94		
	2012	85.0%	85 / 100	76.6% – 90.8%	.68		
	2011	85.1%	114 / 134	78.0% – 90.2%	.64		
	SED Waiver Youth (Ages 12-17), Youth Responding						
	2016	**79.3%**	**127 / 161**	**72.3% – 84.9%**		**.03↑**	.27
	2015	81.5%	123 / 151	74.6% – 86.9%	.61		
	2014	74.8%	138 / 184	68.0% – 80.5%	.33		
	2013	71.8%	165 / 229	65.7% – 77.2%	.10		
	2012	76.3%	103 / 135	68.4% – 82.7%	.54		
	2011	77.6%	97 / 125	69.5% – 84.1%	.74		
My family got as much help as we needed for my child. (I was able to get all the services I thought I needed.)	**General Youth (Ages 0-17), Family Responding**						
	2016	**82.2%**	**264 / 320**	**77.6% – 86.0%**		.87	.62
	2015	86.3%	278 / 322	82.1% – 89.6%	.15		
	2014	79.7%	609 / 766	76.7% – 82.4%	.34		
	2013	83.2%	799 / 966	80.7% – 85.4%	.67		
	2012	82.9%	213 / 257	77.8% – 87.0%	.83		
	2011	84.2%	278 / 330	79.9% – 87.8%	.48		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**77.6%**	**253 / 325**	**72.7% – 81.8%**		.29	.68
	2015	78.9%	260 / 330	74.2% – 83.0%	.67		
	2014	76.4%	318 / 413	72.0% – 80.2%	.70		
	2013	75.2%	363 / 482	71.1% – 78.8%	.43		
	2012	77.3%	248 / 321	72.4% – 81.6%	.93		
	2011	77.4%	220 / 284	72.2% – 81.9%	.97		

(16) Member Survey – SUD

Section 7 provides background on the SUD survey conducted by the three MCOs in CY2014, CY2015, and CY2016. Questions related to perceptions of care coordination include the following questions (see Table 32):

Table 32. SUD Survey - Questions Related to Coordination of Care, CY2014 - CY2016

	CY2016	CY2015	CY2014
In the last year, have you received services from any other substance use counselor in addition to your current counselor? (Percent of "Yes" responses)	**44.3%**	**34.8%**	**35.7%**
If yes to previous question: Has your current counselor asked you to sign a "release of information" form to share details about your visit(s) with the other substance use counselor who you saw? (Percent of "Yes" responses)	**82.4%**	**85.1%**	**60.3%**
Thinking about the coordination of all your health care, do you have a primary care provider or medical doctor?* (Percent of "Yes" responses)	**66.4%**	**64.4%**	**64.9%**
If yes to previous question: Has your counselor asked you to sign a "release of information" form to allow him/her to discuss your treatment with your primary care provider or medical doctor? (Percent "Yes" responses)	**70.4%**	**69.8%**	**52.5%**

*Denominator for question includes "Don't know" responses in addition to "Yes" and "No" responses.

- **Has your counselor requested a release of information for this other substance abuse counselor who you saw?**
  - In 2016, 44.3% (136) of 307 members who responded indicated they had received services in the past year from a substance abuse counselor in addition to their current counselor, from 34.8% (63 of 181 surveyed) in 2015 and 35.7% (70 of 196) surveyed in 2014.
  - Of the 136 who received services from more than on substance use counselor, 108 responded to the follow-up question asking if their counselor requested a release of information from the other counselor. Of the 108, 89 (82.4%) indicated their counselor requested a release of information, comparable to 2015 (85.1%) and higher than in 2014 (60.3%).
- **Has your counselor requested a release of information for and discussed your treatment with your medical doctor?**
  - In 2016, 4.0% (14) of 327 members responding indicated they did not know if they have a primary care provider (PCP), compared to 3.1% (6 of 191) in 2015 and 7.1% (15 of 211) in 2014. In 2016, 66.4% (217 of 327) indicated they have a PCP, comparable to 64.4% in 2015 and 64.9% in 2014.
  - Of those who indicated they have a PCP, 70.4% (107 of 152) in 2016 reported their counselor requested a release of information, comparable to 69.8% in 2015 and higher than in 2014 (52.5%).

(17) Provider Survey

Background information and comments on the 2014 Provider Survey are described in Section 8. In this section, results are reported for satisfaction with the preauthorization process. The provider survey results for the quality-related question are in Section 8, and results for the access-related question are in Section 23.

Providers were asked, "**Please rate your satisfaction with obtaining precertification and/or authorization for (MCO's) members**." Table 33 provides the available survey results by individual MCO.

Table 33. Provider Satisfaction with Obtaining Precertification and/or Authorization for Their Members, CY2014 - CY2016

MCO	Very or Somewhat Satisfied			Neither Satisfied nor Dissatisfied			Very or Somewhat Dissatisfied			Total Responses*		
General Provider Surveys												
	2016	**2015**	**2014**	**2016**	**2015**	**2014**	**2016**	**2015**	**2014**	**2016**	**2015**	**2014**
Amerigroup	**51.7%**	61.2%	53.3%	**19.7%**	18.1%	23.9%	**28.7%**	20.7%	22.8%	**178**	397	272
Sunflower	**46.1%**	39.8%	38.2%	**38.2%**	36.4%	32.8%	**15.7%**	23.8%	29.0%	**293**	269	241
UnitedHealthcare	**41.7%**	50.0%	^	**33.3%**	27.6%	^	**25.0%**	22.4%	^	**72**	76	66
Behavioral Health Provider Surveys+												
	2016	**2015**	**2014**	**2016**	**2015**	**2014**	**2016**	**2015**	**2014**	**2016**	**2015**	**2014**
Cenpatico (SSHP)	**32.3%**	42.5%	63.4%	**58.7%**	44.1%	26.9%	**9.0%**	13.4%	9.6%	**167**	127	52
Optum (UHC)	**51.4%**	58.4%	52.3%	**39.7%**	36.6%	34.5%	**8.9%**	5.0%	13.1%	**146**	101	84

*Providers may have responded to more than one MCO provider survey.
^UnitedHealthcare results for 2014 cannot be determined due to a typographical error in the survey instrument that included "Somewhat satisfied" twice and excluded "Somewhat dissatisfied."
+Amerigroup includes Behavioral Health Providers in their General Provider Survey

Amerigroup

- In 2016, 51.7% of 178 providers were very or somewhat satisfied with AGP preauthorization and precertification, down from 61.2% in 2015 and comparable to 53.3% in 2014, but higher than in 2013 (40.7%).
- In 2016, 28.7% of providers surveyed were very or somewhat dissatisfied, higher than in 2015 (20.7%) and 2014 (22.8%), but lower than in 2013 (42.6%).

Sunflower

- **Sunflower general provider survey** - No comparison can be made with the 2013 general provider survey results since Sunflower's 2013 survey questions were asked of providers only in comparison to other MCOs. In 2016, 46.1% of providers surveyed indicated they were very or somewhat satisfied, higher than In 2015 (39.8%) and 2014 (38.2%). In 2016, 15.7% of the providers were very or somewhat dissatisfied, lower than in 2015 (23.8%) and in 2014 (29.0%).
- **Sunflower (Cenpatico) BH provider survey** – In 2016 32.3% of 167 BH providers indicated they were very or somewhat satisfied with Cenpatico precertification/preauthorization, lower than in 2015 (42.5%) and 2014 (63.4%). The percentage dissatisfied or very dissatisfied was lower in 2016 (9.0%) than in 2015 (13.4%) and 2014 (9.6%). BH providers were asked, "How would you rate the authorization process (sending in a form) for your Cenpatico clients?" (i.e., worded differently from the 2015 survey question). Of 52 BH providers surveyed in 2014, 63.4% (33) replied "very good or good" and 9.6% (5) replied "very poor or poor."

UnitedHealthcare

- **UnitedHealthcare general provider survey –**In 2016, 41.7% of 72 providers surveyed were very or somewhat satisfied, lower than in 2015 (50.0%). The percentage indicating they were very or somewhat dissatisfied was higher in 2016 (25.0%) than in 2015 (22.4%).
- **UHC (Optum) BH provider survey** –In 2016, 51.4% of the 146 BH providers surveyed were very or somewhat satisfied with Optum's precertification and authorization process, down from 2015

(58.4%) and comparable to 2014 (52.3%). In 2016, 8.9% of BH providers were very or somewhat dissatisfied, up from 5.0% in 2015 and down from 13.1% in 2014.

Cost of Care

Goals, Related Objectives, and Hypotheses for Costs subcategory:

- *Goal: Control Medicaid costs by emphasizing health, wellness, prevention and early detection, as well as integration and coordination of care*
  Related Objectives:
  - *Promote wellness and healthy lifestyles*
  - *Lower the overall cost of health care.*
- *Hypothesis: By holding MCOs to outcomes and performance measures, and typing measures to meaningful financial incentives, the state will improve health care quality and reduce costs.*

(18) Costs

The data for the following measures continue to be analyzed; additional analysis (e.g., per member per year costs of HCBS, utilization of services by a specific population group) will be included in future reporting.

Population: KanCare Members by Medicaid Eligibility Group (MEG)

Analysis: Pre-KanCare compared to KanCare and trending over time beginning in DY2

Comparison of Pre-KanCare and KanCare Service Utilization

Table 34 shows a comparison of the annual number of services used by those eligible for Medicaid services pre-KanCare in CY2012 with services used by KanCare members in CY2015.

Table 34. Comparison of Pre-KanCare (2012) and KanCare (2015) Service Utilization

Type of Service	% Utilization Difference
Dental	32%
Home & Community-Based Services	23%
Primary Care Physician	24%
Inpatient	-23%
Outpatient Emergency Room	-1%
Outpatient, Non-Emergency Room	10%
Pharmacy	7%
Transportation	33%
Vision	16%

Services with increased utilization in CY2015 compared to CY2012 were Primary Care Physician (24% increase), Dental (32% increase), Home and Community-Based Services (23% increase), Vision (16% increase), Transportation (33% increase), and Non-Emergency Room (ER) Outpatient Services (10% increase).

Inpatient Hospitalization decreased 23% in CY2015 compared to CY2012, and Emergency Room Outpatient Visits decreased by 1%. Decreases in utilization of these services are a positive outcome, reflecting increased access of treatment from .the member's primary care provider instead of an ER and increased preventive care and home services to avoid lengthy hospital stays.

Per Member Per Month (PMPM) Average Annual Service Expenditures

Per member per month (PMPM) is the annual average monthly cost to provide care. "Cost to provide care" is based on encounters, i.e., payments to providers who have submitted claims for services. Table 35 shows the PMPM for CY2013, CY2014, and CY2015 in total and by comparison groups.

Table 35. Per Member Per Month (PMPM) Service Expenditures by Medicaid Eligibility Group, CY2013 - CY2015

Comparison Groups	CY2013	CY2014	CY2015
Children & Families	150	213	209
Waiver Services	3,275	3,192	3,617
Long Term Care	1,644	3,108	2,963
Persons with Disabilities	554	827	829
Pregnant Women	504	674	655
Other	502	665	680
Total	503	699	694

Due to "claims lag," i.e., the time allowed for providers to submit claims and the time allowed for the MCOs to process the claims, a certain portion of service costs in one year will be reflected in the PMPM the following year. As shown in Table 35, CY2013 would appear to have lower PMPM, when in actuality, the differences are likely due to CY2013 being the first year of KanCare, and some of the service costs in CY2013 were paid in CY2014. On the same note, some of the costs for services received in CY2014 were paid in CY2015 and are reflected in those numbers. PMPMs for CY2014 and CY2015 (and CY2016 to be reported in next year's report) are better used for comparison of service costs over time.

The five comparison population groups in the PMPM analysis above consist of:

- Children & Families: CHIP (Children's Health Insurance Program), Foster Care, TAF (Temporary Assistance for Families), and PLE (Poverty Level Eligible);
- Waiver Services: Autism, TA, SED, TBI, and I/DD waiver populations;
- Long Term Care: Child in Institution, FE Waiver, PD Waiver, Nursing Facility, and ICF/MR (intermediate care facility for persons with mental retardation);
- Persons with Disabilities: SSI (Supplemental Security Income) Aged, Blind, and Disabled and Medically Needy Aged Blind and Disabled;
- Pregnant Women
- Other: Refugees, Breast & Cervical Cancer, and members participating in the WORK and Working Disabled programs.

Access to Care

Goals, Related Objectives, and Hypotheses for Access to Care subcategories:

- *Goal: Establish long-lasting reforms that sustain the improvements in quality of health and wellness for Kansas Medicaid beneficiaries and provide a model for other states for Medicaid payment and delivery system reforms as well.*
- *Related Objectives:*
  - *Measurably improve health outcomes for members.*
  - *Support members successfully in their communities.*
  - *Promote wellness and healthy lifestyles.*
  - *Improve coordination and integration of physical health care with behavioral health care.*
  - *Lower the overall cost of health care.*
- *Hypothesis: The state will improve quality in Medicaid services by integrating and coordinating services and eliminating the current silos between physical health, behavioral health, mental health, substance use disorder, and LTSS.*

(19) Provider Network – GeoAccess

Percent of counties covered within access standards, by provider type (physicians, hospital, eye care, dental, ancillary [physical therapy, occupational therapy, x-ray, and lab], and pharmacy).

KFMC reviewed the GeoAccess reports, maps, and other data to identify the percent of counties where specific provider types are not available from at least one MCO. KFMC also reviewed GeoAccess maps showing provider access by provider type for CY2012-CY2016. The number of providers and number of locations by service type and MCO, as reported by the MCOs to KDHE in December 2016, are listed in Table 36. Service types include physicians by specialty, hospitals, retail pharmacies, dental primary care, and ancillary services (physical therapy, x-ray, lab, optometry, and occupational therapy). Table 36 also includes the change in the number of providers and locations for each provider type by MCO from 2015 to 2016. MCOs with the highest number of providers and locations by provider type are also highlighted in the table.

The GeoAccess reports include access to services by county and county type, number of members in each county by MCO, and percentage of each county within prescribed mileage ranges, depending on the type of service. Table 37 reports the number of counties (and whether the county is urban or non-urban) where each MCO reported that 100% of the county has no access to that particular provider type from the MCO at the time the report was submitted to the State. As shown in the table, there are some specialties, particularly in rural and frontier counties, where the number of counties without access is comparable for all three MCOs. Plastic & Reconstructive Surgery, for example, is not available in 19 to 23 counties. For other specialties, however, the number of counties without access to a specialty differs more widely, indicating opportunities for MCOs to expand their networks. Physical Medicine/Rehab providers, for example, are not available in 31 counties for UHC and only 6 counties for SSHP, and Gastroenterology providers are not available in 4 counties for UHC and 22 to 24 counties in the AGP and SSHP networks.

Of the 105 counties in Kansas, 16 are “Urban” or “Semi-Urban” and 89 are non-urban (21 “Densely-Settled Rural,” 32 “Rural,” and 36 “Frontier”).

Table 36. Number of Providers and Provider Locations by MCO and by Provider Type, CY2016						
Provider Type	Number of Providers/ Number of Locations			Difference from 2015 to 2016		
	AGP	SSHP	UHC	AGP	SSHP	UHC
Physicians						
Primary Care Provider	2,300 / 748	3,256 / 1,020	**6,639/ 2,128**	+44 / -32	+139 / +65	+1,342 / +509
Allergy	39/ 22	42 / 30	**46 / 45**	-2 / -2	+1 / +5	-1 / -1
Cardiology	345 / 152	335 / 178	**436 / 283**	+19 / -3	-9 / +6	+26 / +4
Dermatology	40 / 45	44 / 37	**79 / 80**	-3 / +8	-2 / +5	+11 / +16
Gastroenterology	111 / 57	116 / 75	**133 / 182**	-3 / -2	0 / +3	+4 / +68
General Surgery	331 / 181	346 / 224	**374 / 313**	-25 / -8	+14 / +14	-42 / -27
Hematology/Oncology	217 / 111	105 / 53	**265 / 205**	-16 / +16	-12 / -2	+1 / -6
Internal Medicine	**1,142** / 389	782 / 383	904 / **840**	-130 / -36	+12 / +17	+237 / +380
Neonatology	69 / 11	**74** / 20	72 / **33**	-4 / -1	+7 / +1	-25 / -7
Nephrology	92 / 35	71 / 50	**107 / 76**	-1 / +1	0 / +3	-8 / -11
Neurology	206 / 104	266 / 124	**306 / 225**	-11 / +4	+19 / +10	+40 / +48
Neurosurgery	73 / 37	87 / 52	**98 / 93**	+4 / -3	+6 / +5	+12 / +20
OB/GYN	382 / 185	391 / 219	**484 / 291**	-7 / 0	+9 / +17	+3 / +24
Ophthalmology	129 / **204**	136 / 168	**185** / 160	-9 / -21	-17 / +17	+32 / +1
Orthopedics	221 / 107	265 / 150	**330 / 256**	-2 / -9	+23 / +19	+33 / +39
Otolaryngology	93 / 62	**104** / 62	103 / **91**	-2 / -3	-1 / -7	+1 / -2
Physical Medicine/Rehab	55 / 41	72 / 61	**90 / 81**	-3 / 0	-3 / +2	+2 / -14
Plastic & Reconstructive Surgery	37 / 30	43 / 36	**60 / 61**	0 / 0	0 / 0	+2 / +7
Podiatry	37 / 47	38 / 41	**105 / 149**	+2 / -8	0 / -2	+26 / -2
Psychiatrist	475 / **365**	**513** / 237	335 / 296	+119 / +153	+29 / +13	-49 / -51
Pulmonary Disease	139 / 66	119 / 100	**141 / 127**	+15 / -7	+6 / +11	-9 / -10
Urology	100 / 57	100 / 72	**159 / 136**	-2 / -5	-10 / +4	+15 / +17
Hospital						
Hospitals	**247 / 233**	166 / 166	149 / 152	+126 / +111	0 / 0	-4 / -1
Eye Care - Optometry						
Eye Care - Optometry	401 / 417	450 / 445	**548 / 484**	-23 / -9	+15 / +34	+10 / +33
Dental						
Dental Primary Care	395 / **286**	**405** / 285	396 / 284	+30 / +9	-3 / -7	+26 / +4
Ancillary Services						
Physical Therapy	494 / **368**	**536** / 301	420 / 224	-46 / +31	-1 / +16	-1 / -5
Occupational Therapy	**503 / 344**	224 / 192	207 / 158	+227 / +92	+10 / +11	+7 / -4
X-ray	**277 / 263**	179 / 186	149 / 152	+70 / +26	+24 / +31	-3 / 0
Lab	**287 / 276**	226 / 243	152 / 156	+87 / +41	+57 / +84	-11 / -12
Pharmacy						
Retail Pharmacy	642 / 639	578 / **724**	**699** / 685	+2 / +2	-34 / -38	+43 / +31

Blue font represents the highest number of providers and locations reported.

Table 37. Counties with no Provider Access by MCO and County Type, CY2016									
Provider type	Number of Counties with 0% Access (of 105 Counties)								
	Urban & Semi-Urban			Non-Urban			Counties with 0% access from all 3 MCOs' providers		
	AGP	SSHP	UHC	AGP	SSHP	UHC	Urban	Non-Urban	# members no access
Physicians									
Primary Care Provider	-	-	-	-	-	-	-	-	-
Allergy	2	2	1	11	3	1	1	-	6,731
Cardiology	-	2	-	1	3	3	-	1	273
Dermatology	-	-	1	2	3	5	-	-	-
Gastroenterology	-	-	1	22	24	4	-	4	1,828
General Surgery	-	-	-	-	-	-	-	-	-
Hematology/Oncology	-	3	-	-	14	-	-	-	-
Internal Medicine	-	-	-	-	-	-	-	-	-
Neonatology	4	3	3	39	21	19	1	5	10,598
Nephrology	-	-	2	4	17	3	-	2	1,174
Neurology	-	-	-	3	-	-	-	-	-
Neurosurgery	3	3	1	12	2	-	-	-	-
OB/GYN	-	-	-	1	6	-	-	-	-
Ophthalmology	-	-	-	-	-	-	-	-	-
Orthopedics	-	-	-	-	-	2	-	-	-
Otolaryngology	-	-	-	5	8	-	-	-	-
Physical Medicine/Rehab	1	1	-	13	5	31	-	2	1,174
Plastic & Reconstructive Surgery	4	5	4	15	18	18	3	15	27,905
Podiatry	-	2	-	8	19	6	-	-	-
Psychiatrist	-	-	-	-	-	-	-	-	-
Pulmonary Disease	-	1	-	2	1	3	-	-	-
Urology	-	-	-	2	3	-	-	-	-
Hospital									
Hospitals	-	-	-	-	-	-	-	-	-
Eye Care - Optometry									
Eye Care - Optometry	-	-	-	-	1	1	-	-	-
Dental									
Dental Primary Care	-	-	-	1	6	5	-	1	221
Ancillary Services									
Physical Therapy	-	-	-	-	-	-	-	-	-
Occupational Therapy	-	-	-	-	5	4	-	-	-
X-ray	-	-	-	-	-	-	-	-	-
Lab	-	-	-	-	-	-	-	-	-
Pharmacy									
Retail Pharmacy	-	-	-	-	-	-	-	-	-

Urban and Semi-Urban Counties. In CY2016, the MCOs reported that 69.3% (273,640) of the KanCare members were residents of Urban or Semi-Urban Counties. In CY2012 - CY2014, KanCare members who were residents of any of the 16 Urban/Semi-Urban counties had access to at least one provider in all provider types. In CY2016 there were three provider types where Semi-Urban counties did not have access through at least one MCO: Allergy – Montgomery County; Neonatology – Saline County; and Plastic & Reconstructive Surgery – Geary, Montgomery, and Riley Counties.

Frontier, Rural, and Densely-Settled Rural (Non-Urban) Counties
In CY2016, 30.7% (121,327) of KanCare members were residents of Frontier, Rural, or Densely-Settled Rural counties. KanCare members who lived in some of the Densely-Settled Rural, Rural, or Frontier counties did not have access to provider types from any of the MCOs. In CY2016, there were seven provider types where one or more county had no access through any of the three MCOs in 2016. The seven provider types and numbers of non-urban counties without access included:

- Cardiology - one county (Cheyenne) in 2016 and 2014; two counties in 2015;
- Gastroenterology - four counties in 2016 (Cheyenne, Decatur, Rawlins, and Sherman); four in 2015; 28 in 2014; 27 in 2013; and 12 in 2012;
- Neonatology - five counties in 2016 (Cheyenne, Greeley, Rawlins, Sherman, and Wallace); five in 2015; 13 in 2014; 36 in 2013; and 28 in CY2012;
- Nephrology - two counties in 2016 (Cheyenne and Sherman); two in 2015; and one in 2014;
- Physical Medicine/Rehab - two counties in 2016 (Cheyenne and Sherman); two in 2015; one in 2014;
- Plastic and Reconstructive Surgery - 15 counties in 2016 (Cheyenne, Clark, Grant, Greeley, Hamilton, Haskell, Kearny, Meade, Morton, Seward, Sherman, Stanton, Stevens, Wallace, and Wichita); 17 counties in 2015; and 15 in 2014; and
- Dental Primary Care -one county in 2015 (Lane); one in 2015; six in 2013; and two in 2012.

The counties with the least amount of access to providers in 2016 were Cheyenne and Sherman Counties, Frontier type counties in the northwest corner of Kansas. Both counties did not have access from any MCO to five provider types listed above, including Gastroenterology, Neonatology, Nephrology, Physical Medicine/Rehab, and Plastic/Reconstructive Surgery. Cheyenne County also did not have access to Cardiology. Of the other 16 counties with no access to one or more provider types: three counties had no access to two provider types, and 13 had no access to one provider type. Not factored into this analysis are the numbers of counties with no access to one or more providers that are adjacent on all sides to counties with no access to these same provider types.

Table 37 also only reports the number of counties where the MCOs reported 0% access. Including counties where over 90% of the members do not have access to particular provider types from any MCO would greatly expand the list. One example is Dental - only one county, Lane County, in western Kansas had no Dental provider access through all three MCO. In Logan and Wallace Counties, over 99% of members did not have access to dental services within their counties.

Access also varies by MCO; members in Seward County have over 99% reported access to dental services from one MCO, while only 3-5% of members in the other two MCOs have access to dental services through the MCO. In Table 38, the number and percentage of members without access to provider types are listed by provider types. (Not included in the table are provider types, such as PCP, Internal Medicine, and Behavioral Health that have 100% access, based on distance standards.) The provider types with least access in 2016 were Neonatology and Plastic/Reconstructive Surgery.

Table 38. Number and Percentage of Members not Within Access Distance by Provider Type and MCO, CY2016					
Provider type	AGP	SSHP	UHC	Total	% of all members
Neonatology	32,737	23,598	21,439	77,774	19.7%
Plastic/Reconstructive Surgery	20,084	25,965	18,971	65,020	16.5%
Physical Medicine	11,763	9,922	16,221	37,906	9.6%
Allergy	15,131	11,128	7,945	34,204	8.7%
Gastroenterology	11,830	13,188	6,112	31,130	7.9%
Podiatry	9,123	17,146	2,559	28,828	7.3%
Dermatology	9,283	13,714	4,148	27,145	6.9%
Neurosurgery	10,943	11,518	4,487	26,948	6.8%
Nephrology	2,975	12,282	7,263	22,520	5.7%
Hematology/Oncology	168	15,610	181	15,959	4.0%
Cardiology	250	10,035	1,731	12,016	3.0%
Dental	3,615	2,578	3,494	9,687	2.5%
Otolaryngology	2,723	2,760	2,577	8,060	2.0%
Pulmonary Disease	583	3,484	3,358	7,425	1.9%
OB/GYN	1,381	2,541	2,701	6,623	1.7%
Occupational Therapy	-	2,106	2,547	4,653	1.2%
Retail Pharmacy	757	1,752	1,270	3,779	1.0%
Lab	-	2,115	899	3,014	0.8%
X-ray	-	2,115	899	3,014	0.8%
Psychiatrist	421	1,423	998	2,842	0.7%
Urology	500	1,551	635	2,686	0.7%
Neurology	667	1,095	566	2,328	0.6%
Optometry	665	427	674	1,766	0.4%
Orthopedics	291	676	465	1,432	0.4%
Hospitals	-	473	899	1,372	0.3%
Opthalmology	-	121	181	302	0.1%
Physical Therapy	-	41	37	78	0.02%

The provider types that had the biggest improvements over time in reductions in numbers of counties without access were:

- Neonatology – In 2016 members in six counties did not have access through any MCO, compared to 36 counties in CY2013 and 13 counties in CY2014. It should be noted, however, that, while at least one MCO provided access to a Neonatologist in all but 5 counties, AGP had no access for 43 counties, SSHP had no access in 24 counties, and UHC had no access to Neonatologists for members in 22 counties.
- Neurosurgery – In 2015 and 2016, access was available through at least one MCO in all 105 Kansas counties. In CY2013, members in 20 counties did not have access, and in CY2014, members in 11 counties did not have access. UHC reported access for members in all but one county, compared to no access in five counties for SSHP (down from 32 in 2015) and 15 counties for AGP.

Average distance to a behavioral health provider

Average distance to one, two, three, four, and five BH providers by county type and by MCO in CY2016 are described below. As of December 2016, the MCOs reported the following number of BH providers and number of locations of the providers:

- Amerigroup – 2,805 providers at 977 locations
- Sunflower – 3,104 providers at 875 locations
- UnitedHealthcare – 3058 providers at 934 locations

Urban/Semi-Urban – Access standard is one provider within 30 miles.

- Amerigroup – 84,115 members in Urban/Semi-Urban counties. The average distance to a choice of five providers was 2.0 miles; to four providers was 1.8 miles; to three providers was 1.7 miles; to two providers was 1.5 miles; and to one provider was 1.2 miles.
- Sunflower – 98,854 members in Urban/Semi-Urban counties. The average distance to a choice of five providers was 2.2 miles; to four providers was 2.1 miles; to three providers was 2.0 miles; to two providers was 1.8 miles; and to one provider was 1.5 miles.
- UnitedHealthcare– 90,690 members in Urban/Semi-Urban counties. The average distance to a choice of five providers was 2.0 miles; to four providers was 1.9 miles; to three providers was 1.8 miles; to two providers was 1.7 miles; and to one provider was 1.4 miles.

Densely-Settled Rural – Access standard is one provider within 45 miles

- Amerigroup – 25,892 members in Densely-Settled Rural counties. The average distance to a choice of five providers was reported as 4.6 miles; to four providers was 4.3 miles; to three providers was 3.6 miles; to two providers was 3.2 miles; and to one provider was 2.4 miles.
- Sunflower – 25,834 members in Densely-Settled Rural counties. The average distance to a choice of five providers was 6.1 miles; to four providers was 5.8 miles; to three providers was 5.7 miles; to two providers was 4.9 miles; and to one provider was 4.0 miles.
- UnitedHealthcare – 24,066 members in Densely-Settled Rural counties. The average distance to a choice of five providers was 4.3 miles; to four providers was 4.3 miles; to three providers was 4.2 miles; to two providers was 4.0 miles; and to one provider was 3.3 miles.

Rural/Frontier - Access standard is one provider within 60 miles

- Amerigroup – 14,800 members in Rural/Frontier counties. The average distance to a choice of five providers was 19.3 miles; to four providers was 17.1 miles; to three providers was 14.5 miles; to two providers was 12.1 miles; and to one provider was 8.1 miles.
- Sunflower – 16,496 members in Rural/Frontier counties. The average distance to a choice of five providers was 17.6 miles; to four providers was 16.4 miles; to three providers was 15.1 miles; to two providers was 13.6 miles; and to one provider was 11.9 miles.
- UnitedHealthcare – 13,396 members in Rural/Frontier counties. The average distance to a choice of five providers was 12.8 miles; to four providers was 11.8 miles; to three providers was 11.1 miles; to two providers was 10.3 miles; and to one provider was 9.2 miles.

Percent of counties covered within access standards for behavioral health

BH providers were available to members of all three MCOs within the State access standards for each county type.

Urban/Semi-Urban - The access standard for Urban and Semi-Urban counties is a distance of 30 miles. This access standard was met in CY2015 for 100% of the 16 Urban and Semi-Urban counties in Kansas,

as reported by the three MCOs. Based on the GeoAccess map reports, the access standard was also met in the four previous years, CY2012 to CY2015.

Densely-Settled Rural - The access standard for Densely-Settled Rural counties is a distance of 45 miles. This access standard was met in CY2015 for 100% of the 21 Densely-Settled Rural counties in Kansas, as reported by the three MCOs. Based on the GeoAccess map reports, the access standard was also met in CY2014, CY2013, and CY2012.

Rural/Frontier - The access standard for Rural and Frontier counties is a distance of 60 miles. This access standard was met in CY2015 for 100% of the 32 Rural counties and 36 Frontier counties in Kansas, as reported by Amerigroup, Sunflower, and United. Based on the GeoAccess map reports, the access standard was also met in CY2012 to CY2015.

Home and Community Based Services (HCBS) - Counties with access to at least two providers by provider type and services.
Table 39 provides information reported by the three MCOs indicating the number of counties that have at least two service providers, and the number of counties that have at least one service provider, for each HCBS provider type. The baseline for this measure is CY2013 since no comparable pre-KanCare reports of HCBS provider type by county were identified for review. Information on the counties without access or limited access is not yet reported through GeoAccess mapping.

As indicated in Table 39, as in CY2015, 17 of the 27 HCBS services were available in CY2016 from at least two service providers in all 105 counties for members of all three MCOs. Of the remaining 10 Home and Community Based Services:

- Adult Day Care
  - Amerigroup - Services were available from at least two providers in 102 counties in CY2015, same as reported in CY2016. In CY2014, services from at least two providers were available in only 82 counties, and in CY2013 only 74 counties. At least one service provider is available in the three remaining counties.
  - Sunflower - Services were available from at least two providers in only 50 counties in 2016 and 2014, two fewer than in 2015 and five more than in CY2013. At least one service provider is available in 81 of the 105 counties, six more than in CY2015.
  - UnitedHealthcare - Services were available from at least two providers in only 47 counties in CY2016 and CY2015, 27 fewer than in CY2014. At least one provider was available in 68 counties, down from 72 counties in CY2015.
- Intermittent Intensive Medical Care
  - Amerigroup – In CY2016 and CY2015, 77 counties had access to at least two service providers; compared to 84 in CY2013 and CY2014. In CY2016 and CY2015, 102 counties had at least one service provider 2 fewer counties than in CY2014.
  - Sunflower reported in CY2016 and CY2015 at least two service providers are available in 94 counties, 3 more than in CY2014, and 16 more than in CY2013. SSHP reported in CY2013 to CY2016 that all 105 counties had at least one service provider.
  - UnitedHealthcare reported in CY2013 through CY2016 that there were at least two service providers available in all 105 counties.

Table 39. Number of Counties with Access to Home and Community Based Services (HCBS) CY2016 Compared to CY2015*

Provider type	Amerigroup		Sunflower		UnitedHealthcare	
	2 or more	at least 1	2 or more	at least 1	2 or more	at least 1
Speech therapy - Autism Waiver	**7↓**	**7**	**12**	**27↓**	**2**	**2**
Speech therapy - TBI waiver	105	105	**50**	105	**9↑**	**28↑**
Behavior therapy - TBI waiver	105	105	105	105	**72↑**	**105↑**
Cognitive therapy - TBI waiver	105	105	105	105	**26↑**	**55↑**
Occupational therapy - TBI waiver	105	105	105	105	**12↑**	**33↑**
Physical therapy - TBI waiver	105	105	105	105	**30↑**	**55↑**
Adult day care	**102**	105	**50↓**	**81↑**	**47**	**68↓**
Intermittent intensive medical care	**77**	**102**	**94**	105	105	105
Home modification	**27↑**	**101↓**	105	105	105	105
Health maintenance monitoring	**69**	**103**	**95**	105	105	105
Specialized medical care/medical respite	105	105	105	105	105	105
Assistive services	105	105	105	105	105	105
Assistive technology	105	105	105	105	105	105
Attendant care services (Direct)	105	105	105	105	105	105
Comprehensive support (Direct)	105	105	105	105	105	105
Financial management services (FMS)	105	105	105	105	105	105
Home telehealth	105	105	105	105	105	105
Home-delivered meals (HDM)	105	105	105	105	105	105
Long-term community care attendant	105	105	105	105	105	105
Medication reminder	105	105	105	105	105	105
Nursing evaluation visit	105	105	105	105	105	105
Personal emergency response (installation)	105	105	105	105	105	105
Personal emergency response (rental)	105	105	105	105	105	105
Personal services	105	105	105	105	105	105
Sleep cycle support	105	105	105	105	105	105
Transitional living skills	105	105	105	105	105	105
Wellness monitoring	105	105	105	105	105	105

* Arrows indicate whether the number of counties with access to the service increased or decreased compared to CY2015

- Speech Therapy (Autism Waiver)
  - Amerigroup – In CY2016, AGP reported this service to be available from two or more providers in only 7 counties. In CY2015 and CY2014, Amerigroup reported that in 79 counties there were two or more providers available for specialized speech therapy for those on the Autism Waiver. In CY2013, Amerigroup reported services from at least two providers were only available in three counties.
  - Sunflower - In CY2016 and CY2015, SSHP reported that in only 12 counties there were two or more providers available for specialized speech therapy for those on the Autism Waiver, 3 fewer than in CY2014. At least one service provider was available in 27 counties in CY2016, down from 28 counties in CY2015 and CY2014.

  - UnitedHealthcare – In CY2015, CY2014, and CY2013, UHC reported that these specialized services were only available from one or two providers in only 2 counties.
- Speech Therapy – TBI Waiver
  - Amerigroup - In CY2013 to CY2016, Amerigroup reported that at least two providers were available in all 105 counties for this specialized speech therapy for those with TBI.
  - Sunflower – In CY2013 and CY2014, Sunflower reported that at least two providers were available in all 105 counties. In CY2015 and CY2016, this dropped to 50 counties. All 105 counties continue to have at least one provider reported to be available.
  - UnitedHealthcare reported that at least two providers were available in CY2016 in 9 counties, up from 4 counties in CY2015, 5 counties in CY2014 and 7 counties in CY2013. At least one provider was available in 28 counties, up from 10 counties in CY2015 and 21 counties in CY2014 and CY2013.
- Behavior Therapy – TBI Waiver
  - Amerigroup and Sunflower again reported that at least two providers were available in all 105 counties for this specialized behavior therapy for those with TBI.
  - UnitedHealthcare reported that at least two providers were available in 72 counties, up from 18 counties in CY2015, 12 counties in CY2014 and 1 county in CY2013. At least one provider was available in all 105 counties in CY2016, up from 43 counties in CY2015, 41 in CY2014, and 4 in CY2013.
- Cognitive Therapy – TBI Waiver
  - In CY2013 to CY2016, Amerigroup and Sunflower reported that at least two providers were available in all 105 counties for this specialized cognitive therapy for those with TBI.
  - UnitedHealthcare reported that at least two providers were available in 26 counties in CY2016, up from 18 counties in CY2015, 12 counties in CY2014 and 1 county in CY2013. At least one provider was available in 55 counties in CY2016, up from 43 counties in CY2015, 41 counties in CY2014, and 4 counties in CY2013.
- Occupational Therapy – TBI Waiver
  - In CY2013 to CY2016, Amerigroup and Sunflower reported that at least two providers were available in all 105 counties for this specialized occupational therapy for those with TBI.
  - UnitedHealthcare reported that in CY2016, at least two providers were available in 12 counties, up from 11 counties in CY2013 to CY2015. In CY2016, UHC reported that at least one provider was available in 33 counties, up from 19 counties in CY2014, 26 counties in CY2014, and 32 counties in CY2013.
- Physical Therapy – TBI Waiver
  - Amerigroup and Sunflower reported that at least two providers were available in all 105 counties in CY2013 to CY2016 for this specialized physical therapy for those with TBI.
  - UnitedHealthcare reported that at least two providers were available in 30 counties in CY2016, up from 23 counties in CY2015, 24 counties in CY2014, and 14 counties in CY2013. At least one provider was available in 55 counties, up from 40 counties in CY2015 and 53 counties in CY2014.
- Health Maintenance Monitoring
  - Amerigroup – In CY2015 and CY2016, Amerigroup reported that at least two service providers were available in 69 counties, compared to 70 counties in CY2014 and CY2013. In each of the four years, Amerigroup reported 103 counties had at least one service provider.
  - Sunflower – In CY2015 and CY2016, Sunflower reported that two or more providers were available in 95 counties, compared to 91 in CY2014 and 105 in CY2013, and that at least one provider was available in 105 counties (all four years).

  - UnitedHealthcare – In CY2015, CY2014, and CY2013, UHC reported that at least two service providers were available in all 105 counties.
- Home Modification
  - Amerigroup reported only 27 counties had at least two service providers in CY2016, up from 14 in CY2015 and 23 counties in CY2013 and CY2014. In CY2016, Amerigroup reported 101 counties had at least one service provider, down from 102 in CY2015 and 105 counties in CY2013 and CY2014.
  - In CY2013 to CY2016, Sunflower and UnitedHealthcare reported that at least two service providers were available in all 105 counties.

As discussed in the 2013 and 2014 KanCare Evaluation Annual Reports, there is a wide gap in reporting of availability of the TBI-related services that indicates potential discrepancies in reporting by the MCOs and/or differences in defining the criteria required for service providers for these specialized services.

There is no indication in the report again this year as to which specific counties do not have at least two services available. The provider network adequacy reports indicate specific providers, but do not separately provide a list of counties that have access to no providers (or less than two providers).

Population – The HCBS reports do not indicate whether members needing these services are residents of the counties where there are no providers or less than two providers. If this information was provided by each MCO, members, program managers, and reviewers could more easily identify counties where services may be provided by one of the other MCOs, and alternatively whether none of the MCOs have providers in the particular county (and in neighboring counties). The MCO GeoAccess reports provide information on the total number of members in each county; however, the reports do not indicate whether members in sparsely populated counties are in need of services that are not commonly needed or available.

I/DD Provider Services

I/DD provider services by county availability are listed in Table 40. Services reported in 2016 to be available from at least two I/DD providers by all three MCOs include: Targeted Case Management, Residential Support, Sleep Cycle Support, Personal Assistant Services, Financial Management Services, and Respite Care (Overnight).

Services not available from at least two I/DD providers by all three MCOs in all 105 Kansas counties include:

- Supported Employment Services – AGP reported this service to be available from at least two I/DD providers in 51 counties, and from at least one provider in 81 of the 105 counties. SSHP reported this service to be available from at least two I/DD providers in 98 counties, and from at least one provider in all 105 counties. UHC reported this service to be available from at least two I/DD providers in 25 counties, and from at least one provider in 48 of the 105 counties.
- Wellness Monitoring - AGP reported this service to be available from at least two I/DD providers in 92 counties, and from at least one provider in all 105 counties. SSHP reported this service to be available from at least two I/DD providers in 95 counties, and from at least one provider in 102 counties. UHC reported this service to be available from at least two I/DD providers in 80 counties, and from at least one provider in all 105 counties.

Table 40. Number of Counties with Access to at Least Two I/DD Providers, by MCO, CY2016						
Provider type	Amerigroup		Sunflower		UnitedHealthcare	
	2 or more	at least 1	2 or more	at least 1	2 or more	at least 1
Targeted Case Management	105	105	105	105	105	105
Medical Alert Rental	105*	105	**55**	105	105*	105
Residential Support	105	105	105	105	105	105
Supportive Home Care	105	105	105	105	**103**	105
Sleep Cycle Support	105	105	105	105	105	105
Supported Employment Services	**51**	**81**	**98**	105	**25**	**48**
Personal Assistant Services	105	105	105	105	105	105
Assistive Services	**104**	105	105	105	105	105
Respite Care (Overnight)	105	105	105	105	105	105
Wellness Monitoring	**92**	105	**95**	**102**	**80**	105
Day Support	105	105	105	105	**58**	**98**
Financial Management Services (FMS)*	105	105	105	105	105	105
Specialized Medical Care - RN	**101**	105	**104**	105	105	105
Specialized Medical Care - LPN	**101**	**104**	**104**	105	105	105

* Provider specialty not specific to I/DD

- Medical Alert Rental - AGP and UHC reported Medical Alert Rental to be available from at least two providers in all 105 counties, but not specifically from I/DD providers. SSHP reported this service to be available from at least two I/DD providers in 55 counties, and from at least one I/DD provider in all 105 counties.
- Supportive Home Care - AGP and SSHP reported Supportive Home Care to be available from at least two I/DD providers in all 105 counties. UHC reported this service to be available from at least two I/DD providers in 103 counties, and from at least one provider in all 105 counties.
- Assistive Services - SSHP and UHC reported Assistive Services to be available from at least two I/DD providers in all 105 counties. AGP reported this service to be available from at least two I/DD providers in 104 counties, and from at least one provider in all 105 counties.
- Day Support - AGP and SSHP reported Day Support to be available from at least two I/DD providers in all 105 counties. UHC reported this service to be available from at least two I/DD providers in 58 counties, and from at least one provider in 98 counties.
- Specialized Medical Care – RN - UHC reported this service to be available from at least two I/DD providers in all 105 counties. AGP reported this service to be available from at least two I/DD providers in 101 counties, and from at least one provider in all 105 counties. SSHP reported this service to be available from at least two I/DD providers in 104 counties, and from at least one provider in all 105 counties.
- Specialized Medical Care – LPN - UHC reported this service to be available from at least two I/DD providers in all 105 counties. AGP reported this service to be available from at least two I/DD providers in 101 counties, and from at least one provider in 104 counties. SSHP reported this service to be available from at least two I/DD providers in 104 counties, and from at least one provider in all 105 counties.

Recommendations:

- KFMC again recommends this year that reporting be revised to require MCOs to report the specific counties where there are no providers contracted for specific services and specific counties where only one provider is contracted for specific services.
- KFMC again recommends that the State follow up with the MCOs to clarify the availability of the TBI-related HCBS service providers.
- For those counties with no providers, it would be important to know the number of members needing these services that reside in that county and their average distance to a provider. It is possible members needing these services are able to obtain them in a nearby county (or through arrangement by the MCO in a neighboring state). It is also possible, particularly in low-population Frontier counties, for there to be no members in need of a particular service.

Provider Open/Closed Panel Report

The MCOs submit monthly Network Adequacy reports that include a data field for indicating whether the provider panel is open, closed, or accepting only existing patients. This is primarily populated for PCP types.

In previous years, KFMC recommended that, due to a high frequency of duplicate entries (including exact duplicates, address variations for the same address, P.O. Box address and street address in a small town, etc.), the MCOs should review this report and remove duplicate entries. While the MCOs have been making efforts to improve reporting, in reviewing 2016 Network Adequacy reports, KFMC identified duplicate entries continue to be an area for improvement (e.g., including exact duplicates, variations of the same address with all other information the same, variations of the same provider name, provider addresses that only differed by one number).”Real time” information available to members on-line or through customer service contacts varies by MCO in timeliness. KFMC also found some inconsistencies and errors in how providers are classified (e.g., a Urologist and a Pulmonologist were listed instead as Neurologists, an Orthopedic Surgeon was listed instead as a Urologist, and an Anesthesiologist was listed as a Plastic Surgeon). Many providers have multiple locations in multiple counties; the Network Adequacy report does not indicate how often providers provide services at each location and whether their availability, particularly in non-urban counties, meets access requirements for the particular service and region. Provider panel status also is not included for all applicable providers. In a 2016 provider survey conducted for the State, a number of providers were found to have moved to distant states, were no longer in the networks for other reasons, or had moved to another city/practice.

Provider After-Hour Access (24 hours per day/7 days per week)

The MCOs are required by the State to ensure that the 24/7 requirement is met. No tracking report templates, however, are required of the MCOs by the State for tracking this. This is due in part to differing methods and systems used by the MCOs for monitoring provider adherence to these standards.

- Amerigroup conducts an annual survey of providers. After hours compliance in CY2016 was reported as 89% for PCPs and Pediatrics. Amerigroup staff members meet with providers not in compliance. In previous years, they indicated they then followed up with “secret shopper” type activities to confirm that changes have been put in place.
- Sunflower uses a nurse advice line, an affiliated organization, to conduct an annual telephone survey of PCPs regarding after-hours access; it appears the survey is conducted during office hours. SSHP also continues to contract with NurseWise to provide after-hours services to members and providers. NurseWise reports daily numbers of calls received. For CY2016, SSHP reported 100% PCP

compliance of PCP offices who were successfully contacted; 59% of the 342 sampled providers were successfully contacted. The inability to contact a PCP indicates the members may not be able to reach the PCP. The 139 PCPs that either refused to answer the survey questions, had an out-of-service phone number or wrong number, or that did not answer the phone or have an answering service should not be excluded from the denominator in determining compliance. SSHP is researching the incorrect or out-of-service phone numbers to identify correct information. KFMC recommends Sunflower follow up after office hours to verify appropriate after-hours access, at a minimum for the providers that refused to complete the survey or did not answer the phone.

- UnitedHealthcare contracts with a vendor (Dial America) that calls a random sample of providers after hours to ensure on-call service is available. In 2016, compliance with the 24/7 access requirement was 76.5%. UHC indicated they conduct follow-up phone calls related to the after-hours access results.

Amerigroup and UnitedHealthcare also included a supplemental question in their CAHPS surveys in CY2014 and CY2015 addressing after-hours appointment access. In CY2015, Sunflower added a supplemental question related to after-hours advice.

Amerigroup asked in their adult survey, "***In the last six months, if you called your doctor's office after office hours for an urgent need, how many minutes did you usually have to wait between making a call to the office and speaking to the doctor or doctor's representative?"***

- In CY2016, 24.4% of adult survey respondents indicated they called after hours for an urgent need.
- In CY2016, 71.2% adults who called their doctor's office after hours said their wait to speak to a doctor or the doctor's representative was less than 20 minutes.
- The CY2016 rate of respondents reporting a wait over 60 minutes decreased to 8.3%, from 17.4% in CY2015 and 13.8% in CY2014.

UnitedHealthcare asked in their adult survey, ***"In the last 6 months, did you call a doctor's office or clinic after hours to get help for yourself?"*** A similar question was included in the child survey. A follow-up question was also added for both adult and child surveys of those who responded positively: ***"In the last 6 months, when you called a doctor's office or clinic after hours, how often did you get the help you wanted?"***

- **Adults** - In CY2016, 11.0% of adults called their doctor's office or clinic after hours. Of those who indicated they called their provider after hours, 69.2% said they always or usually got the help they wanted, and 15.4% said they never got the help they wanted.
- **GC survey population** - In CY2016, 8.9% of GC survey respondents called their doctor's office or clinic after hours. Of those who indicated they called their provider after hours, 87.0% said they always or usually get the help they wanted, and 2.80% (compared to 14.4% in CY2015) said they never got the help they wanted.
- **CCC survey population** - In CY2016, 10.0%of CCC survey respondents indicated they called after hours to get help. Of those who indicated they called their provider after hours in CY2016, 80.0% said they always or usually got the help they wanted, and 4.2% (compared to 8.8% in CY2015) said they never got the help they wanted.

Sunflower asked in their adult survey, ***"In the past 6 months, did you phone your personal doctor's office after regular office hours to get help or advice for yourself?"*** A similar question was included in the child survey. A follow-up question was also added for both adult and child surveys of those who

responded positively: **"*In the last 6 months, when you phoned after regular office hours, how often did you get the help or advice you needed?*"**

- **Adults** - In CY2016, 14.0%of adults called their doctor's office or clinic after hours. Of those who indicated they called their provider after hours, 75.0% said they always or usually got the help or advice they needed and 15.0% said they never got the help or advice they needed (compared to 12.9% in CY2015).
- **GC survey population** - In CY2016, 13.6%of GC survey respondent called their doctor's office or clinic after hours Of those who indicated they called their provider after hours, 83.1% said they always or usually got the help they wanted; 9.9%said they never got the help they wanted (compared to 6.8% in CY2015).
- **CCC survey population -** In CY2016, 16.7% of CCC survey respondents indicated they called after hours to get help. Of those who indicated they called their provider after hours, 87.2% said they always or usually got the help they needed and 4.7% said they never got the help they wanted (remained the same from CY2015).

Annual Provider Appointment Standards Access (In-office wait times; Emergent, urgent and routine appointments; Prenatal care – first second, third trimester and high risk)

The MCOs are required by the State to ensure that in-office wait time requirements are met. No tracking report templates, however, (as per the 24/7 access above) are required of the MCOs by the State for tracking these measures. MCOs submitted summaries that primarily focused on access to urgent and routine advice after hours. No information specifically related to in-office wait times and access to prenatal care visits was submitted for review.

Amerigroup – For CY2016, Amerigroup continued to report survey results by provider types, asking providers about availability of urgent and routine care.

- PCPs reported 95-97% compliance for urgent care and emergent care and 93% compliance for routine care.
- Specialists had 88% compliance for urgent care and 98%compliance for routine care.
- Pediatrics had 97-99% compliance for urgent and emergent care and 96% compliance for routine care.
- Behavioral health was reported as 92%-95% compliant and 92% compliance for mental health follow-up.

Sunflower – For CY2016, Sunflower reported survey results by provider type, asking providers about availability for urgent and routine care.

- PCPs reported 99% compliance for urgent care and 86% compliance for first available routine appointment.
- Oncology care for urgent appointments was 82% compliant and 88% compliant for first available routine appointment.
- OB was 86% compliant for routine care in the first trimester and 100% compliant for second and third trimester.

UnitedHealthcare – UHC employs a vendor to make calls on their behalf using a script in which the caller identifies themselves as representing the health plan (as opposed to a "secret shopper" approach), describes symptoms that represent either an urgent need or a routine need and requests the next available appointment with the specific provider named on the list. Script scenarios include both child and adult symptoms.

UHC reported the following survey results for CY2016 by provider type for CY2016, asking providers about availability of urgent and routine care.

- PCPs reported 58-71% compliance for urgent and emergent care and 93% compliance for routine care.
- Specialists had 25% compliance for urgent care and 73% compliance for routine care.
- Behavioral health was reported as 56% compliant for urgent care and 83% compliant for routine care.

Recommendations for the 24/7 and Appointment Access Requirements:

- KFMC recommends the State request a more consistent method of MCO tracking and reporting these measures. KFMC recommends that all MCOs confirm provider after-hour access through after-hours phone calls to the providers.
- MCOs should report compliance rates and appointment availability for calls to provider offices from "secret shoppers" separately from callers who first identify that they are representatives of an MCO.
- MCOS are encouraged to continue to include access to care supplemental questions in the CAHPS survey to help identify member experience in accessing appointments.
- When reporting outcomes related to member access to after-hours phone contact to providers, the MCOS should include in the denominator all out-of-service or wrong numbers, and offices that did not answer the phone or have an answering service alternative. MCOs should follow up after office hours to verify appropriate after-hours access, at a minimum for the providers that refused to complete the survey or did not answer the phone.

(20) Member Survey – CAHPS

Additional detail on the CAHPS survey In CY2015 can be found in Section 4 of this report in the Health Literacy section. CAHPS questions related to access of care include the questions in Table 41.

Questions on both adult and child surveys:

- **In the last 6 months did you (your child) have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?**
  The rate of respondents that indicated they needed care right away in the last 6 months was comparable within the populations and across years (Adults: CY2016 - 44.0%, CY2015 - 45.7%, CY2014 - 45.2%, CY2012 - 44.3%; GC: CY2016 - 35.7%, CY2015 - 37.9%, CY2014 - 35.2%, CY2012 - 32.1%; CCC: CY2016 - 43.1%, CY2015 - 47.4%, CY2014 - 43.6% in CY2014).
  - **In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?**
    The weighted aggregate rate for adults in CY2016 (86.2%) was comparable to CY2015 (87.2%) and CY2014 (88.1%), higher than in CY2012 (80.0%) and above the QC 75th percentile. The rate for the GC population in CY2016 (93.9%) was comparable to CY2015 (93.2%) and CY2014 (94.1%); the CY2016 results remained above the QC 66.67th percentile. The CY2016 CCC population rate (95.1%) was comparable to CY2015 (93.9%) and CY2014 (95.0%) and was above the QC 75th percentile.
- **In the last 6 months, how often was it easy (for your child) to get the care, tests, or treatment you (your child) needed?**
  The weighted aggregate rates remain generally comparable for all populations in CY2014 through CY2016 (Adult: 87.2% - 88.1%; GC: 92.0% - 93.4%; CCC: 91.9% - 93.0%). All results remain above the QC 50th percentile.

Table 41. Member Survey - CAHPS Access to Care Questions, 2014 - 2016							
Question	Pop	Weighted % Positive Responses			QC 50th Percentile		
		2016	2015	2014	2016	2015	2014
Questions on Adult and Child Surveys							
In the last six months, did you (your child) have an illness, injury, or condition that needed care right away in a clinic, emergency room, or doctor's office?	**Adult**	**44.0%**	45.7%	45.2%	NA	NA	NA
	GC	**35.7%**	37.9%	35.1%	NA	NA	NA
	CCC	**43.1%**	47.4%	43.6%	NA	NA	NA
In the last 6 months, when you (your child) needed care right away, how often did you (your child) get care as soon as you (he or she) needed?	**Adult**	**86.2%**	87.2%	88.1%	↑	↑	↑
	GC	**93.9%**	93.2%	94.1%	↑	↑	↑
	CCC	**95.1%**	93.9%	95.0%	↑	↑	↑
In the last 6 months, did you make any appointments for a check-up or routine care (for your child) at a doctor's office or clinic?	**Adult**	**76.3%**	77.1%	75.8%	NA	NA	NA
	GC	**69.5%**	68.9%	70.8%	NA	NA	NA
	CCC	**77.3%**	78.7%	80.0%	NA	NA	NA
In the last 6 months, how often did you get (when you made) an appointment for a check-up or routine care (for your child) at a doctor's office or clinic (how often did you get an appointment) as soon as you (your child) needed?	**Adult**	**82.5%**	82.7%	82.9%	↑	↑	↑
	GC	**90.0%**	89.7%	90.6%	↑	↑	↑
	CCC	**92.1%**	92.4%	92.2%	↑	↑	↓
How often was it easy to get the care, tests, or treatment you (your child) needed?	**Adult**	**87.2%**	88.1%	87.6%	↑	↑	↑
	GC	**92.1%**	92.0%	93.4%	↑	↑	↑
	CCC	**92.4%**	91.9%	93.0%	↑	↑	↑
Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care. In the last 6 months, did you make any appointments (for your child) to see a specialist?	**Adult**	**44.3%**	46.5%	43.0%	NA	NA	NA
	GC	**17.9%**	19.4%	17.9%	NA	NA	NA
	CCC	**39.8%**	39.5%	38.4%	NA	NA	NA
How often did you get an appointment (for your child) to see a specialist as soon as you needed?	**Adult**	**86.2%**	81.7%	84.8%	↑	↑	↑
	GC	**80.8%**	84.6%	83.2%	↑	↑	↑
	CCC	**86.2%**	83.3%	85.3%	↑	↑	↑

- **In the last 6 months, did you make any appointments for a check-up or routine care (for your child) at a doctor's office or clinic?**
  The rate of adult respondents making appointments for a check-up or routine care was comparable from CY2014 through CY2016, with a range from 75.8% - 77.1%, higher than the CY2012 rate of 73.5%. The percentage of the GC population that scheduled a check-up or routine care ranged from 68.9% - 70.8% in CY2014 through CY2016; the CY2012 rate was 77.8%. The CCC population ranged from 77.3% - 80.0% in CY2014 through CY2016.
  - **In the last 6 months, not counting the times you needed care right away, how often did you get an appointment for (your child) for a check-up or routine care at a doctor's office or clinic as soon as you thought you needed?**
    Of the adults who scheduled an appointment, the percentage reporting they received an appointment as soon as they thought was needed remained above the QC 75th percentile in CY2014 through CY2016 (82.5% - 82.9%). The GC results were comparable across years (CY2016

-90%; CY2015 – 89.7%; CY2014 – 90.6%; CY2012 – 89.9%); the CY2016 rate was above the 66.67th percentile. The CC results were also comparable across years (CY2016 - 92.1%; CY2015 - 92.4%; CY2014 - 92.2%), and in CY2016.remained above the GC 50th percentile.

- **In the last 6 months, did you make any appointments (for your child) to see a specialist?**
  In CY2016, 44.3% of adults, 17.9% of the GC population, and 39.8% of the CCC population reported having one or more appointments with a specialist. The CY2016 rates were comparable to CY2015 and CY2014.
  - **In the last 6 months, how often did you get an appointment (for your child) to see a specialist as soon as you needed?**
    Of those who had appointments with a specialist in the previous six months, 86.2% of adults in CY2016 obtained an appointment as soon as they needed, compared to 81.7% in CY2015, 84.8% in CY2014, and 75.9% in CY2012. The CY2016 adult results increased from above the QC 50th percentile to above the 95th percentile. All three MCOs had increases in the adult populations' rates and QC percentiles. The CY2015 GC results continued to be higher than CY2012, although there were variations across years (GC: CY2016 – 80.8%, CY2015 – 84.6%, CY2014 – 83.2%, CY2012 – 79.0%). The CCC results in CY2016 increased to 86.2% from CY2015 – 83.3% and CY2014 – 85.3%, and were above the QC 75th percentile in 2016.

(21) Member Survey – Mental Health

The MH Surveys conducted in CY2011 through CY2015 are described above in Section 7 "Member Survey – Quality."

Questions and survey results related to member perceptions of access to MH services are listed in Table 42 and are described below:

- **Provider availability as often as member felt it was necessary**
  Results from the general adult population were lower in 2016 (84.0%) than in the previous five years. The 2015 rate (87.2%) was comparable to rates in 2014 (87.9%) and 2013 (88.2%).
- **Provider return of calls within 24 hours**
  Response results in 2016 (79.6%) were the lower than in the previous five years. Response results in 2015 (84.4%) were comparable to 2014 (83.3%) and 2013 (84.4%). Pre-KanCare rates were 88.1% in 2011 and 80.8% in 2012.
- **Services were available at times that were good for the member**
  - Positive response percentages in 2016 ranged from 83.9% (General Youth, family responding) to 90.4% (General Youth, youth responding).
  - Results from the General Adult population in CY2016 (87.4%) are the lowest they have been in the six year period. Trend analysis showed a significant decrease in positive response percentages from 2013 to 2016 (p=.01).
  - For General Youth (family responding), there was a significant decrease in positive responses in CY2016 (83.9%) compared to 2015 (90.9%; p<.01) and 2013 (88.7%; p=.03); the CY2016 rate is the lowest of the six-year period.
- **Ability to see a psychiatrist when the member wanted to**
  For the General Adult population, there was a significant decrease in positive responses in 2016 (73.6%) compared to 83.4% in 2015 (p<.01); 80.5% in 2014 (p=.02); 82.3% in 2013 (p<.01); and 82.1% in 2011 (p=.02). Also, there was a significant negative trend 2013 to 2016 (2013 – 82.3%; 2014 – 80.5%; 2015 – 83.4%; 2016 – 73.6%; [p=.02]). In the six-year period, the 70.8% rate in 2012 was the only rate lower than the 2016 rate.

Table 42. Mental Health Survey - Access-Related Questions

Item	Year	0% 100%	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
My mental health providers were willing to see me as often as I felt it was necessary.	**General Adult (Age 18+)**							
	2016		**84.0%**	**243 / 289**	**79.3% – 87.8%**		.08	.22
	2015		87.2%	332 / 381	83.4% – 90.2%	.24		
	2014		87.9%	706 / 804	85.5% – 90.0%	.09		
	2013		88.2%	927/1,051	86.2% – 90.1%	.05		
	2012		85.3%	233 / 273	80.6% – 89.1%	.65		
	2011		88.8%	262 / 295	84.7% – 92.0%	.09		
My mental health providers returned my calls in 24 hours.	**General Adult (Age 18+)**							
	2016		**79.6%**	**213 / 267**	**74.4% – 84.1%**		.15	.07
	2015		84.4%	292 / 346	80.2% – 87.9%	.12		
	2014		83.3%	618 / 742	80.5% – 85.8%	.17		
	2013		84.4%	840 / 995	82.0% – 86.5%	.06		
	2012		80.8%	202 / 250	75.4% – 85.2%	.74		
	2011		88.1%	251 / 285	83.8% – 91.4%	**<.01 -**		
Services were available at times that were good for me.	**General Adult (Age 18+)**							
	2016		**87.4%**	**258 / 294**	**83.1% – 90.8%**		**.01↓**	.08
	2015		90.0%	343 / 381	86.6% – 92.7%	.28		
	2014		89.8%	733 / 817	87.5% – 91.7%	.26		
	2013		92.1%	985/1,071	90.4% – 93.6%	**.01 -**		
	2012		87.7%	242 / 276	83.2% – 91.1%	.92		
	2011		92.3%	277 / 300	88.7% – 94.9%	.05		
	General Youth (Ages 0-17), Family Responding							
	2016		**83.9%**	**276 / 328**	**79.6% – 87.5%**		.16	.70
	2015		90.9%	297 / 327	87.2% – 93.6%	**<.01 -**		
	2014		86.9%	682 / 783	84.4% – 89.1%	.19		
	2013		88.7%	871 / 983	86.5% – 90.5%	**.03 -**		
	2012		88.0%	235 / 267	83.5% – 91.4%	.16		
	2011		85.9%	287 / 334	81.8% – 89.3%	.47		
	General Youth (Ages 12-17), Youth Responding							
	2016		**90.4%**	**141 / 156**	**84.6% – 94.2%**		.66	.53
	2015		88.5%	130 / 147	82.2% – 92.8%	.59		
	2014		87.5%	271 / 308	83.3% – 90.7%	.35		
	2013		88.7%	455 / 513	85.5% – 91.3%	.56		
	2012		83.0%	83 / 100	74.4% – 89.2%	.08		
	2011		89.5%	119 / 133	83.0% – 93.7%	.80		
	SED Waiver Youth and Young Adult, Family/Member Responding							
	2016		**84.1%**	**275 / 328**	**79.7% – 87.7%**		.66	.25
	2015		84.5%	283 / 336	80.2% – 88.0%	.88		
	2014		85.2%	356 / 418	81.5% – 88.3%	.66		
	2013		85.1%	415 / 487	81.6% – 88.0%	.70		
	2012		88.6%	287 / 324	84.7% – 91.7%	.09		
	2011		85.4%	243 / 285	80.8% – 89.0%	.65		
	SED Waiver Youth (Ages 12-17), Youth Responding							
	2016		**84.4%**	**139 / 164**	**78.0% – 89.2%**		.60	.47
	2015		85.7%	131 / 153	79.3% – 90.4%	.74		
	2014		86.0%	167 / 194	80.3% – 90.2%	.67		
	2013		82.6%	187 / 226	77.2% – 87.0%	.64		
	2012		82.2%	111 / 135	74.8% – 87.8%	.62		
	2011		83.7%	103 / 123	76.1% – 89.3%	.88		

Table 42. Mental Health Survey - Access-Related Questions (Continued)

Item	Year	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
I was able to see a psychiatrist when I wanted to.	**General Adult (Age 18+)**						
	2016	**73.6%**	**195 / 265**	**67.9% – 78.5%**		**.02↓**	.67
	2015	83.4%	291 / 349	79.2% – 87.0%	**<.01 -**		
	2014	80.5%	598 / 744	77.5% – 83.2%	**.02 -**		
	2013	82.3%	807 / 981	79.8% – 84.6%	**<.01 -**		
	2012	70.8%	187 / 264	65.1% – 76.0%	.48		
	2011	82.1%	225 / 274	77.1% – 86.2%	**.02 -**		
I was able to get all the services I thought I needed.	**General Adult (Age 18+)**						
	2016	**80.7%**	**235 / 290**	**75.8% – 84.9%**		.05	.05
	2015	84.9%	325 / 383	81.0% – 88.2%	.15		
	2014	86.5%	704 / 814	84.0% – 88.7%	**.02 -**		
	2013	86.0%	917/1,066	83.8% – 87.9%	**.03 -**		
	2012	78.8%	219 / 278	73.6% – 83.2%	.56		
	2011	91.3%	274 / 300	87.6% – 94.1%	**<.001 -**		
	General Youth (Ages 12-17), Youth Responding						
	2016	**83.1%**	**126 / 152**	**76.3% – 88.3%**		.55	.94
	2015	87.5%	126 / 144	81.0% – 92.1%	.28		
	2014	83.8%	260 / 309	79.2% – 87.5%	.85		
	2013	82.8%	427 / 518	79.1% – 86.0%	.94		
	2012	85.0%	85 / 100	76.6% – 90.8%	.68		
	2011	85.1%	114 / 134	78.0% – 90.2%	.64		
	SED Waiver Youth (Ages 12-17), Youth Responding						
	2016	**79.3%**	**127 / 161**	**72.3% – 84.9%**		**.03↑**	.27
	2015	81.5%	123 / 151	74.6% – 86.9%	.61		
	2014	74.8%	138 / 184	68.0% – 80.5%	.33		
	2013	71.8%	165 / 229	65.7% – 77.2%	.10		
	2012	76.3%	103 / 135	68.4% – 82.7%	.54		
	2011	77.6%	97 / 125	69.5% – 84.1%	.74		
My family got as much help as we needed for my child. (I was able to get all the services I thought I needed.)	**General Youth (Ages 0-17), Family Responding**						
	2016	**82.2%**	**264 / 320**	**77.6% – 86.0%**		.87	.62
	2015	86.3%	278 / 322	82.1% – 89.6%	.15		
	2014	79.7%	609 / 766	76.7% – 82.4%	.34		
	2013	83.2%	799 / 966	80.7% – 85.4%	.67		
	2012	82.9%	213 / 257	77.8% – 87.0%	.83		
	2011	84.2%	278 / 330	79.9% – 87.8%	.48		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**77.6%**	**253 / 325**	**72.7% – 81.8%**		.29	.68
	2015	78.9%	260 / 330	74.2% – 83.0%	.67		
	2014	76.4%	318 / 413	72.0% – 80.2%	.70		
	2013	75.2%	363 / 482	71.1% – 78.8%	.43		
	2012	77.3%	248 / 321	72.4% – 81.6%	.93		
	2011	77.4%	220 / 284	72.2% – 81.9%	.97		

Table 42. Mental Health Survey - Access-Related Questions (Continued)

Item	Year	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
During a crisis, I was able to get the services I needed.	**General Adult (Age 18+)**						
	2016	**80.7%**	**196 / 242**	**75.3% – 85.2%**		.15	.92
	2015	85.0%	265 / 312	80.6% – 88.5%	.18		
	2014	86.0%	586 / 682	83.2% – 88.4%	.05		
	2013	85.4%	742 / 870	82.9% – 87.6%	.08		
	2012	79.2%	183 / 231	73.5% – 84.0%	.69		
	2011	83.9%	209 / 249	78.8% – 88.0%	.35		
During a crisis, my family was able to get the services we needed.	**General Youth (Ages 0-17), Family Responding**						
	2016	**83.8%**	**209 / 248**	**78.7% – 87.9%**		.32	**.03↓**
	2015	84.6%	197 / 233	79.3% – 88.7%	.81		
	2014	83.4%	457 / 548	80.1% – 86.3%	.90		
	2013	86.2%	604 / 706	83.5% – 88.6%	.34		
	2012	87.4%	173 / 198	82.0% – 91.4%	.29		
	2011	89.5%	204 / 228	84.8% – 92.9%	.07		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**78.0%**	**205 / 260**	**72.6% – 82.7%**		.75	.83
	2015	78.3%	213 / 272	73.0% – 82.8%	.93		
	2014	81.5%	276 / 338	76.9% – 85.3%	.30		
	2013	76.4%	299 / 390	71.9% – 80.3%	.63		
	2012	79.1%	197 / 249	73.6% – 83.7%	.76		
	2011	80.0%	173 / 216	74.2% – 84.8%	.59		
Medication available timely*	**General Adult (Age 18+)**						
	2016	**92.9%**	**237 / 255**	**89.0% – 95.5%**		.96	
	2015	90.3%	296 / 328	86.5% – 93.1%	.26		
	2014	92.7%	661 / 713	90.5% – 94.4%	.91		
	2013	91.8%	827 / 903	89.8% – 93.4%	.57		
	General Youth (Ages 0–17), Family Responding						
	2016	**83.7%**	**171 / 204**	**78.0% – 88.2%**		.71	
	2015	88.0%	198 / 225	83.0% – 91.6%	.21		
	2014	85.3%	408 / 478	81.8% – 88.2%	.60		
	2013	86.1%	537 / 622	83.1% – 88.6%	.41		
	SED Waiver Youth and Young Adult, Family/Member Responding						
	2016	**94.5%**	**262 / 278**	**91.1% – 96.7%**		.10	
	2015	93.3%	275 / 294	89.8% – 95.7%	.55		
	2014	94.8%	356 / 376	92.0% – 96.7%	.86		
	2013	90.9%	379 / 416	87.8% – 93.3%	.08		

*Not asked in 2012 and 2011

- **Ability to get all the services the members thought they needed**
  - Rates in 2016 ranged from 77.6% (SED Youth and Young Adult, family responding) to 83.1% (General Youth, ages 12-17, youth responding).
  - For the General Adult population, there was a significant decrease in positive responses in 2016 (80.7%) compared to 2014 (86.5%; p=.02), compared to 2013 (86.0%; p=.03), and compared to 2011 (91.3%; p<.001).
  - For the General Youth (family responding), the 2016 rate (82.2%) was lower than the 2015 rate (86.3%), but higher than in 2014 (79.7%).

  - The rate for General Youth (ages 12-17, youth responding) decreased in 2016 (83.1%) from 2015 (87.5%); the rate in 2013 (82.8%) was the only rate lower in the six-year period.
  - The rate for SED Waiver youth and young adults decreased in 2016 (77.6%) from 2015 (78.9%). Rates in the six-year period ranged from 75.2% in 2013 to 78.9% in 2015.
- **Ability to get services during a crisis**
  - Rates in 2016 ranged from 78.0% (SED Waiver youth and young adults) to 83.8% (General Youth).
  - For the General Youth, there was a statistically significant negative trend from 2011 to 2016 (2011 – 89.5%; 2012 – 87.4%; 2013 – 86.2%; 2014 – 83.4%; 2015 – 84.6%; 2016 – 83.8%; *p*=.03).
  - In CY2016, the General Adult percentage of positive responses decreased from 85% in 2015 to 80.7%.
  - For the SED Waiver youth and young adults (family/member responding), the 2016 rate (78.0%) was slightly lower than the 78.3% rate in 2015. In the six-year period, only 2013 had a lower rate (76.4%).
- **Timely availability of medication**
  - From 2013 to 2016 the General Adult rates for medication availability have been above 90%. The 92.9% rate in 2016 was the highest of the four-year period.
  - SED Waiver youth and young adults responses have also been over 90% positive over the four-year period, ranging from 90.9% in 2013 to 94.5% in 2016
  - General Youth rates continued to be lower, ranging from 83.7% in 2016 to 88.0% in 2015.

(22) Member Survey – SUD

Section 7 above provides background on the SUD survey conducted by the three MCOs in 2014. Questions related to perceptions of access to care for members receiving SUD services follow (see Table 43).

Table 43. SUD Survey - Access-Related Questions, CY2014 - CY2016

	CY2016	CY2015	CY2014
Thinking back to your first appointment for your current treatment, did you get an appointment as soon as you wanted? *(Percent of "Yes" responses)*	84.4%	87.7%	92.1%
In the last year, did you need to see your counselor right away for an urgent problem? *(Percent of "Yes" responses)*	28.4%	25.7%	28.5%
If yes:			
How satisfied are you with the time it took you to see someone? *(Percent of "Very satisfied" and "Satisfied" responses)*	94.1%	79.1%	98.2%
Were you seen within 24 hours, 24 to 48 hours, or did you have to wait longer than 48 hours? *(Percent of ">48 hours" responses)*	16.0%	19.0%	10.9%
Is the distance you travel to your counselor a problem or not a problem? *(Percent of "Not a Problem" responses)*	87.9%	88.0%	89.1%
Were you placed on a waiting list? *(Percent of "Yes" responses)*	21.2%	15.6%	12.2%
If you were placed on a waiting list, how long was the wait? *(Percent of "3 weeks or longer" responses)*	42.1%	46.2%	26.1%

- **Thinking back to your first appointment for your current treatment, did you get an appointment as soon as you wanted?**
  In 2016, 84.4% (270) of 320 members indicated they got an appointment as soon as they wanted, compared to 87.7% in 2015, 92.1% in 2014, and 89.6% in 2012.
- **For urgent problems, how satisfied are you with the time it took you to see someone?**
  - In 2016, 28.4% (92) of 324 members surveyed indicated that in the past year they had needed to see their counselor right away for an urgent problem, compared to 25.7% in 2015, 28.5% in 2014, and 26% in 2012.
  - Of the 92 members who reported needing to see a counselor right away for an urgent problem, 84 responded to the follow-up question related to satisfaction with the wait time to see someone. In 2016, 94.1% of the 84 members indicated they were very satisfied or satisfied, compared to 79.1% (34 of 43 members) in 2015, 98.2% (56 of 57 members) in 2014, and 98.0% in 2012.
- **For urgent problems, were you seen within 24 hours, 24 to 48 hours, or did you wait longer than 48 hours?**
  - Of the 92 members who reported needing to see a counselor right away for an urgent problem, 75 provided a response related to the length of the wait time.
  - In 2016, 16.0% (12) of the 84 members reported they had to wait 48 hours or longer, compared to 19.0% in 2015 (8 of 42 members), and 10.9% in 2014 (6 of 55 members).
  - In 2016, 64% (48) of the 84 members were seen within 24 hours, compared to 54.8% in 2015 and 58.2% in 2014.
- **Is the distance you travel to your counselor a problem or not a problem?**
  In 2016, 87.9% (275) of 313 members surveyed indicated travel distance was not a problem, comparable to 88.0% in 2015, 89.1% in 2014, and 90.5% in 2012.
- **Were you placed on a waiting list?**
  The number and percentage of members placed on a waiting list increased from 11.7% in 2012 to 12.2% (25 of 205) in 2014 to 15.6% (28 of 180) in 2015 to 21.2% (69 of 326) in 2016.
- **If you were placed on a waiting list, how long was the wait?**
  - In 2016, 57 of 69 members who reported they were placed on a waiting list responded. Of these, 42.1% (24) indicated their wait was three weeks or longer, and 38.6% (22) reported waiting one week or less.
  - In 2015, 26 of the 28 members placed on a waiting list responded. Of these, 46.2% (12) indicated their wait was three weeks or longer, and 23.1% (6) reported they waited one week or less.
  - In 2014, 23 of the 25 members that indicated they were put on a waiting list responded. Of these, 26.1% (6) indicated their wait was three weeks or longer, and 34.7% (8) waited one week or less.

(23) Provider Survey

Background information and comments on the Provider Survey are described in Section 8 above. In this section, results are reported for satisfaction with the availability of specialists. The provider survey results for the quality-related question are in Section 8, and results for the preauthorization-related question are in Section 17.

Providers were asked, "**Please rate your satisfaction with availability of specialists**." Table 44-provides the available survey results by individual MCO.

Table 44. Provider Satisfaction with Availability of Specialists, CY2014 - CY2016												
MCO	Very or Somewhat Satisfied			Neither Satisfied nor Dissatisfied			Very or Somewhat Dissatisfied			Total Responses*		
General Provider Surveys												
	2016	2015	2014	2016	2015	2014	2016	2015	2014	2016	2015	2014
Amerigroup	**59.4%**	59.5%	45.9%	**18.8%**	23.7%	37.0%	**21.9%**	16.8%	17.1%	**160**	333	257
Sunflower	**39.8%**	52.9%	40.7%	**51.7%**	30.9%	44.2%	**8.4%**	16.2%	15.0%	**261**	259	226
UnitedHealthcare	**43.7%**	45.2%	^	**39.4%**	32.9%	^	**16.9%**	21.9%	^	**71**	73	63
Behavioral Health Provider Surveys+												
	2016	2015	2014	2016	2015	2014	2016	2015	2014	2016	2015	2014
Cenpatico (SSHP)	**28.1%**	27.4%	**	**64.7%**	65.3%	**	**7.2%**	7.3%	**	**167**	124	**
Optum (UHC)	**44.1%**	38.6%	32.1%	**44.1%**	55.4%	54.8%	**11.7%**	5.9%	13.1%	**145**	101	84

*Providers may have responded to more than one MCO provider survey.
^UnitedHealthcare results for 2014 cannot be determined due to a typographical error in the survey instrument that included "Somewhat satisfied" twice and excluded "Somewhat dissatisfied."
+Amerigroup includes Behavioral Health Providers in their General Provider Survey
**Question was not asked in Cenpatico survey in 2014.

Amerigroup

In 2016, 59.4% of providers were very or somewhat satisfied, comparable to 59.5% in 2015 and higher than 45.9% in 2014. The percentage of providers very or somewhat dissatisfied with availability of specialists was 21.9% in 2016, up from 16.8% in 2015 and 17.1% in 2014.

Sunflower

- **Sunflower general provider survey** – In 2016, 39.8% of providers were very or somewhat satisfied with the availability of specialists, down from 52.9% in 2015 and 40.7% in 2014. The percentage of providers very or somewhat dissatisfied with availability of specialists was 8.4% in 2016, down from 16.2% in 2015 and 15.0% in 2014.
- **Sunflower (Cenpatico) BH provider survey** - In 2016, only 28.1% of BH providers were very or somewhat satisfied, comparable to 2015 (27.4%). The percentage dissatisfied was only 7.2% in 2016 and 7.3% in 2015. Approximately two thirds of the BH providers in 2015 and 2016 were neither satisfied nor dissatisfied.

UnitedHealthcare

- **UnitedHealthcare general provider survey** –In 2016, 43.7% of the 71 providers surveyed were very or somewhat satisfied, comparable to 45.2% in 2015; 16.9% of the providers were very or somewhat dissatisfied in 2016, down from 21.9% in 2015. (2014 survey results are not available due to a typographical error on the survey instrument.)
- **UHC (Optum) BH provider survey** – In 2016, 44.1% of 145 BH providers surveyed were very or somewhat satisfied, higher than in 2015 (38.6%) and 2014 (32.1%). The percentage reporting they were very or somewhat dissatisfied was 11.7% in 2016, up from 2015 (5.9%) and lower than in 2014 (13.1%).

Efficiency

(24) Grievances – Reported Quarterly

Compare/track number of access-related grievances over time, by population type.
Grievances are analyzed in the KanCare Evaluation Quarterly Reports. Each quarter since Q4 CY2013, these quarterly reports have been submitted by KDHE to CMS and are available on the KanCare website for public review.

(25) Calls and Assistance – Reported Quarterly

- **Evaluate for trends regarding types of questions and grievances submitted to Ombudsman's Office.**
- **Track number and type of assistance provided by the Ombudsman's Office.**
  The types of assistance and numbers of contacts provided to KanCare members by the Ombudsman's Office are analyzed in the KanCare Evaluation Quarterly Reports. Each quarter since Q4 CY2013, these quarterly reports have been submitted by KDHE to CMS and are available on the KanCare website for public review.

(26) Systems

Data for the following measures are reported for the KanCare population and stratified by HCBS waiver I/DD, PD, TBI, and FE, and by MH – members who had a MH visit during the year. HEDIS data reported for CY2013 and CY2014 for ED visits and Inpatient Discharges are also reported for the KanCare population based on data submitted to KDHE by the three MCOs. The HCBS and MH stratified data differ somewhat from the HEDIS data, primarily due to inclusion or exclusion of members with dual coverage through Medicare or through private insurance (in addition to Medicaid eligibility).

Emergency Department (ED) Visits
Population: KanCare (all members) and stratified by TBI, FE, I/DD, PD, and MH
Analysis: Comparison of baseline CY2013 to annual measurement and trending over time.
ED visit rates for HCBS (TBI, PD, FE, and IDD) were much lower in CY2013 – CY2015 compared to rates in CY2012 pre-KanCare. ED rates for MH members and for the KanCare population decreased from CY2012 to CY2013, but have increased above CY2012 rates in CY2014 and CY2015.

ED visit rates for the KanCare population, in HEDIS data reported by the MCOs for all KanCare members, were also lower in CY2014 compared to CY2013. HEDIS rates for ED visits, however, exclude ED visits that result in inpatient admissions, while the data reported for HCBS and MH include all ED visits whether or not they resulted in an inpatient admission. As such, the data reported for HCBS and MH members below should not be compared to the HEDIS rates for ED visits.

As noted above, reported rates can differ a great deal depending on whether members with dual eligibility are excluded or included. MCOs often do not receive data (or data are delayed) for claims paid entirely by Medicare or other private insurance. Dual-eligible members compose approximately 12% of the KanCare population, and compose approximately 70% of the HCBS population.

While there are differences in the numbers and rates of ED visits for the TBI, FE, I/DD, PD, and MH members in CY2012 through CY2014 when including dual eligible members (Table 45) and excluding dual-eligible members (see Table 46) no differences were noted in ED usage patterns based on dual eligibility. The summaries that follow are based on data that include members with dual eligibility.

Table 45. HCBS and MH Emergency Department (ED) Visits, Including Dual-Eligible Members (Medicare and Medicaid), CY2012 - CY2015

	CY2015	CY2014	CY2013	CY2012
Traumatic Brain Injury (TBI)				
ED Visits	1,098	1,291	1,181	1,452
Members	590	694	748	744
Member-Months	5,991	6,667	7,406	6,596
Visits per 1,000 member months	**183.27**	**193.64**	**159.47**	**220.13**
Frail Elderly (FE)				
ED Visits	4,000	4,220	3,889	6,199
Members	6,683	6,879	6,899	7,341
Member-Months	61,240	62,984	64,328	68,631
Visits per 1,000 member months	**65.32**	**67.00**	**60.46**	**90.32**
Intellectual/Developmental Disability (I/DD)				
ED Visits	5,005	4,890	4,217	5,601
Members	9,141	9,123	9,084	9,037
Member-Months	105,222	104,737	103,575	103,258
Visits per 1,000 member months	**47.57**	**46.69**	**40.71**	**54.24**
Physical Disability (PD)				
ED Visits	8,352	8,465	8,045	12,424
Members	6,368	6,166	6,340	6,984
Member-Months	66,098	64,782	68,468	75,087
Visits per 1,000 member months	**126.36**	**130.67**	**117.50**	**165.46**
Total - TBI, FE, I/DD, PD				
ED Visits	18,455	18,866	17,332	25,676
Members	22,714	22,762	23,071	24,106
Member-Months	238,551	239,170	243,777	253,572
Visits per 1,000 member months	**77.36**	**78.88**	**71.10**	**101.26**
Mental Health (MH)				
ED Visits	156,336	141,799	113,226	118,754
Members	114,237	105,602	97,307	94,750
Member-Months	1,260,156	1,155,804	1,054,167	1,020,723
Visits per 1,000 member months	**124.06**	**122.68**	**107.41**	**116.34**

Table 46. HCBS and MH Emergency Department (ED) Visits, Excluding Dual-Eligible Members (Medicare and Medicaid), CY2012 - CY2015				
	CY2015	CY2014	CY2013	CY2012
Traumatic Brain Injury (TBI)				
ED Visits	626	681	575	797
Members	260	290	311	404
Member-Months	2,618	2,743	3,153	3503
Visits per 1,000 member months	**239.11**	**248.27**	**182.37**	**227.52**
Frail Elderly (FE)				
ED Visits	280	225	193	296
Members	328	311	255	263
Member-Months	3,211	2,833	2,340	2,515
Visits per 1,000 member months	**87.20**	**79.42**	**82.48**	**117.69**
Intellectual/Developmental Disability (I/DD)				
ED Visits	2,073	1,897	1,681	2,372
Members	3,828	3,688	3,543	4,255
Member-Months	43,365	41,377	39,317	46,812
Visits per 1,000 member months	**47.80**	**45.85**	**42.76**	**50.67**
Physical Disability (PD)				
ED Visits	3,291	2,969	2,700	4,419
Members	1,839	1,673	1,668	2,215
Member-Months	18,858	17,316	17,692	22,999
Visits per 1,000 member months	**174.51**	**171.46**	**152.61**	**192.14**
Total - TBI, FE, I/DD, PD				
ED Visits	6,270	5,772	5,149	7,884
Members	6,255	5,962	5,777	7,137
Member-Months	68,052	64,269	62,502	75,829
Visits per 1,000 member months	**92.14**	**89.81**	**82.38**	**103.97**
Mental Health (MH)				
ED Visits	112,926	100,689	78,933	83,238
Members	87,640	79,819	72,479	69,813
Member-Months	971,216	877,314	786,883	753,839
Visits per 1,000 member months	**116.27**	**114.77**	**100.31**	**110.42**

- **HCBS** (total visits per 1,000 member-months for TBI, FE, I/DD, and PD) – ED visit rates in CY2015 (77.36) were lower than CY2014 (78.88) and much lower than in CY2012 (101.26).
- **TBI** – TBI members had the highest rate of ED visits in CY2012 to CY2015, compared to the other waiver populations. The ED visit rates, however, significantly decreased from 220.13 in CY2012 to 159.47 in CY2013. The rate increased from CY2013 to CY2014 (193.64) and then decreased in CY2015 to 183.27.
- **PD** – PD members also had high rates of ED visits, but dropped from 165.46 in CY2012 pre-KanCare to 117.50 in CY2013. The rate increased to 130.31 in CY2014, but decreased again in CY2015 to 126.36 visits per 1,000 member-months.

- **FE** – FE member rates followed the same patter as TBI and PD, initially decreasing from 90.32 visits per 1,000 member-months in CY2012 to 60.46 in CY2013, and then increasing to 67.00 in CY2014 before decreasing to 65.32 visits per 1,000 member-months in CY2015.
- **I/DD** – I/DD member ED rates were lower than those of PD, FE, and TBI members each of the four years. From CY2012 to CY2013, rates dropped from 54.24 to 40.71. In CY2014, the rate increased to 46.69 and increased again in CY2015 to 47.57.
- **MH** –MH member ED visit rates initially dropped from 116.34 visits per 1,000 member-months in CY2012 to 107.41 in CY2013. The rate increased in CY2014 to 122.68 and then increased again in CY2015 to 124.06 visits per 1,000 member-months.
- **HEDIS (KanCare Population**: HEDIS rates exclude visits that result in inpatient admissions, while the data reported above include all ED visits. The aggregate number of ED visits per 1,000 member-months for CY2015, as reported for HEDIS 2016 by the three MCOs, was 66.31 visits per 1,000 member-months, which was higher than the CY2014 rate (64.19) and higher than the CY2013 rate (65.17 ED visits per 1,000 member-months). The ED visit rate in CY2015 that includes visits that result in inpatient admissions was 73.60, which was higher than in CY2014 (72.33), CY2013 (65.86), and CY2012 (71.16).

Inpatient Hospitalizations

Population: KanCare (all members) and stratified by TBI, FE, I/DD, PD, and MH
Analysis: Comparison of baseline CY2013 to annual measurement and trending over time.
Data reported below for HCBS (TBI, FE, I/DD, and PD) and for MH are based on inpatient admissions. HEDIS data reported for all KanCare members are based instead on inpatient discharges. Inpatient admission rates were higher in CY2015 for TBI, FE, and I/DD members and lower for PD members than inpatient admission rates pre-KanCare 2012. From CY2014 to CY2015, rates increased for TBI and I/DD and decreased for FE and PD members (see Table 45).

- **HCBS** (total admissions per 1,000 member-months for TBI, FE, I/DD, and PD) – Inpatient admission rates decreased from 35.27 in CY2012 to 34.03 in CY2013. The rate increased in CY2014 to 36.12 before decreasing again in CY2015 to 35.58 inpatient admissions per 1,000 member-months.
- **TBI** – Inpatient admission rates for TBI members decreased from CY2012 (46.91) to CY2013 (45.50) and to 45.34 in CY2014 before increasing in CY2015 to 49.82 admissions per 1,000 member-months, the highest rate of the four year period.
- **PD** – PD member admission rates decreased from 54.17 in CY2012 to 50.92 in CY2013. The rate increased in CY2014 to 55.96 (higher than in CY2012), but then decreased in CY2015 to 53.82, below the CY2012 rate.
- **FE** – FE member admission rates increased from 48.27 in CY2012 to 49.94 in CY2013 and increased again in CY2014 to 53.31 before decreasing somewhat in CY2015 to 51.19 admissions per 1,000 member-months.
- **I/DD** – I/DD member inpatient admission rates were much lower than those of PD, FE, and TBI members in each of the four years. Admission rates increased slightly from 12.37 admits per 1,000 member-months in CY2012 pre-KanCare to 12.44 in CY2013 and to 13.16 in CY2014 and 14.39 in CY2015.
- MH – MH admissions are based on MH-related admissions. MH admissions decreased each year from 8.08 admissions per 1,000 member-months in CY2012 to 6.95 in CY2015.

Table 47. HCBS and MH Inpatient Admissions and Readmissions within 30 days of Discharge, CY2012 - CY2016					
		Inpatient Admissions		Readmissions after Discharge	
Year	Members	Admits	Admits per 1,000 Member months	Readmits	Readmits per 1,000 member months
Traumatic Brain Injury (TBI)					
2015	589	298	**49.82**	83	**13.88**
2014	693	301	**45.34**	46	**6.93**
2013	746	336	**45.50**	53	**7.18**
2012	743	308	**46.91**	55	**8.38**
Frail Elderly (FE)					
2015	6,613	3,091	**51.19**	479	**7.93**
2014	6,789	3,301	**53.31**	495	**7.99**
2013	9,797	3,144	**49.94**	444	**7.05**
2012	7,240	3,244	**48.27**	429	**6.38**
Intellectual/Developmental Disability (I/DD)					
2015	9,138	1,513	**14.39**	174	**1.66**
2014	9,115	1,376	**13.16**	179	**1.71**
2013	9,079	1,287	**12.44**	149	**1.44**
2012	9,033	1,276	**12.37**	136	**1.32**
Physical Disability (PD)					
2015	6,342	3,535	**53.82**	641	**9.76**
2014	6,136	3,601	**55.96**	696	**10.82**
2013	6,307	3,463	**50.92**	599	**8.81**
2012	6,953	4,043	**54.17**	674	**9.03**
Total - TBI, FE, I/DD, PD					
2015	22,682	8,437	**35.58**	1,377	**5.81**
2014	22,733	8,579	**36.12**	1,416	**5.96**
2013	25,929	8,230	**34.03**	1,245	**5.15**
2012	23,969	8,871	**35.27**	1,294	**5.14**
Mental Health (MH) - MH-Related Inpatient Admissions and Readmissions					
2015	87,640	6,750	**6.95**	911	**0.94**
2014	79,819	6,778	**7.73**	932	**1.06**
2013	72,479	6,167	**7.84**	875	**1.11**
2012	69,813	6,091	**8.08**	827	**1.10**

- **KanCare Population**: Inpatient for the KanCare population initially decreased from 70.91 admissions per 1,000 member-months in CY2012 to 65.67 in CY2013 before increasing to 72.12 in CY2014 and 73.39 in CY2015.

Inpatient Readmissions within 30 days of inpatient discharge
Population: KanCare (all members), and stratified by I/DD, PD, TBI, MH, FE, and MH.
Analysis: Comparison of baseline CY2012 to annual measurement and trending over time. Inpatient readmission rates decreased in CY2013 and CY2014 for TBI and MH members from CY2012 pre-KanCare but increased slightly for FE, I/DD, and PD members. (HEDIS data were not reported for readmissions for this time period.)

- **HCBS** (total readmissions per 1,000 member-months for TBI, FE, I/DD, and PD) – Readmission rates per 1,000 member-months increased each year from 5.14 in CY2012 to 5.15 in CY2013 to 5.96 in CY2014, but decreased in CY2015 to 5.81 readmissions per 1,000 member-months.
- **TBI** – TBI member readmission rates decreased from 8.38 in CY2012 to 7.18 in CY2013 to 6.93 in CY2014 before increasing to 13.88 in CY2015, higher than each of the three preceding years and higher than the other waiver population rates in the four-year period.
- **PD** – PD members had higher rates of readmissions than TBI, FE, I/DD, and MH members in CY2012 to CY2014. Readmission rates decreased slightly in CY2013 (8.81 readmissions per 1,000) compared to CY2012 pre-KanCare (9.03), but then increased to 10.82 in CY2014 before decreasing again to 9.76 in CY2015.
- **FE** – FE member rates increased from 6.38 readmissions (per 1,000 member-months) in pre-KanCare CY2012 to 7.05 in CY2013, increasing again in CY2014 to 7.99, and then decreasing slightly to 7.93 in CY2015.
- **I/DD** – I/DD member readmission rates were lower than those of PD, FE, and TBI members in each of the four years. Readmission rates increased slightly from 1.32 readmissions per 1,000 member-months in CY2012 pre-KanCare to 1.44 in CY2013 and to 1.71 in CY2014 before decreasing to 1.66 in CY2015.
- **MH** –MH members had much lower readmission rates than the HCBS members, but their readmission rates are based on MH-related readmissions only. Readmission rates were slightly higher in CY2013 (1.11 admits per 1,000 member-months) compared to CY2012 pre-KanCare (1.10) and decreased in CY2014 (1.06) and again in CY2015 to 0.94 readmissions per 1,000 member-months.

Quantify system design innovations implemented by KanCare such as: Person-Centered Medical Homes, Electronic Health Record use, Use of Telehealth, and Electronic Referral Systems
System design innovations for improved health care provision throughout Kansas, such as patient-centered medical homes, electronic health record use, use of telehealth, and electronic referral systems, were reported in the KanCare Evaluation Quarterly Reports in CY2013 and CY2014 and are now reported in the KanCare Evaluation Annual Reports. The following is a summary of 2016 activities.

To isolate the effects of the KanCare demonstration from other initiatives occurring in Kansas, KFMC researches and summarizes the various related initiatives occurring in Kansas that have the potential to affect a broad KanCare population. KFMC collects the following information about the other initiatives, as available, to help determine overlap with KanCare initiatives:

- Consumer and provider populations impacted,
- Coverage by location/region,
- Available post-KanCare performance measure data, and
- Start dates and current stage of the initiative.

Health Homes

The Health Homes program for KanCare members with SMI continued to provide care coordination services through June 30, 2016, when the program was discontinued. Care Coordination and Targeted Case Management services are available through MCOs and CMHCs.

Patient Centered Medical Homes

- Blue Cross/Blue Shield of Kansas (BCBSKS)
  BCBSKS has a Quality-Based Reimbursement Program (QBRP) that allows their contracting providers to earn additional revenue for performing defined activities.
  - *Consumer and provider populations impacted:* All specialty types contracted with BCBSKS and their patients.
  - *Coverage by location/region:* Kansas, excluding metro Kansas City
  - *Start dates and current stage of the initiative*: Since 2011, BCBSKS has incentivized a number of provider-based quality improvement initiatives such as Electronic Health Record (EHR) adoption, electronic prescribing, participation in a Health Information Exchange (HIE), and Patient Centered Medical Home (PCMH). These incentives change each year and continued in 2016.
- Children's Mercy Hospital & Clinics (CMH) DSRIP - Expansion of Patient Centered Medical Homes and Neighborhoods
  - *Consumer and provider populations impacted:* Children and youth with medical complexity (CYMC) and their siblings.
  - *Coverage by location/region:* Four practices in Northeast Kansas
  - *Start dates and current stage of the initiative*: The project started January 1, 2015. The four practices are in active stages of modifying their processes, per the PCMH model, in preparation for NCQA certification. One practice became PCMH recognized by NCQA in 2016.

Other Practice Redesign Initiatives

- Kansas Healthcare Collaborative – Practice Transformation Network
  The Kansas Healthcare Collaborative (KHC), a quality organization founded by the Kansas Medical Society and the Kansas Hospital Association is the lead organization in Kansas for the Practice Transformation Network (PTN). The PTN involves group practices, health care systems and others joining forces to collectively share quality improvement expertise and best practices to reach new levels of coordination, continuity, and integration of care. KHC provides coaching and assistance to clinician practices preparing for clinical and operational practice transformation from a fee-for-service payment model to performance-based payment.
  - *Consumer and provider populations impacted:* Primary care practices, health care systems, and the consumers they serve.
  - *Coverage by location/region:* More than 1,000 Kansas clinicians are expected to participate in this effort.
  - *Start date and current stage of the initiative*: The grant was awarded September 29, 2015, and KHC was in the first phase of the program in 2016.
  - *Outcomes/Performance Measurement Results*: Not applicable due to initial phase of the program.
- The University of Kansas Hospital (KUH) – Kansas Heart and Stroke Collaborative
  The Kansas Heart and Stroke Collaborative is an innovative care delivery and payment model to improve rural Kansans' heart health and stroke outcomes and reduce total cost of care. The grant program is funded by the Centers for Medicare and Medicaid Services Innovation. This Rural Clinically Integrated Network (RCIN) will expand the use of telehealth, robust health information

exchange, "big data" analysis, and population health management. The program includes the following objectives:

- Develop shared clinical guidelines for moving patients to the next level of care.
- Provide care coordination and management.
- Deliver more telemedicine resources.
- Leverage electronic health information exchanges.
- Establish standards and procedures to increase efficiency and economics of scale.
- Design and deploy payment models to support rural providers.
- Create a forum for sharing best practices and regional care strategies.

  - *Consumer and provider populations impacted:* All consumers of participating providers. *Coverage by location/region:* As noted in The University of Kansas Health System's 2016 annual report, "*The collaborative has expanded from its original 13 healthcare participants in 12 northwest Kansas communities to 38 hospitals in 37 Kansas counties*."
  - *Start date and current stage of the initiative*: The initiative started September 1, 2014, and extends through August 31, 2017.
  - *Outcomes/Performance Measurement Results*: The KHSC continues to collect data on outcomes. Data will be provided in the 2017 KanCare Evaluation report.

- Accountable Care Organizations (ACO)
  ACOs are groups of doctors, hospitals, and other health care providers, who come together voluntarily to give coordinated high quality care to their Medicare patients. The goal of coordinated care is to ensure that patients, especially the chronically ill, get the right care at the right time, while avoiding unnecessary duplication of services and preventing medical errors. When an ACO succeeds in delivering high-quality care and spending health care dollars more wisely, it will share in the savings it achieves for the Medicare program. In CY2016, there were nine ACOs in Kansas.

  In November 2016, Blue Cross and Blue Shield of Kansas announced a partnership with the Aledade ACO to extend value-based reimbursement opportunities to smaller provider offices across Kansas. BCBS of KS has also entered into ACO agreements with larger hospital systems and provider groups.
- Kansas Association for the Medically Underserved – Health Center Controlled Network (HCCN)
  The HCCN is a group of safety net providers collaborating horizontally or vertically to improve access to care, enhance quality of care, and achieve cost efficiency through the redesign of practices to integrate services and optimize patient outcomes. Redesign includes a focus on health information technology systems, integration of electronic health record systems, Meaningful Use (MU) attestation, and quality improvement.
  - *Consumer and provider populations impacted:* Safety Net Clinics and their patients.
  - *Coverage by location/region:* Locations of participating safety net clinics include: Atchison, Dodge City, Garden City, Great Bend, Halstead, Hays, Hoxie, Hutchinson, Junction City, Lawrence, Liberal, Manhattan, Newton, Salina, Topeka, Ulysses, Victoria, Wichita, and Winfield.
- Sunflower Foundation – Integrated Care Initiative
  Since its inception in 2012, the Integrated Care Initiative has awarded 37 grants totaling nearly $3.3 million in its support of primary care and behavioral health safety net systems that are working to deliver health care for the whole person. The Sunflower Foundation 2016 annual report notes, "*In 2016, Sunflower began funding research and analysis of the systemic barriers to the implementation of integrated care in Kansas. The project is intended to lay groundwork and chart the course for policy changes needed to make integrated care sustainable in Kansas*."

Health Information Technology (EHRs and MU)

As mentioned in previous KanCare evaluation reports, the Health Information Technology for Economic and Clinical Health Act (HITECH Act) created provisions to promote the Meaningful Use (MU) of health information technology. Through the Office of the National Coordinator for Health Information Technology Regional Extension Center program, KFMC provided support to more than 1,600 Eligible Professionals (EPs) and 95 Eligible Hospitals (EHs) across the state to achieve MU. The Regional Extension Center program was sunset on April 7, 2016.

CMS operationalized MU by setting up core and menu set measures that must be met by EPs and EHs to receive incentive dollars or to avoid Medicare reduced payment adjustments. The State of Kansas is in charge of the program for Kansas Medicaid providers within CMS guidelines. Medicaid incentives are for providers that adopt/implement/upgrade to certified EHR technology and for MU. From January 2011 to January 2017, Kansas EPs and EHs have obtained the following incentive payments:

- Medicare Eligible Professionals: $332,195,109
- Medicaid Eligible Professionals: $88,927,455
- Eligible Hospitals: $292,305,116

KFMC, through funding by KDHE/DHCF, is providing technical assistance to Medicaid providers, assisting them with selection, implementation, and meaningful use of an EHR between February 2014 and September 2017. KFMC has worked with 232 Medicaid providers to date.

Health Information Exchange

Increasing HIE capabilities is also a component of the HITECH Act. The presence of HIE is becoming more central in the work of healthcare providers in Kansas. As reported previously, there are two HIE organizations in Kansas that have been provided Certificates of Authority by KDHE to provide the sharing of health information in Kansas. The organizations, Kansas Health Information Network (KHIN) and the Lewis and Clark Information Exchange (LACIE), have continued to expand their capabilities and to offer services to a wider audience. Below is a summary of the incorporation of HIE into the system for providing healthcare in Kansas.

- KHIN
    - Membership: Over 1,000 participating hospitals and clinics throughout Kansas. Personal Health Record (PHR): MyKSHealth eRecord is a PHR that is available to all consumers who receive care from Kansas health care providers. This allows consumers access to their records any time they need them.
    - KanCare MCOs: KHIN has worked with KanCare MCOs to ensure they have accurate, up-to-date information on their members. While a record of healthcare service is available to the MCOs upon receipt of a claim, KHIN provides the service information in real time at the point of care being received. KHIN can provide daily updates to the MCOs regarding member activity in the last 24 hours.
    - Quality Measure Reporting: Now that KHIN has a significant amount of clinical data, KHIN is beginning to focus more on quality measure reporting and has applied for NCQA certification; as well as to CMS to become a qualified clinical data registry. KHIN is able to perform data extracts for specified quality measures, e.g., hemoglobin A1c values, cholesterol levels, glucose monitoring, hypertension monitoring, etc., and report them back to the providers.
- LACIE
    - Patients queried: LACIE receives more than 100,000 queries per month.

- KS WebIZ: LACIE is working with providers to aid in their direct connection to KS WebIZ through LACIE.
- LACIE 2.0: LACIE is partnering with Health Metrics Services (HMS) in Palo Alto, California, to build a Private Health Information Exchange. This exchange can extract specific data that an organization wants to share with another provider or payer. The participating organizations have full control over their data. This allows participants to control what is shared, who it is shared with, duration of the sharing agreement, as well as the frequency of when data is shared. LACIE 2.0 is vendor agnostic and can extract data (with permission) from all nationally certified Electronic Medical Records (EMRs). LACIE 2.0 will be offered in connection with LACIE 1.0 or as a separate service for organizations that may not be connected to a Health Information Organization (HIO) or are connected to an HIO other than LACIE 1.0.

Telehealth and Telemedicine

Telehealth is a broad scope of remote healthcare services, including long-distance clinical healthcare, patient and professional health-related education, and health administration activities. Telehealth refers to a broader scope of remote healthcare services, while telemedicine refers specifically to remote clinical services using interactive televideo, including use of digital stethoscopes, otoscope cameras, general exam cameras, and intra-oral scopes.

- The University of Kansas Center for Telemedicine & Telehealth (KUCTT)
  KUCTT provides a wide range of telehealth services through its Heartland Telehealth Resource Center, as well as telemedicine services.
  - *Consumer and provider populations impacted:* Many hospitals and clinics across the state are equipped with video conferencing systems that allow providers to collaborate with KUCTT for specialty clinical consults. The KUCTT has provided consults to patients across Kansas in more than 30 medical specialties.
  - *Coverage by location/region:* More than 100 sites throughout Kansas
  - *Start date and current stage of the initiative*: This is an ongoing service provided since 1991

Timely resolution of grievances – Reported Quarterly

Timely resolution of grievances is analyzed in the KanCare Evaluation Quarterly Reports. Each quarter since Q4 CY2013, these quarterly reports have been submitted by KDHE to CMS and are available on the KanCare website for public review.

Compare/track number of access-related grievances over time, by population type – Reported Quarterly

Comparisons and tracking of access-related grievances over time and by population are reported in the KanCare Evaluation Quarterly Reports. Each quarter since Q4 CY2013, these quarterly reports have been submitted by KDHE to CMS and are available on the KanCare website for public review.

Timeliness of claims processing – Reported Quarterly

Timeliness of processing clean claims, non-clean claims, and all claims is reported and analyzed in the KanCare Evaluation Quarterly Reports. Each quarter since Q4 CY2013, these quarterly reports have been submitted by KDHE to CMS and are available on the KanCare website for public review. Included in this measure are the numbers of claims received each month, the number of claims processed within contractually required timeframes, and analysis of trends over time for turn-around times for processing clean claims.

(27) Member Surveys

CAHPS Survey

Additional detail on the CAHPS survey In CY2016 can be found in Section 4 of this report in the Health Literacy section. CAHPS questions related to efficiency include the following questions listed in Table 48.

Table 48. Member Survey - CAHPS

Question	Pop	Weighted % Positive Responses			QC 50th Percentile		
		2016	2015	2014	2016	2015	2014
Questions on Adult and Child Surveys							
In the last 6 months, did you get information or help from your (child's) health plan's customer service?	**Adult**	**32.6%**	33.2%	33.1%	NA	NA	NA
	GC	**28.9%**	27.3%	24.7%	NA	NA	NA
	CCC	**30.2%**	31.1%	28.3%	NA	NA	NA
In the last 6 months, how often did your (child's) health plan's customer service give you the information or help you needed?	**Adult**	**83.8%**	84.2%	80.0%	↑	↑	↓
	GC	**83.9%**	85.4%	86.7%	↑	↑	↑
	CCC	**82.2%**	84.4%	84.8%	↓	↑	↑

Questions on both adult and child surveys:

- **In the last 6 months, did you get information or help from your (child's) health plan's customer service?**
  Customer service contacts are similar across all survey populations and years, with some variation in the GC population (Adult: 33.1% - 32.6%; GC: 24.71% - 28.9%; CCC: 28.3% - 31.1%).
  - **In the last 6 months, how often did your (child's) health plan's customer service give you the information or help you needed?**
    Of adults who contacted their health plan's customer service in CY2016, 83.8% (CY2015 - 84.2%; CY2014 - 80.0%; CY2012 – 77.1%) received the information or help they needed; the adult rate remained above the QC 75th percentile. The GC results (CY2016 – 83.9%; CY2015 – 85.4%; CY2014-86.7%; CY2012 – 80.1%) decreased from above the QC 75th to above the 50th percentile. The CCC results (CY2016-82.2%; CY2015 -84.4%; CY2014-84.8%) decreased from above the QC 66.67th percentile to below the 33.33rd percentile.

Mental Health Survey

The MH Surveys conducted in CY2011 through CY2015 are described above in Section 7 "Member Survey – Quality." The question related to efficiency of MH services was: "**My mental health providers returned my calls in 24 hours**." As shown in Table 49, over 79.6% of the adults surveyed in 2016 indicated providers returned their calls within 24 hours, compared to 84.4% in 2015 and 2013, and compared to 83.3% in CY2014.

Table 49. Mental Health Survey - Efficiency-Related Questions

Item	Year	0% 100%	Rate	N/D	95% Confidence	*p*-Value	Trend 4-Year	Trend 6-Year
	General Adult (Age 18+)							
My mental health providers returned my calls in 24 hours.	**2016**		**79.6%**	**213 / 267**	**74.4% – 84.1%**		.15	.07
	2015		84.4%	292 / 346	80.2% – 87.9%	.12		
	2014		83.3%	618 / 742	80.5% – 85.8%	.17		
	2013		84.4%	840 / 995	82.0% – 86.5%	.06		
	2012		80.8%	202 / 250	75.4% – 85.2%	.74		
	2011		88.1%	251 / 285	83.8% – 91.4%	**<.01 -**		

SUD Survey

Section 7 above provides background on the SUD survey conducted by the three MCOs in 2014 and 2015. The question that follows is related to perception of efficiency for members receiving SUD services (see Table 50).

Table 50. SUD Survey - Efficiency-Related Question, CY2014 - CY2016

	CY2016	CY2015	CY2014
How well does your counselor communicate with you? *(Percent of "Very well" or "Well" responses)*	**92.1%**	**93.2%**	**93.9%**

- **How would you rate your counselor on communicating clearly with you?**
  Of the 330 surveyed in CY2016, 304 (92.1%) rated their counselor as communicating very well or well, comparable to CY2015 (93.2%) and CY2014 (93.9%).

Uncompensated Care Cost (UCC) Pool

Number of Medicaid Days for Uncompensated Care Cost Pool hospitals compared to UCC Pool Payments

The UCC Pool permits payments from the State to hospitals based on the uncompensated cost of furnishing services to Medicaid and uninsured individuals. The UCC Pool funding is based on historical costs. For instance, the UCC Pool funding for CY2015 is based on costs of care during FY2013, and funding for CY2014 is based on costs of care during FY2012.

There were 194,999 Medicaid days for UCC Pool hospitals in CY2012. This number increased substantially to 252,002 Medicaid days in CY2013, in part because of the influx of beneficiaries at the start of KanCare. The number of Medicaid days subsequently decreased to 206,882 in CY2014, to 186,396 in CY2015, and to 178,721 in CY2016.

UCC Pool payments increased from $20,568,567 in CY2012 to $41,026,795 in CY2013. This increase was partially due to a change in the Kansas Statute implemented at the start of the FY2013. The UCC Pool payments decreased slightly to $40,974,407 in CY2014 and to $40,929,060 in CY2015. The UCC Pool payments then increased slightly in CY2016 to $40,960,116.

Delivery System Reform Incentive Program (DSRIP)

The Kansas DSRIP projects, originally planned to be implemented as four-year projects from 2014 through 2017, are now three-year projects beginning in 2015. CMS provided feedback in 2014 and the DSRIP hospitals subsequently revised their project proposals based the feedback. CMS approval of the revised DSRIP projects was received on February 5, 2015.

The DSRIP program aims to advance the goals of access to services and healthy living by specifically focusing on incentivizing projects that increase access to integrated delivery systems and projects that expand successful models for prevention and management of chronic and complex diseases. Participating hospitals are to work with community partners statewide to implement projects that have measurable milestones for improvements in infrastructure, processes, and healthcare quality.

The DSRIP program in Kansas includes two major hospitals, Children's Mercy Hospital and Clinics (CMH) and the University of Kansas Hospital (KUH). The two hospital systems are major medical service providers to Kansas and Missouri residents. CMH projects include *Improving Coordinated Care for Medically Complex Patients (Beacon Program)* and *Expansion of Patient-Centered Medical Homes and Neighborhoods (PCMH)*. KUH projects include STOP Sepsis (*Standard Techniques, Operations, and Procedures for Sepsis)* and SPARCC (*Supporting Personal Accountability and Resiliency for Chronic Conditions).*

KFMC, the External Quality Review Organization (EQRO) for the Medicaid program (KanCare) for the State of Kansas, reviewed annual reports for activities completed in CY2015 and CY2016 submitted to the KDHE by CMH and KUH. The major focus of the DSRIP Evaluation is to assess the progress in meeting overall goals of each project, along with providing an independent evaluation of progress in meeting each of the metrics delineated in levels one through four of the DSRIP project proposals approved by CMS in February 2015.

The University of Kansas Hospital

STOP Sepsis: Standard Techniques, Operations, and Procedures for Sepsis
KUH is using the DSRIP initiative to spread their internal quality programs that address sepsis to rural Kansas populations in order to reduce the disparity of care for sepsis patients in rural nursing facilities and hospitals. KUH will share best practices on the early identification and treatment of sepsis with a goal of reducing the need for hospitalization or minimizing the length of stay and intensity of hospital care.

As reported by the Centers for Disease Control and Prevention in their August 2016 Vital Signs focused on sepsis, "*Sepsis begins outside of the hospital for nearly 80% of patients*." This highlights the importance of focusing this DSRIP project on implementing protocols not only by hospitals, but also by NFs, long-term care facilities, and Emergency Medical Service (EMS) providers.

In 2016 KUH conducted training in 19 counties statewide. KUH reported 554 workshop attendees in the from 103 partner facilities in 2016, including 20 NFs, 24 EMS providers, and 44 hospitals. Workshop attendance ranged from 15 to 50 per workshop.

KUH greatly increased data tracking and reporting in 2016. Of 147 partner facilities, 43 have a sepsis protocol in place, 27 newly implemented in 2016. In CY2016, 33 partner facilities, including three NFs,

began entering sepsis-related data in the Kansas Sepsis Program Database. KUH has developed an NF-specific curriculum that includes slides and posters providing information on basic sepsis symptoms. Of special interest are training materials for licensed practical nurses and nursing assistants in development for distribution in 2017.

In 2015, KUH conducted four workshops in Southeast, Northeast, and South Central Kansas. There were 94 workshop attendees from 45 facilities, including 22 NFs, eight EMS providers, and 10 hospitals (including two critical access hospitals). Workshop attendance ranged from 19 to 29 per workshop.

Supporting Personal Accountability and Resiliency for Chronic Conditions (SPARCC)
As described in the project proposal, *"Supporting Personal Accountability and Resiliency for Chronic Conditions (SPARCC) will focus on heart failure patients around the state, with an emphasis on those counties having highest incidence of heart failure admittance to hospitals. A key goal of the SPARCC model is building heart failure patients' ability to care for themselves and be resilient in the face of their chronic condition. This goal ties directly to the major goal for the DSRIP SPARCC initiative: reduce hospital readmission from heart failure though improved self-care."*

KUH has provided SPARCC facilitation training to over 160 individuals and has over 85 partners statewide. Focus is now on expanding the number of group sessions led by these trained facilitators. In 2016, 46 facilitators trained through the SPARCC program in 2015 and 2016 conducted 24 groups (four sessions per group), with 86 patients and 10 caregivers/supporters participating in one or more session. KUH has, thus, been successful in first training facilitators the first year of DSRIP (2015) who then followed through in successfully implementing the SPARCC program for patients in NE, North Central, and SW Kansas. KUH reported that 86 patients participated in 24 groups in 2016, 43 in groups meeting in the first half of the year and 43 in groups meeting in the second half of the year. The first six-month booster session was also completed in 2016, with 43 heart failure patients and caregivers participating.

KUH has also been successful in developing eight training videos for SPARCC facilitators soon to be uploaded to a DSRIP YouTube website.

Children's Mercy Hospital and Clinics

Improving Coordinated Care for Medically Complex Patients (Beacon Program)
The Beacon program functions as an independent medical home for children and youth with medical complexity (CYMC) and their siblings. Beacon staff began seeing Missouri patients in October 2013 and reported in December 2014 that 63 patients were from Kansas. In 2015 there were 56 Kansas Beacon patients– 38 CYMC and 18 siblings. In 2016, there were 92 Kansas Beacon patients – 65 CYMC and 27 siblings.

Another major focus of the Beacon program is to provide consultation to PCPs of children living in rural areas or distant from the Kansas City area. In the first six months of 2016, Beacon staff conducted extensive outreach to 82 providers statewide. They also developed a flyer with responses to frequently asked questions and provided PCPs with information on characteristics of children eligible for the Beacon program. As a result of the outreach, Beacon provided 20 consults, an increase compared to only one Kansas consult in 2015.

In 2015, the Beacon program obtained Level III Person Centered Medical Home status and added several additional staff, including two social workers, a dietician, a PCP physician, and a nurse practitioner care coordinator.

Expansion of Patient-Centered Medical Homes and Neighborhoods
CMH is promoting the Patient-Centered Medical Homes (PCMH) model to transform the way pediatric primary care is organized and delivered in Kansas. Components of the PCMH DSRIP project include increasing access to effective and efficient primary care services and increasing the use of population health management through health information technology. CMH is partnering with four selected clinics that serve a high percentage or volume of Kansas Medicaid clients. The participating practices are delivering improved care that meets the Triple Aim.

Each practice continues to implement the concepts and processes specific to the PCMH model. One practice has achieved NCQA PCMH recognition. A second practice plans to submit their application for recognition in early 2017, after implementing the new NCQA PCMH standards for 2017. CMH continues to work with each practice, providing technical assistanceTA and monthly learning collaborative sessions. CMH has also implemented two new information technology-related (IT) improvements and is working on a third. CMH developed an online message board to serve as a forum for the practices to communicate with each other on an ongoing basis. They will be evaluating the use of the message board in 2017. CMH has also developed an integrated database platform, providing patient data from multiple sources in one database. This was developed in an effort to assist the practices with using health information technology for population health management. CMH is in the process of developing an online searchable community resource database, to be available in 2017. This database provides more functionality than the current hard copy resource books, allowing providers to more easily search for specific resources. The online database will also allow CMH to keep the database up-to-date and to evaluate the extent it is used.

Conclusions

In this fourth KanCare Evaluation Annual Report, KFMC has found that performance outcomes continue to be generally positive.

Comparison data varied based on the type of measure and availability of data.

- Many measures reviewed in this report include comparisons with pre-KanCare outcomes, including: SUD Services (Section 2); SUD Survey (Sections 7, 16, 22, and 27); five MH NOMS (Section 3); MH Survey (Sections 7, 14, 21, and 27); NF (Section 6); CAHPS Survey (Sections 4, 7, 14, 20, and 27); Provider Network Access (Section 19); and UCC Pool.
- In the performance measure validation process, KFMC worked with KDADS, KDHE, and MCO staff to improve the accuracy and completeness of the reporting of P4P metrics. As a result, some of the data reported in last year's report were updated to provide more accurate data.
- Measures reported in KanCare Quarterly Evaluation reports, beginning in Q4 CY2013, are referenced in this report (Sections 9, 24, 25, and 26) and are available for public review on the KDHE KanCare website (www.kancare.ks.gov).

Quality of Care
Physical Health
The baseline data submitted by the MCOs for 18 HEDIS measures, including results by age group,

demonstrate areas of strength (where results were above the QC 50th percentile, and some higher than the 75th percentile) and areas where additional efforts should be focused (where results were below the QC 50th percentile or lower). The summary below includes identification of metrics that were P4P and those identified by CMS as 2017 Core Health Care Quality Measures.

HEDIS measures in CY2015 with weighted aggregated results above the QC 50th percentile included:

- **Adults' Access to Preventive/Ambulatory Health Services** (AAP) - All age ranges were above the QC 50th percentile in CY2013 - CY2015. Aggregate weighted rates for Ages 45-64 were above the QC 90th percentile in CY2013 – CY2015; for Ages 20-44 were above the QC 75th percentile in CY2015; for Ages 65 and older were above the QC 66.67th percentile; and for Total (ages 20 and older) were above the QC 75th percentile in all three years.
- **Annual Dental Visit** (ADV) – Results for all age groups were above the QC 50th percentile in CY2013 – CY2015. CY2015 was the first year the rate for ages 19-20 was above the QC 50th percentile. The total rate (ages 2 to 20) in CY2015 was above the QC 75th percentile.
- **Comprehensive Diabetes Care** (CDC)
  - **Eye Exam (Retinal)** (P4P 2014-2016) Aggregate rates for Eye Exam (Retinal) were above the QC 75th percentile in CY2015 and higher than CY2014 and CY2013.
  - **HbA1c Poor Control [>9.0%];***(CMS 2017 Core Adult Health Care Quality Measure)* For this metric, the goal is to have a lower rate and lower QC percentile. The aggregate rate based on weighted hybrid data for CY2015 was 45.4%, an improvement compared to CY2014 (52.9%), CY2013 (54.4%), and CY2012 (83.4%) and was below the QC 50th percentile (which, for this metric is the goal).
- **Follow-up (within 7 days) after Hospitalization for Mental Illness** (FUH) – *(CMS 2017 Core Adult, Child, and Behavioral Health Care Quality Measure)* The aggregate rate in CY2015 was higher than in CY2014 and CY2013. SSHP and UHC were both above the QC 90th percentile in CY2015, and AGP was above the 66.67th percentile.
- **Initiation and Engagement in Treatment for Alcohol or other Drug Dependence** (IET) *(CMS 2017 Core Adult and Behavioral Health Care Quality Measure)*
  - **Initiation** rates were above the QC 50th percentile in CY2013 to CY2015 for ages 13-17 and for the total population ages 13 and older. For those ages 18 and older, the rate dropped from 41.3% in CY2014 (>66.67th QC percentile) to 37.7% in CY2015 (<50th QC percentile).
  - **Engagement** rates were above the QC 66.67th percentile in CY2015 for the total population, above the QC 90th percentile for ages 13-17, and above the QC 50th percentile for ages 18 and older.
- **Annual Monitoring for Patients on Persistent Medications** (MPM) – *(CMS 2017 Core Adult Health Care Quality Measure)* The aggregate rate based on administrative data for CY2015 was 90.2%, comparable to CY2014 (89.7%) and above the QC 75th percentile in both years. This is an improvement compared to CY2013 (84.9%) where all three MCOs' percentages were below the QC 50th percentile.
- **Follow-up for Children Prescribed ADHD Medication** (ADD) *(CMS 2017 Core Child Health Care Quality Measure)*
  - **Initiation Phase** - The aggregate weighted rate in CY2015 was above the 75th QC percentile. UHC had the highest rate (56.6%; >90th QC percentile); SSHP at 54.2% was above the QC 75th percentile; and AGP's 41.2% rate in CY2015 was below the QC 50th percentile.
  - **Continuation & Maintenance Phase** - The aggregate weighted rate was >66.67th QC percentile in CY2015. Rates for continuation and maintenance increased for all three MCOs. UHC had the highest rate (67.3%; >90th QC percentile); SSHP at 66.3% was above the 75th percentile; AGP at 50.4% was below the QC 50th percentile, but was a 10% increase compared to CY2014.

- **Medication Management for People with Asthma** (MMA) – *(CMS 2017 Core Child Health Care Quality Measure)* Rates are reported by age ranges (ages 5-11, 12-18, 19-50, 51-64, and total – ages 5-64). Rates were above the QC 50th percentile for each age group in CY2014 and CY2015, with the exception of the total range.

A number of HEDIS measures in CY2015 had weighted aggregate rates below the QC 50th percentile. For many of these, Kansas rates have been low for several years. Since the QC percentiles are based on comparison nationally, some metrics may have very high positive percentages but may still have a lower QC percentile due to high percentages nationally. In the summary below, metrics that are CMS Core Adult or Child Health Care Quality Measures for 2017 are first listed:

- **Adolescent Well Care Visits** (AWC) – *(CMS 2017 Core Child Health Care Quality Measure)* The aggregate rate based on administrative data for CY2015 was 43.0%, comparable to CY2014 (42.6%) and CY2013 (42.3%), and below the QC 50th percentile. Results for all three MCOs were below the QC 50th percentile; AGP again had the lowest rate, 40.6%, which was below the QC 25th percentile.
- **Controlling High Blood pressure** (CBP) – *(CMS 2017 Core Adult Health Care Quality Measure)* The aggregate rate based on weighted hybrid data for CY2015 was 48.2% (below the QC 33.33rd percentile), a decrease compared to 51.5% in CY2014 (<33.33rd QC percentile), and an increase compared to CY2013 (47.3%; <25th QC percentile).
- **Comprehensive Diabetes Care** (CDC) (P4P 2014-2016) – (HbA1c Testing is one of the two CDC rates included as a core measure.) Rates increased in CY2015 for HbA1c Testing (84.9%), Medical Attention for Nephropathy (89.2%), HbA1c Control (46.6%), and Blood Pressure Control (58.8%), but were below the QC 50th percentile.
- **Chlamydia Screening in Women** (CHL) – *(CMS 2017 Core Adult and Child Health Care Quality Measures)* The CY2015 and CY2014 aggregate rates and by age group were comparable and slightly lower than those of CY2013. Rates in CY2015 in total and for both age groups were below the QC 25th percentile for all three MCOs.
- **Prenatal and Postpartum Care** (PPC)
  - **Prenatal Care** (P4P 2016) *(CMS 2017 Core Child Health Care Quality Measure)* The aggregate rate based on weighted hybrid data for CY2015 was 67.4%, a decrease compared to CY2014 (70.4%) and CY2013 (71.4%) and below the QC 25th percentile in all three years.
  - **Postpartum Care** - *(CMS 2017 Core Adult Health Care Quality Measure)* The aggregate rate based on weighted hybrid data for CY2015 was 57.5%, above the CY2014 rate (55.8%) and below CY2013 (58.5%). The rates were below the QC 50th percentile all three years.
- **Weight Assessment and Counseling for Nutrition and Physical Health for Children and Adolescents** (WCC) **: Weight Assessment/BMI** – *(CMS 2017 Core Child Health Care Quality Measure)* The aggregate weighted hybrid HEDIS rates for reporting BMI have increased from CY2013 (34.7%) to CY2015 (48.6%) but have remained below the QC 25th percentile.
- **Adult BMI Assessment** (ABA) – *(CMS 2017 Core Adult Health Care Quality Measure)* The aggregate rate based on hybrid data for CY2015 was 77.6%, an increase compared to 72.2% in CY2014 was 72.2%, but below the QC 33.33rd percentile
- **Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life** (W34) – *(CMS 2017 Core Child Health Care Quality Measure)* The aggregate rate based on administrative data for CY2015 was 62.8%, a slight increase over CY2014 (62.1%), higher than in CY2013 (60.8%), but lower than in CY2012 (65.4%). The aggregate rates in CY2013 through CY2015 were below the QC 25th percentile.
- **Well-Child Visits in the First 15 Months of Life** (W15) – *(CMS 2017 Core Child Health Care Quality Measure)* Rates are reported by the number of visits (0 visits, 1 visit, 2 visits, 3 visits, 4 visits, 5 visits, and 6 or more visits). The aggregate rate for 6 or more visits was 55.1% in CY2015 (<33.33rd QC percentile), up from 44.7% (<25th QC percentile).

The following HEDIS measures had rates below the 50th percentile in CY2015 but were not CMS core measures:

- **Appropriate Testing for Children with Pharyngitis** (CWP) - The aggregate rate based on administrative data for CY2015 was 55.1% (<10th QC percentile), up from 52.2% in CY2014 and 51.6% in CY2013 (51.6%).
- **Appropriate Treatment for Children with Upper Respiratory Infection** (URI) – The aggregate rate based on administrative data for CY2015 was 76.3% (<25th QC percentile), up from 73.5% in CY2014 and 71.9% in CY2013 (71.9%).
- **Weight Assessment and Counseling for Nutrition and Physical Health for Children and Adolescents** (WCC)
    - **Counseling for Nutrition for Children and Adolescents** – The CY2015 aggregate weighted hybrid HEDIS rates in total (ranging from 46.9% in CY2013 to 49.5% in CY2014) and by age group were below the QC 25th percentile.
    - **Counseling for Physical Activity for Children and Adolescents** – The aggregate weighted hybrid HEDIS rate for each age strata (ages 3-11; ages 12-17; and ages 3-17) were below the QC 50th percentile in CY2013 through CY2015. Total rates ranged from 44.0% in CY2013 to 45.8% in CY2014.

SUD Services

- The percentage of members reporting employment at discharge in 2015 (41.8%) was 20.5% higher (7.1 percentage points) than in 2014 (34.7%)
- Attendance of self-help programs decreased from 44.5% in CY2014 to 39.5% in CY2015 to 39.0% in CY2016, lower all three years than in CY2012 pre-KanCare (59.9%).
- Three of the five measures (stable living at time of discharge from SUD services, decreased arrests, and decreased use of alcohol and/or other drugs) have had consistently high success rates (over 90%) pre-KanCare (CY2012) and in KanCare (CY2013-CY2016).

Mental Health Services

- The percentage of SPMI adults who were competitively employed increased by 4.5% from 15.6% in CY2014 in to 16.3% in CY2015.
- The percentages of SPMI adults and SED youth with access to services (P4P 2014-2015) is based on the number of members assessed as having SED (youth) and SPMI (adults). Rates increased in CY2014, which is due in part to more complete reporting by CMHCs in CY2015.
- Compared to CY2012 (45.7%), the average annual quarterly average of those who were homeless who were housed at the end of each quarter decreased from 58.0% in CY2013 (58.0%) to 49.1% in CY2014 49.1% to 44.6% in CY2015 to 44.6%. No data were available for review, however, for CY2016.
- The annual quarterly average number of SED youth who experienced improvement in their residential status was higher in CY2015 (84.9%) than in the three previous years (ranging from 80.6% to 81.7%). No data were available for review for CY2016.

Healthy Life Expectancy

<u>CAHPS Survey</u>

Overall, the CAHPS questions related to Healthy Life Expectancy had high positive responses, particularly in the following areas that were greater than 90%:

- Personal doctor explaining things in a way that was easy to understand

- Personal doctor listening carefully to you (your child)
- Provider talking about the reasons you (your child) might want to take a medicine
- Your child's provider answering your questions
- Your child's provider explaining things in a way your child could understand

Improvements continue to be noted in the smoking cessation related questions, with the rate of smoking slowly decreasing (CY2016 – 32.2%; CY2014 - 37.6%; CY2012 – 37.2%) and the rate of smokers being advised to quit smoking by a doctor increasing (CY2016 – 79.5%; CY2014 – 75.7%; CY2012 – 65.5%). Less than 50% of respondents who smoke or use tobacco, however, reported their doctor recommended or discussed medications or other methods/strategies to assist with smoking cessation.

Although the CY2016 rate (43.7%) of adults receiving the flu shot or flu spray remains above the QC 50th percentile, the rate has decreased each year from 47.5% in CY2014, and the Healthy People 2020 target is 70% (www.healthypeople.gov).

Another area for improvement is regarding providers talking about specific things to do to prevent illness, with CY2016 rates of 67.3% to 71.4%. The Adult rate was below the QC 33.33rd percentile; the GC rate was below the QC 25th percentile; and the CCC rate was below the QC 10th percentile.

HEDIS – Healthy Life Expectancy
Diabetes Monitoring for people with Diabetes and Schizophrenia (SMD) - The aggregate rate for CY2015 was 65.3%, an increase compared to 60.1% in CY2014 and 62.9% in CY2013, but below the QC 33.33rd percentile.

Healthy Life Expectancy for persons with SMI, I/DD, and PD
The following measures are HEDIS-like in that HEDIS criteria were limited to SMI, I/DD, and PD members (and were P4P in 2014-2015).

- **Preventive Ambulatory Health Services** - In CY2013 to CY2015, over 94% of adult members with PD, I/DD, and SMI were reported to have had an ambulatory preventive care visit during the year. Rates for this subpopulation were higher than rates for all eligible KanCare members in CY2013 – CY2015.
- **Breast Cancer Screening** *(CMS 2017 Core Adult Health Care Quality Measure)* - . Due to the multi-year HEDIS criteria, data for 2015 were the first HEDIS data reported by the three MCOs. The breast cancer screening rate reported for the CY2015 PD, I/DD, SMI population (50.5%) was higher than the aggregated CY2015 HEDIS rate for the eligible KanCare population (45.0%; <10th QC percentile).
- **Cervical Cancer Screening** *(CMS 2017 Core Adult Health Care Quality Measure)* - The cervical cancer screening rate reported for the CY2015 PD, I/DD, SMI population (52.1%) was higher than the aggregated CY2015 HEDIS rate for the eligible KanCare population (46.9%; <33.33rd QC percentile).
- **Comprehensive Diabetes Care**
  - **HbA1c testing** - *(CMS 2017 Core Adult Health Care Quality Measure)* Rates for HbA1c testing for PD, I/DD, and SMI with diabetes were higher in in CY2015 (87.6%), CY2014 (86.5%), and CY2013 (84.4%) than for all eligible KanCare members in CY2015 (84.9%), CY2014 (84.8%), and CY2013 (83.1%).
  - **HbA1c control <8.0%** - Rates for HbA1c testing for PD, I/DD, and SMI with diabetes were higher in in CY2015 (87.6%), CY2014 (86.5%), and CY2013 (84.4%) than for all eligible KanCare members in CY2015 (84.9%), CY2014 (84.8%), and CY2013 (83.1%).
  - **Eye Exam** - Rates for PD-I/DD-SMI members were higher in CY2015 (66.5%) than in CY2014 (63.7%) and CY2013 (58.7%). Rates for PD-I/DD-SMI members were also higher each year than

rates for all eligible KanCare members in CY2015 (62.5%), in CY2014 (58.6%), and in CY2013 (50.1%).

- **Medical attention for nephropathy** - Rates for the PD-I/DD-SMI population and for all eligible KanCare members greatly increased in CY2015 compared to the two previous years. The CY2015 rate for the PD-I/DD-SMI population (90.8%) was 20.7% higher than in CY2014 (75.2%), and was higher than the rate for all eligible KanCare members (89.2%).
- **Blood pressure control <140/90** - The CY2015 rate for PD-I/DD-SMI members (60.2%) was 18% higher than in CY2014 (51.0%) and higher than the rate for all eligible KanCare members (58.8%).

HCBS Waiver Services

- **PD and TBI waiver members participating in the WORK employment program** – In April 2015, there were 72 PD Waiver members and 15 TBI Waiver members participating in the WORK program. During the year, one additional TBI member participated in the program. In April 2014 there were 143 PD and 16 TBI members participating in the WORK program. From April to December 2014, 10 additional members participated (nine PD and one additional TBI).
- KDADS is working with the MCOs to improve documentation that waiver members are receiving the type, scope, amount, duration, and frequency of services identified in their service plans.

Long-Term Care: Nursing Facilities (NF)

- The percentage of NF claims that were denied increased from 11.5% in CY2012 (pre-KanCare) to 13.5% in CY2013, and then decreased to 10.4% in CY2014. The denial rate in CY2015 (13.2%) was comparable to CY2013.
- The percentage of NF Medicaid members who had falls with major injuries decreased from 0.62% in CY2012 (pre-KanCare) to 0.53% in CY2013 and CY2014. In CY2015, the fall percentage increased slightly to 0.56%, and during the first three quarters of CY2016, the rate was 0.57%.
- The percentage of NF Medicaid members who were readmitted to a hospital after being discharged from an NF increased from 7.18% in CY2012 (pre-KanCare) to 11.98% in CY2013 and increased again in CY2014 to 12.70%. In CY2015, the percentage decreased to 12.04%, and, during the first two quarters of CY2016, the percentage increased to 13.60%.
- PEAK – The number of Person-Centered Care Homes increased from eight in FY2013 to 15 by the June of FY2016.

Member Survey – CAHPS

Overall, responses to the Quality of Care related CAHPS questions are consistently above the QC 50th percentile. The ratings of health care, personal doctor, specialist, and health plan are consistently improving. Ratings are based on a scale of 0 to 10, with 10 being best possible and 0 being worst possible. The CY2016 results (ratings of 9-10) range from 54.9% - 75.9%, with the lowest ratings from Adults regarding their health care and the highest ratings from the GC population regarding their personal doctor. The percentage of respondents rating their health plan a 9 or 10 ranged from 60.9% - 73.8%. A high percentage of survey respondents indicate their personal doctor shows respect for what they have to say (93.4% - 96.0%) and spends enough time with them (89.7% - 91.2%).

Member Survey – Mental Health

Responses related to quality of care were generally very positive (over 80%) in CY2016.

The most notable CY2016 positive rates and improvement across years were for the population of SED Waiver youth and young adults (family/member and youth only responses), in the following areas:

- Feeling comfortable asking questions about treatment, medication, and/or children's problems (SED Waiver youth and young adults: CY2016 -89.9%)
- Choice of treatment goals (SED Waiver youth ages 12-17: 86.8%)
- Members being better able to do the things they want to do (SED Waiver youth/young adult: 73.5%)
- Members being able to understand their provider (SED Waiver youth ages 12-17: 95.5%)

While remaining positive, the general adult population's rates have consistently decreased across years, in all of the quality of care related questions:

- Feeling comfortable in asking questions about treatment, medication, and/or children's problems (CY2016 - 85.9%; CY2011 – 93.6%)
- Member choice of treatment goals (CY2016 -78.6%; CY2014 – 84.0%)
- Members being able to have assistance in obtaining information to assist them in managing their health (CY2016 - 82.7%; CY2011 – 89.3%)
- Being better able to do the things they want to do (CY2016 - 69.3%; CY2011 – 82.4%)
- Being able to understand their provider (CY2016 - 90.0%; CY2013 – 94.3%)
- Having better control of their daily life (CY2016 - 74.8%; CY2011 – 86.5%)
- Being able to deal with crisis as a direct result of services provided (CY2016 – 69.2%; CY2011 – 80.4%)

Member Survey – SUD

The SUD surveys in 2014 to 2016 and 2012 were convenience samples of members contacted in person, by mail, and by phone. The surveys included 342 members in 2016, 193 members in 2015, 238 in 2014, and 629 in 2012. Results were generally very positive. In 2012 to 2015, over 90% of those surveyed rated the quality of services as very good or good. The percentage of members who rated counselor involvement of members in decision making as very good or good was 92.6% in 2016, up from 88.4% in 2015, 92.0% in CY2014. The percentage who responded they were feeling much better or better since beginning treatment was 88.9% in 2016, 92.6% in CY2015, 87.1% in CY2014, and 98.8% in 2012.

Provider Survey

For the question on "provider satisfaction with MCO's commitment to high quality of care for its members," responses in 2016 for very or somewhat satisfied ranged from 40.3% (UnitedHealthcare general provider survey) to 60.9% (Amerigroup). For very or somewhat dissatisfied, responses in 2016 ranged from 7.0% (Sunflower/Cenpatico BH provider survey) to 16.3% (Amerigroup general provider survey).

Coordination of Care (and Integration)

Care Management for Members receiving HCBS Services

- KDADS is working with the MCOs to improve documentation of assessments of member needs and updates of service plans as needs change.

The following measures apply to members receiving waiver services (I/DD, PD, TA, TBI, Autism, FE, and MFP) and are HEDIS-like measures:

- **Increase in the number of primary care visits** - The percentage of HCBS members who had an annual preventive health visit increased from 92.0% in CY2013 to 93.1% in CY2014 and to 94.0% in CY2015. The rates for the HCBS member subpopulation were 4% to 8% higher than the rates for all

KanCare adult members in all three years (88.4% in CY2013, 87.5% in CY2014, and 87.1% in CY2015).

- **Increase in Annual Dental Visits** - The percentage of HCBS members who had an annual dental visit was higher in CY2015 (51.6%) compared to CY2014 (49.0%) and CY2013 (49.4%). The annual dentist visit rates for HCBS members were 15% to 18% lower than the HEDIS rates for the overall KanCare population in each of the three years – CY2015 (60.9%), CY2014 (60.0%) and (CY2013 (60.3%).
- **Decrease in number of Emergency Department visits** - From CY2013 to CY2015, emergency department (ED) visit rates (per 1,000 member-months) for the HCBS population increased slightly from 77.58 in 2013 to 78.06 in 2014 to 79.64 in 2015. The rates for the HCBS population were higher than the HEDIS rates for the overall KanCare population (65.17 in CY2013, 64.19 in CY2014, and 66.31 in CY2015).

Member Survey – CAHPS

A high percentage of respondents indicated it was easy to obtain the following services:

- Care, tests and treatment needed (87.2% - 92.4%)
- Appointment with a specialist as soon as needed (80.8% - 86.2%)
- Prescription medicines for child through their health plan (94.4% - 94.5%)

For respondents receiving care from more than one provider, 80.7% - 85.0% indicated their personal doctor seemed informed and up-to-date regarding the care from other providers. Only 55.2% - 57.7% of the related GC and CCC populations noted they received help from their doctor's office or health plan in coordinating their child's care; the question does not ask whether coordination assistance was needed or requested. When child survey respondents indicated they needed their provider to contact a school or daycare regarding their child's health or health care, 94.5% - 94.9% responded that they received the needed assistance. A high percentage (89.5% - 92.0%) of child survey respondents reported their providers understand how their child's longer term health conditions impact their child's and their family's daily life.

Member Survey – MH

While the responses to care coordination related questions were generally positive, rates for the general adult population have decreased over time and the rates for the SED Waiver youth (ages 12-17) have increased over time.

- General Adults' use of consumer-run programs and ability to access services the members thought were needed: CY2016 – 78.7%; CY2014 – 80.4%.
- Members perceiving they were able to access all of the services that they thought they needed:
  - General adult: CY2016 - 80.7%; CY2011 – 91.3%.
  - SED Waiver youth (ages 12-17, youth responding): CY2016 – 79.3%; CY2013 – 71.8%.

Member Survey - SUD

Of the 66.4% who indicated they have a PCP, 70.4% in CY2016 indicated their counselor requested a release of information to allow discussion of the member's treatment with their PCP. In 2016, 44.3% of those surveyed reported they received services from another counselor within the last year; 82.4% of these members reported they were asked to sign a release to share details with the other counselor.

Provider Survey

For the survey question on "provider satisfaction with obtaining precertification and/or authorization for (MCO's) members," responses for very or somewhat satisfied ranged from 32.3%

(Sunflower/Cenpatico BH survey) to 51.7% (Amerigroup), and for very or somewhat dissatisfied ranged from 8.9% (UHC/Optum) to 28.7% (Amerigroup).

Cost of Care

From CY2012 to CY2015, there were increases in utilization of the following services: Primary Care Physician (24% increase), Dental (32% increase), Home and Community-Based Services (23% increase), Transportation (33% increase), Vision (16% increase) and Non-Emergency Room Outpatient Services (10% increase).

Inpatient Hospitalization decreased 23% in CY2015 compared to CY2012, and Emergency Room Outpatient Visits decreased by 1%. Decreases in utilization of these services are a positive outcome, reflecting increased access of treatment from .the member's primary care provider instead of an ER and increased preventive care and home services to avoid lengthy hospital stays.

Access to Care

Provider Network – GeoAccess

Access Standards

- In CY2016 there were three provider types where Semi-Urban counties did not have access through at least one MCO: Allergy – Montgomery County; Neonatology – Saline County; and Plastic & Reconstructive Surgery – Geary, Montgomery, and Riley Counties.
- In CY2016, there were seven provider types where one or more non-urban county had no access through any of the three MCOs
  - Cardiology - Cheyenne County
  - Gastroenterology - Cheyenne, Decatur, Rawlins, and Sherman Counties
  - Neonatology – Cheyenne, Greeley, Rawlins, Sherman, and Wallace Counties
  - Nephrology - Cheyenne and Sherman Counties
  - Physical Medicine/Rehab Cheyenne and Sherman Counties
  - Plastic & Reconstructive Surgery -Cheyenne, Clark, Grant, Greeley, Hamilton, Haskell, Kearny, Meade, Morton, Seward, Sherman, Stanton, Stevens, Wallace, and Wichita Counties
  - Dental - Lane County
- The counties with the least amount of access to providers were Cheyenne and Sherman Counties. Of the other 16 counties with no access to one or more provider types: three counties had no access to two provider types, and 13 had no access to one provider type. Not factored into this analysis are the numbers of counties with no access to one or more providers that are adjacent on all sides to counties with no access to these same provider types

Behavioral Health - BH services in CY2014- CY2016 were provided in all counties within the access standards required by the State.

HCBS – Counties with access to at least two providers by provider type and services

Of the 27 HCBS services, 17 were available in CY2015 from at least two providers in all 105 Kansas counties from all three MCOs. Of the remaining 10 HCBS services

- **Adult day care** - Services were available from at least two providers in only 47 counties through UHC, 50 through SSHP, and 102 through AGP. UHC reported availability through at least one service provider in only 68 counties; SSHP reported availability in 81 counties, and AGP reported availability in 105 counties.

- **Intermittent intensive medical care** – At least two service providers were available in all counties through UHC, 77 through AGP, and 94 through SSHP. At least one provider was available in the AGP network in 102 counties, in the SSHP network in 105 counties.
- **Speech therapy – Autism waiver** – Services were available from at least one or two providers in 7 counties through Amerigroup. Through Sunflower network, there were at least two providers in 12 counties and at least one service provider in 27 counties. Services through UnitedHealthcare were only available from at least one or two providers in 2 counties.
- **TBI waiver therapies: Speech, Behavior, Cognitive, Occupational, and Physical** – Again in CY2016 there was a wide gap in the availability of these specialized services as reported by MCOs. Amerigroup and Sunflower, as in 2013-2015, reported that at least two service providers for each of these services were available in all counties in 2016. Sunflower's one exception was Speech Therapy/TBI Waiver, where they reported at least two providers available in 50 counties (and at least one provider in all counties). UnitedHealthcare reported, as in 2013-2015, far fewer available providers for these TBI waivers: Speech Therapy -at least two providers in 9 counties, and only 28 in at least one county; Behavior Therapy -at least two providers in 72 counties and 105 in at least one county; Cognitive Therapy -at least two providers in 26 counties and 55 in at least one county; Occupational Therapy -at least two providers in 12 counties, and only 33 in at least one county; and Physical Therapy -at least two providers in 30 counties, and only 55 in at least one county.
- **Home modification** – At least two service providers were available through Sunflower and UnitedHealthcare in all counties. In Amerigroup, only 27 counties had at least two service providers, and 101 counties had at least one service provider.
- **Health maintenance monitoring** – At least two service providers were available through UnitedHealthcare in all counties. In Amerigroup, only 69 counties had at least two service providers, and 103 counties had at least one service provider. Through Sunflower, two service providers were available in 95 counties, and all counties had at least one service provider.

I/DD Provider Services – Counties with access to at least two providers by provider type and services
Services reported in 2016 to be available from at least two I/DD providers by all three MCOs include: Targeted Case Management, Residential Support, Sleep Cycle Support, Personal Assistant Services, Financial Management Services, and Respite Care (Overnight).

Services not available from at least two I/DD providers by all three MCOs in all 105 Kansas counties include:

- Supported Employment Services – AGP reported this service to be available from at least two I/DD providers in 51 counties, and from at least one provider in 81 of the 105 counties. SSHP reported this service to be available from at least two I/DD providers in 98 counties, and from at least one provider in all 105 counties. UHC reported this service to be available from at least two I/DD providers in 25 counties, and from at least one provider in 48 of the 105 counties.
- Wellness Monitoring - AGP reported this service to be available from at least two I/DD providers in 92 counties, and from at least one provider in all 105 counties. SSHP reported this service to be available from at least two I/DD providers in 95 counties, and from at least one provider in 102 counties. UHC reported this service to be available from at least two I/DD providers in 80 counties, and from at least one provider in all 105 counties.
- Medical Alert Rental - AGP and UHC reported Medical Alert Rental to be available from at least two providers in all 105 counties, but not specifically from I/DD providers. SSHP reported this service to be available from at least two I/DD providers in 55 counties, and from at least one I/DD provider in all 105 counties.

- Supportive Home Care - AGP and SSHP reported Supportive Home Care to be available from at least two I/DD providers in all 105 counties. UHC reported this service to be available from at least two I/DD providers in 103 counties, and from at least one provider in all 105 counties.
- Assistive Services - SSHP and UHC reported Assistive Services to be available from at least two I/DD providers in all 105 counties. AGP reported this service to be available from at least two I/DD providers in 104 counties, and from at least one provider in all 105 counties.
- Day Support - AGP and SSHP reported Day Support to be available from at least two I/DD providers in all 105 counties. UHC reported this service to be available from at least two I/DD providers in 58 counties, and from at least one provider in 98 counties.
- Specialized Medical Care – RN - UHC reported this service to be available from at least two I/DD providers in all 105 counties. AGP reported this service to be available from at least two I/DD providers in 101 counties, and from at least one provider in all 105 counties. SSHP reported this service to be available from at least two I/DD providers in 104 counties, and from at least one provider in all 105 counties.
- Specialized Medical Care – LPN - UHC reported this service to be available from at least two I/DD providers in all 105 counties. AGP reported this service to be available from at least two I/DD providers in 101 counties, and from at least one provider in 104 counties. SSHP reported this service to be available from at least two I/DD providers in 104 counties, and from at least one provider in all 105 counties.

As in 2013-2015, there is no indication in the HCBS report as to which counties do not have at least two services available. The report also again does not indicate whether members needing services are residents of the counties where there are no providers or where there are less than two providers. In a "Frontier" county, in particular, it is possible that there are no members in the county that are in need of one of the more specialized HCBS services.

Open/Closed Panels

Network Adequacy Reports and submitted to the State, as well as "real time" information available to members on-line and through customer service contacts, continue to be in need of timely updating to provide information on provider availability.

Provider After-Hours Access and Provider Appointment Standards Access

In 2016, each of the MCOs included one or more supplemental question in their CAHPS survey related to appointment access. Various methods were used by the MCOs, including surveys and calls during and after office hours. Amerigroup provided an update on appointment availability for urgent and routine visits with PCPs, Specialists, Pediatrics, and Behavioral Health. UnitedHealthcare employs a vendor who contacts providers, with callers identifying themselves as calling on behalf of UHC, relate adult and child symptom scenarios, and ask about appointment availability.

Member Survey – CAHPS

CY2016 survey respondents had highly positive responses to the following access related questions:

- When care was needed right away for an illness, injury or other condition, how often was it received as soon as the respondent needed (86.2% - 95.1%). The Adult and CCC responses were above the QC 75th percentile and GC responses were above the QC 66.67th percentile.
- Check-up or routine care received as soon as respondent needed (82.5% - 92.1%). The Adult rate was above the QC 75th percentile; the GC rate was above the 66.67th percentile; the CCC rate was above the 50th percentile.

- Appointment with specialist as soon as respondent needed (80.8% - 86.2%). The Adult rate was above the QC 95th percentile; the GC rate was above the 50th percentile; and the CCC rate was above the QC 75th percentile.
- Ease of getting the care, tests, and treatment the respondent needed (87.2% – 92.4%). The Adult and GC rates were above the QC75th percentile and the CCC rate was above the QC 66.67th percentile.

Member Survey – MH

Responses for each of the seven access-related questions were for the most part positive in CY2016; however, there were significant decreases or negative trends noted in the following five questions.

- Provider returned their call within 24 hours - General Adult: CY2016 – 79.6%; CY2011 - 88.1%.
- Services being available at times that were good for the member
  - General Adult: CY2016 -87.4%; CY2013 -92.1%
  - General Youth: CY2016 -83.9%; CY2013 - 88.7%
- Being able to see a psychiatrist when they wanted to - General Adult: CY2016 -73.6%; CY2011 - 82.1%
- Perceive their medication is available - General Youth: CY2016 - 83.7%; CY2013 -86.1%
- Ability to get the services they thought they needed - General Adult: CY2016 -80.7%; CY2011 - 91.3%
- Ability to get services during a crisis - General Youth: CY2016 – 83.8%; CY11 – 89.5%

Improvements or high percentages of positive responses were noted with the following questions and populations.

- Perceive their medication is available- General Adults: CY2016 -92.9%; SED Waiver youth and young adults: 94.5%
- Ability to get the services they thought they needed - SED Waiver youth (ages 12-17, youth responding): CY2016 – 79.3%; CY2013 – 71.8%

Member Survey – SUD

- Of 326 surveyed in 2016, 69 (21.2%) reported they were placed on a waiting list for an appointment, compared to 15.6% (28 of 180) in 2015 and 12.2% of 205 surveyed in 2014. While 38.6% in 2016 reported their wait was one week or less, 42.1% reported their wait to be three weeks or more, compared to 46.2% in 2015 and 26.1% in 2014.
- Members surveyed in 2014-2016 had consistently positive responses to questions related to distance to travel to see a counselor.
- In 2016, 84.4% of members surveyed said they were able to get an appointment for their first visit as soon as they wanted, compared to 87.7% in 2015 and 92.1% in 2014.
- In 2016, 28.4% of members surveyed indicated they had an urgent problem (compared to 25.7% in 2015 and 28.5% in 2014). Of those who reported needing an urgent visit, 16.0% reported in 2016 they waited more than 48 hours for an urgent visit compared to 19.0% in 2015 and 10.9% in 2014.

Provider Survey

For the survey question on “provider satisfaction with availability of specialists,” responses in 2016 for “very satisfied” or “somewhat satisfied” ranged from 28.1% (SSHP/Cenpatico BH survey) to 59.4% (Amerigroup). Responses for “very dissatisfied” or “dissatisfied” ranged from 7.2% (SSHP/Cenpatico BY Survey) to 21.9% (Amerigroup).

Efficiency

Emergency Department Visits

ED visit rates for HCBS (TBI, PD, FE, and IDD) were much lower in CY2013 – CY2015 compared to rates in CY2012 pre-KanCare. Rates described below are based on ED visits per 1,000 member-months.

- ED rates for MH members and for the KanCare population decreased from CY2012 to CY2013, but have increased above CY2012 rates in CY2014 and CY2015.
- ED visit rates for HCBS members in CY2015 (77.36) were lower than CY2014 (78.88) and much lower than in CY2012 (101.26).
- TBI members had the highest rate of ED visits in CY2012 to CY2015. The CY2015 rate decreased from 220.13 in CY2012 to 183.27 in CY2015.
- The ED visit rate for PD members decreased from 165.46 in CY2012 to 130.31 to 126.36 in CY2015.
- The FE waiver member ED rate decreased from 90.32 in CY2012 to 65.32 in CY2015.
- The I/DD member ED rates were lower than those of the PD, FE, TBI and MH members. From CY2012 to CY2015, the ED rate decreased from 54.24 to 47.57.
- MH ED visit rates increased from 116.34 visits per 1,000 member months in CY2012 to 124.06 in CY2015.

Inpatient Hospitalizations

Inpatient admission rates were higher in CY2015 for TBI, FE, and I/DD members and lower for PD members than inpatient admission rates pre-KanCare 2012. From CY2014 to CY2015, rates increased for TBI and I/DD and decreased for FE and PD members. Rates described below are based on inpatient admission visits per 1,000 member-months.

- The inpatient admission rates for HCBS members in CY2015 (35.58) and CY2012 (35.27) were comparable.
- TBI member inpatient admission rates initially decreased from 46.91 in CY2012 to 45.50 in CY2013 to 45.34 in CY2014, but increased to 49.82 in CY2015.
- The inpatient admission visit rate for PD members decreased from 54.17 in CY2012 to 53.82 in CY2015.
- The FE waiver member Inpatient admission rate increased from 48.27 in CY2012 to 51.19 in CY2015.
- I/DD member inpatient admission rates were much lower than those of PD, FE, and TBI members in each of the four years. Admission rates increased slightly from 12.37 admits per 1,000 member-months in CY2012 pre-KanCare to 14.39 in CY2015.
- MH admissions are based on MH-related admissions. MH admissions decreased each year from 8.08 admissions per 1,000 member months in CY2012 to 6.95 in CY2015.

Inpatient Readmissions within 30 days of inpatient discharge

Inpatient readmission rates decreased in CY2013 and CY2014 for TBI and MH members from CY2012 pre-KanCare but increased slightly for FE, I/DD, and PD members. Rates described below are based on inpatient readmissions per 1,000 member-months.

- Readmission rates per 1,000 member months increased each year from 5.14 in CY2012 to 5.15 in CY2013 to 5.96 in CY2014, but decreased in CY2015 to 5.81 readmissions per 1,000 member months.
- TBI member readmission rates decreased from 8.38 in CY2012 to 7.18 in CY2013 to 6.93 in CY2014 before increasing to 13.88 in CY2015, higher than each of the three preceding years and higher than the other waiver population rates in the four-year period.

- PD members had higher rates of readmissions than TBI, FE, I/DD, and MH members in CY2012 to CY2014. Readmission rates decreased slightly in CY2013 (8.81) compared to CY2012 pre-KanCare (9.03), but then increased to 10.82 in CY2014 before decreasing again to 9.76 in CY2015.
- The FE waiver member Inpatient admission rate increased from 6.38 in CY2012 to 7.93 in CY2015.
- I/DD member readmission rates were lower than those of PD, FE, and TBI members in each of the four years. Readmission rates increased slightly from 1.32 in CY2012 to 1.66 in CY2015.
- MH members had much lower readmission rates than the HCBS members, but their readmission rates are based on MH-related readmissions only. Readmission rates decreased from 1.06 in CY2012 to 0.94 readmissions per 1,000 member-months in CY2015.

Member Survey – CAHPS
Over 80% of survey respondents who contacted their health plan's customer service reported they received the information or help they needed. The CY2016 Adult rate (83.8%) was above the QC 75th percentile. The GC rate (83.9%) decreased from 85.4% in CY2015 and decreased from being above the QC 75th percentile to being above the 50th percentile. While the CCC rate (82.2%) was similar to the other populations, it decreased from 84.9% in CY2015 and decreased to below the QC 33.33rd percentile.

Member Survey – MH
For adult members, 79.6% in CY2016 indicated their MH provider returned their calls within 24 hours. This is lower than rates in CY2013 – CY2015 that ranged from 83.3% to 84.4%. The CY2016 rate is statistically significantly lower than CY2011 (88.1%).

Member Survey SUD
In 2016, 92.1% of members surveyed rated their counselor as communicating very well or well in communicating clearly with them, comparable to 2015 (93.2%) and 2014 (93.9%).

Uncompensated Care Cost Pool (UCC)
There were 194,999 Medicaid days for UCC Pool hospitals in CY2012. This number increased substantially to 252,002 Medicaid days in CY2013, in part because of the influx of beneficiaries at the start of KanCare. The number of Medicaid days subsequently decreased to 206,882 in CY2014, to 186,396 in CY2015, and to 178,721 in CY2016. UCC Pool payments increased from $20,568,567 in CY2012 to $41,026,795 in CY2013. This increase was partially due to a change in the Kansas Statute implemented at the start of the FY2013. The UCC Pool payments decreased slightly to $40,974,407 in CY2014 and to $40,929,060 in CY2015. The UCC Pool payments then increased slightly in CY2016 to $40,960,116.

Delivery System Reform Incentive Program (DSRIP)
The University of Kansas Hospital

- **STOP Sepsis: Standard Techniques, Operations, and Procedures for Sepsis**
  In 2016 KUH conducted training in 19 counties statewide. KUH reported 554 workshop attendees in the from 103 partner facilities in 2016, including 20 nursing facilities (NF), 24 EMS providers, and 44 hospitals. Workshop attendance ranged from 15 to 50 per workshop. KUH greatly increased data tracking and reporting in 2016. Of 147 partner facilities, 43 have a sepsis protocol in place, 27 newly implemented in 2016. In CY2016, 33 partner facilities, including three NFs, began entering sepsis-related data in the Kansas Sepsis Program Database. KUH has developed an NF-specific curriculum that includes slides and posters providing information on basic sepsis symptoms. Of

special interest are training materials for licensed practical nurses and nursing assistants in development for distribution in 2017.

- **Supporting Personal Accountability and resiliency for Chronic Conditions (SPARCC)**
  KUH has provided SPARCC facilitation training to over 160 individuals and has over 85 partners statewide. Focus is now on expanding the number of group sessions led by these trained facilitators. In 2016, 46 facilitators trained through the SPARCC program in 2015 and 2016 conducted 24 groups (four sessions per group), with 86 patients and 10 caregivers/supporters participating in one or more session. KUH has, thus, been successful in first training facilitators the first year of DSRIP (2015) who then followed through in successfully implementing the SPARCC program for patients in NE, North Central, and SW Kansas. KUH reported that 86 patients participated in 24 groups in 2016, 43 in groups meeting in the first half of the year and 43 in groups meeting in the second half of the year. The first six-month booster session was also completed in 2016, with 43 heart failure patients and caregivers participating. KUH has also been successful in developing eight training videos for SPARCC facilitators soon to be uploaded to a DSRIP YouTube website.

Children's Mercy Hospital and Clinics

- **Improving Coordinated Care for Medically Complex Patients (Beacon Program)**
  The Beacon program functions as an independent medical home for children and youth with medical complexity (CYMC) and their siblings. Beacon staff began seeing Missouri patients in October 2013 and reported in December 2014 that 63 patients were from Kansas. In 2015 there were 56 Kansas Beacon patients– 38 CYMC and 18 siblings. In 2016, there were 92 Kansas Beacon patients – 65 CYMC and 27 siblings. Another major focus of the Beacon program is to provide consultation to PCPs of children living in rural areas or distant from the Kansas City area. In the first six months of 2016, Beacon staff conducted extensive outreach to 82 providers statewide. They also developed a flyer with responses to frequently asked questions and provided PCPs with information on characteristics of children eligible for the Beacon program. As a result of the outreach, Beacon provided 20 consults, an increase compared to only one Kansas consult in 2015.
- **Expansion of Patient Centered Medical Homes and Neighborhoods**
  CMH is partnering with four selected clinics that serve a high percentage or volume of Kansas Medicaid clients. The participating practices are delivering improved care that meets the Triple Aim. Each practice is embracing the model and has successfully begun implementing the components required for PCMH transformation. One practice has achieved NCQA PCMH recognition and a second practice plans to submit their application in 2017. CMH continues to work with each practice, providing TA and monthly learning collaborative sessions. CMH has implemented an online message board to serve as a forum for the practices to communicate on an ongoing basis. They have also developed an integrated database platform, providing patient data from multiple sources in one database. This was developed in an effort to assist the practices with using health information technology for population health management. CMH is in the process of developing an online searchable community resource database, to be available in 2017.

Recommendations

HEDIS and CAHPS Surveys

- MCOs should pay particular attention to improving results, not only for P4P measures, but also for HEDIS measures that have been identified by CMS as adult, child, and/or behavioral health core measures, particularly where results are below the QC 50th percentile, including:

  - Comprehensive Diabetes Control (CDC)
    - HbA1c Testing
    - Medical Attention for Nephropathy
    - HbA1c Control (<8.0%)
    - HbA1c Poor Control (>9.0%)
    - Blood Pressure Control (<140/90)
  - Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life (W34)
  - Well-Child Visits in the First 15 Months of Life (W15)
  - Prenatal and Postpartum Care (PPC)
  - Chlamydia Screening in Women (CHL)
  - Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC) – Weight Assessment/BMI
  - Adult BMI Assessment (ABA)
  - Controlling High Blood Pressure (CBP)
  - Adolescent Well Care Visits
  - Diabetes Monitoring for People with Diabetes and Schizophrenia (SMD)
  - Breast Cancer Screening (BCS)
- MCOs should also focus efforts on improving percentages of members engaged in treatment for alcohol or other drug use, as only 10.7% of those age 18 and older and 26.8% of those ages 13-17 identified as being in need of alcohol or drug use treatment were engaged in treatment in CY2015.
- MCOs should encourage providers to talk with patients about specific things to do to prevent illness, including:
  - For those who smoke or use tobacco products, offer medication or other smoking cessation treatment alternatives.
  - Encouraging and/or offering the annual influenza vaccination.
- MCOs should encourage their internal departments (customer service and case management) and network providers to offer members assistance with coordination of care, particularly for members obtaining services/care through more than one provider.

Mental Health Survey

- Related to questions with statistically significant negative trends (2011 to 2016 and 2013 to 2016), monitoring is recommended to ensure they do not continue to decline over time.
- MCOs should explore barriers and work with providers on improving the following:
  - Adult member choice of treatment goals
  - Adult members being better able to do the things they want to do and having better control of their daily life
  - Adult members being able to deal with crisis
  - Adult and General Youth perception of access to services
  - Adults' rate of providers returning member calls within 24 hours.

SUD Survey

- MCOs should encourage SUD providers to help members who don't know if they have a PCP to identify that provider or to assist them in obtaining a PCP.
- The State should work with the MCOs to assess and address reasons for reported increases in members placed on wait lists and reported increases in wait times while on the wait lists.

Mental Health Services

- The annual quarterly average of homeless members with SPMI who were housed at the end of each quarter had decreased from 58.0% in CY2013 to 49.1% in CY2014 to 44.6% in CY2015. No data were available for CY2016. If the State is no longer tracking this measure as a NOMS quarterly measure, an alternative tracking and reporting should be considered to monitor annual, if not quarterly, progress.

Provider Survey

- UnitedHealthcare should make efforts to greatly increase the number of general provider survey respondents.

Care Coordination

- Efforts should continue to improve care coordination, particularly for children with chronic conditions, including communication of PCPs with other healthcare providers; assistance from the MCO in coordinating care; and assistance in acquiring prescriptions.
- MCOs should continue to work to improve the percentage of HCBS waiver members receiving annual dental visits.

Access to Care

Provider Access

- KFMC recommends reporting requirements be revised to require MCOs to report the specific counties where there are no providers contracted for specific services and specific counties where only one provider is contracted for specific services.
- KFMC recommends that the State follow up with the MCOs to clarify the availability of the TBI-related HCBS service providers.
- For those counties with no providers, it would be important to know the number of members needing these services that reside in that county and their average distance to a provider. It is possible members needing these services are able to obtain them in a nearby county (or through arrangement by the MCO in a neighboring state). It is also possible, particularly in low-population Frontier counties, for there to be no members in need of a particular service.
- Due to differences in availability of provider types by MCO, members enrolling or re-enrolling should be provided information on the number of providers and locations available by provider type in each MCO network (without need for additional approval processes), particularly if they reside in a Frontier or Rural County.
- The State should consider requiring MCOs to report for each provider/service type the specific counties that do not have access to at least one or two HCBS and IDD providers.
- KFMC recommends the State request a more consistent method of MCO tracking and reporting after hours and appointment access (by appointment type). KFMC recommends that all MCOs confirm provider after-hour access through after-hours phone calls to the providers.
- MCOs should report compliance rates and appointment availability for calls to provider offices from "secret shoppers" separately from callers who first identify that they are representatives of an MCO.
- MCOS are encouraged to continue to include access to care supplemental questions in the CAHPS survey to help identify member experience in accessing appointments.
- When reporting outcomes related to member access to after-hours phone contact to providers, the MCOS should include in the denominator all out-of-service or wrong numbers, and offices that did not answer the phone or have an answering service alternative. MCOs should follow up after office

hours to verify appropriate after-hours access, at a minimum for the providers that refused to complete the survey or did not answer the phone.

- In addition to the need to de-duplicate, MCOs should make efforts to update the Network Adequacy reports, review how providers are classified, expand reporting to include a more detailed level of reporting, and ensure provider panel status is reported for all applicable providers.

Systems

- Emergency Department (ED) Visits – Additional efforts are needed to reduce ED visit rates for members with MH diagnoses, such as ensuring members have a PCP and care coordination.

End of written report.

Appendix A

2016 KanCare Evaluation Annual Report

Year 4, January – December 2016

List of Related Acronyms

Kansas Foundation for Medical Care, Inc.

List of Related Acronyms	
Acronym	**Description**
AAP	Adults' Access to Preventive/Ambulatory Health Services (HEDIS)
ABA	Adult BMI Assessment (HEDIS)
ACO	Accountable Care Organization
ADD	Follow-Up Care for Children Prescribed ADHD Medication (HEDIS)
ADHD	Attention Deficit Hyperactivity Disorder
ADV	Annual Dental Visit (HEDIS)
AGP	Amerigroup Kansas, Inc.
Amerigroup	Amerigroup Kansas, Inc.
AWC	Adolescent Well-Care Visits (HEDIS)
BCBSKS	Blue Cross/Blue Shield of Kansas
BH	Behavioral Health
BMI	Body Mass Index
CAHPS	Consumer Assessment of Healthcare Providers and Systems
CBCL	Child Behavior Checklist Competence T-Scores
CBP	Controlling High Blood Pressure (HEDIS)
CBS	Community-Based Services
CCC	Children with Chronic Conditions (CAHPS survey population)
CDC	Comprehensive Diabetes Care (HEDIS)
CHIP	Children's Health Insurance Program (Title XXI)
CHL	Chlamydia Screening in Women (HEDIS)
CMH	Children's Mercy Hospital and Clinics
CMHC	Community Mental Health Center
CMS	Centers for Medicare & Medicaid Services
CWP	Appropriate Testing for Children with Pharyngitis (HEDIS)
CY	Calendar Year
CYMC	Children and Youth with Medical Complexity
DSRIP	Delivery System Reform Incentive Program
ED	Emergency Department
EH	Eligible Hospital
EHR	Electronic Health Record
EMR	Electronic Medical Record
EMS	Emergency Medical Services
EP	Eligible Professional
EQRO	External Quality Review Organization

List of Related Acronyms	
Acronym	**Description**
FE	Frail Elderly Waiver
FUH	Follow-Up after Hospitalization for Mental Illness (HEDIS)
GC	General Child - CAHPS Survey Population
HbA1c	Glycated Hemoglobin
HCBS	Home and Community-Based Services
HCCN	Health Center Controlled Network
HEDIS	Healthcare Effectiveness Data and Information Set
HIE	Health Information Exchange
HIO	Health Information Organization
HITECH	Health Information Technology for Economic and Clinical Health Act
ICF/MR	Intermediate Care Facility for Persons with Mental Retardation
I/DD	Intellectually/Developmentally Disabled
IET	Initiation and Engagement of Alcohol and Other Drug Dependence Treatment (HEDIS)
KCPC	Kansas Client Placement Criteria
KDADS	Kansas Department for Aging and Disability Services
KDHE-DHCF	Kansas Department of Health and Environment, Division of Healthcare Finance
KFMC	Kansas Foundation for Medical Care, Inc. (the EQRO)
KHC	Kansas Healthcare Collaborative
KHIN	Kansas Health Information Network
KUCTT	University of Kansas Center for Telemedicine & Telehealth
KUH	The University of Kansas Hospital
LACIE	Lewis and Clark Information Exchange
LTSS	Long-Term Services and Supports
MCO	Managed Care Organization
MFP	Money Follows the Person
MH	Mental Health
MHSIP	Mental Health Statistics Improvement Program
MMA	Medication Management for People with Asthma (HEDIS)
MPM	Annual Monitoring for Patients on Persistent Medications (HEDIS)
MU	Meaningful Use
NCQA	National Committee for Quality Assurance
NF	Nursing Facility
NOMS	National Outcome Measurement System

List of Related Acronyms	
Acronym	**Description**
P4P	Pay for Performance
PCMH	Patient Centered Medical Homes
PCP	Primary Care Provider
PD	Physically Disabled
PEAK	Promoting Excellent Alternatives in Kansas (Person-Centered Care Homes)
PHR	Personal Health Record
PLE	Poverty Level Eligible
PMPM	Per member per month
PPC	Prenatal and Postpartum Care (HEDIS)
PTN	Patient Transformation Network
Q	Quarter
QBRP	Quality-Based Reimbursement Program
QC	Quality Compass
RCIN	Rural Clinically Integrated Network
SED	Serious Emotional Disturbance
SMD	Diabetes Monitoring for People with Diabetes and Schizophrenia (HEDIS)
SMI	Serious Mental Illness
SPARCC	Supporting Personal Accountability and Resiliency for Chronic Conditions
SPMI	Serious and Persistent Mental Illness
SSHP	Sunflower State Health Plan of Kansas
SSI	Supplemental Security Income
STOP Sepsis	Standard Techniques, Operations, and Procedures Sepsis Awareness Program
SUD	Substance Use Disorder
Sunflower	Sunflower State Health Plan of Kansas
TA	Technical Assistance
TAF	Temporary Assistance for Families
TBI	Traumatic Brain Injury
Title XIX	Medicaid
Title XXI	CHIP, Children's Health Insurance Program
UCC	Uncompensated Care Cost Pool
UHC	UnitedHealthcare Community Plan of Kansas
UnitedHealthcare	UnitedHealthcare Community Plan of Kansas
URI	Appropriate Treatment for Children with Upper Respiratory Infection (HEDIS)
VO	Value Options-Kansas

List of Related Acronyms	
Acronym	**Description**
W15	Well-Child Visits in First 15 Months of Life (HEDIS)
W34	Well-Child Visits in the Third, Fourth, Fifth, and Sixth Years of Life (HEDIS)
WCC	Weight Assessment and Counseling for Nutrition and Physical Activity for Children/ Adolescents (HEDIS)
WebIZ	Kansas Statewide Immunization Information System
WORK	Work Opportunities Reward Kansas program