

**Johnson County Affiliates  
Meeting Minutes**



**11/8/18  
1:00-2:00 PM  
KU Edwards Campus  
Regnier Hall Room #255  
12610 Quivira Road  
(West side of the Regents Center)  
Overland Park, KS 66213**

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**Introductions & Announcements/Affiliate Updates and Openings**

The CDDO Council of Community Members is seeking nominations for an individual with IDD to serve on the committee. The committee meets quarterly. Please email nominations to Sheri Kendall at [sheri.kendall@jocogov.org](mailto:sheri.kendall@jocogov.org)

Carla Cooper, Independent Case Manager is closing services by January 1, 2019. TCM Choice packets have been sent out to individuals/families on her caseload.

Heartstrings has one day services opening. Please call 913-649-5700 for a tour.

Lake Mary Center introduced their new case manager, Greg Reed.

**Affiliate of the Month Award**

The November Affiliate of the Month Award was given to Heather Franke, a case manager, with A Step Above and Ahli Hedges, Create Art Studio/Skills to Succeed (and staff: Megan, Jasmine, Kristin and Tammy). They went above and beyond to assist with a bucket list for a young lady's dream to have a parade float. CONGRATULATIONS!

**Guest Presenter**

Stephanie Rasmussen, with Sunflower Health Plan shared their plan for providing care coordination for persons with I/DD, collaboration with TCMs and I/DD providers, and the new value added services from Sunflower. The new definition of community service coordination services would go beyond what is currently allowed by TCM's (i.e. keeping benefits, helping with applications.) You can contact her at 913-333-4511 if you have questions. A comparison of all the MCOs value added services can be found on the KanCare website. The brochure she shared at the meeting will be attached to the minutes.

**CDDO Updates**

Shelly shared the results of the Affiliate Survey. She thanked all that participated and addressed several areas of concern on the survey. The results will be sent with the minutes.

Annie Russell clarified BASIS questions:

The reason some BASIS meetings are scheduled earlier - before 365 day deadline - include the need for flexibility to meet state guidelines for 7-day entry, holidays, planned days off and assessor workload.

Assessors have been participating in Inter-rater reliability activities and shadowing other CDDO areas. The assessment team has a retreat is scheduled for late November to discuss best practices and continuous quality improvements for 2019.

MFEI plans to roll out in the early part of 2020 for the IDD Waiver. KU and KDADS have requested more MFEI meetings in Johnson County. KU staff will be attending BASIS meetings and completing the MFEI tool. These meetings may take an extra 30 minutes.

Annie reminded that shaded tracking sheets do not scan into the computer. Please do not use them.

### State Updates

HCBS Waiver Renewals – Public Comment Conference Calls scheduled for November 13-14, 2018

[https://www.kdads.ks.gov/docs/default-source/csp/hcbs/waiver-renewals/idd-and-bi/conference-call-notice-for-idd-and-bi-waiver-renewals.pdf?sfvrsn=8b7904ee\\_2](https://www.kdads.ks.gov/docs/default-source/csp/hcbs/waiver-renewals/idd-and-bi/conference-call-notice-for-idd-and-bi-waiver-renewals.pdf?sfvrsn=8b7904ee_2)

Opportunity to provide feedback is available through November 30<sup>th</sup>. Discussed that the requirements for 365 day BASIS deadline is included in the waiver language.

Final Policy – HCBS Institutional Transition Policy [https://www.kdads.ks.gov/docs/default-source/csp/hcbs/hcbs-policies/final-policies/general-policies/hcbs-institutional-transition-policy.pdf?sfvrsn=4e7904ee\\_4](https://www.kdads.ks.gov/docs/default-source/csp/hcbs/hcbs-policies/final-policies/general-policies/hcbs-institutional-transition-policy.pdf?sfvrsn=4e7904ee_4)

This policy replaces “Money Follows the Person.” The policy clarifies that the process for transition from institutional settings begins with the MCO. Institution includes nursing home, private and public ICF-IID, state mental health hospitals and psychiatric residential treatment facilities (PRTF.)

Draft Policy – HCBS Background Check Policy – **comments due 11/26/18.**

[https://kdads.ks.gov/docs/default-source/csp/hcbs/hcbs-policies/draft-policies/draft-hcbs-background-check-policy.pdf?sfvrsn=bd7f04ee\\_2](https://kdads.ks.gov/docs/default-source/csp/hcbs/hcbs-policies/draft-policies/draft-hcbs-background-check-policy.pdf?sfvrsn=bd7f04ee_2).

The CDDO is submitting comments to KDADS and urges all affiliates to do so as well. Discussed requirements for fingerprinting in the new policy, new process around provisional employment, lack of exception process, and requirements being imposed on TCM’s who do not provide HCBS.

### Upcoming CDDO Events

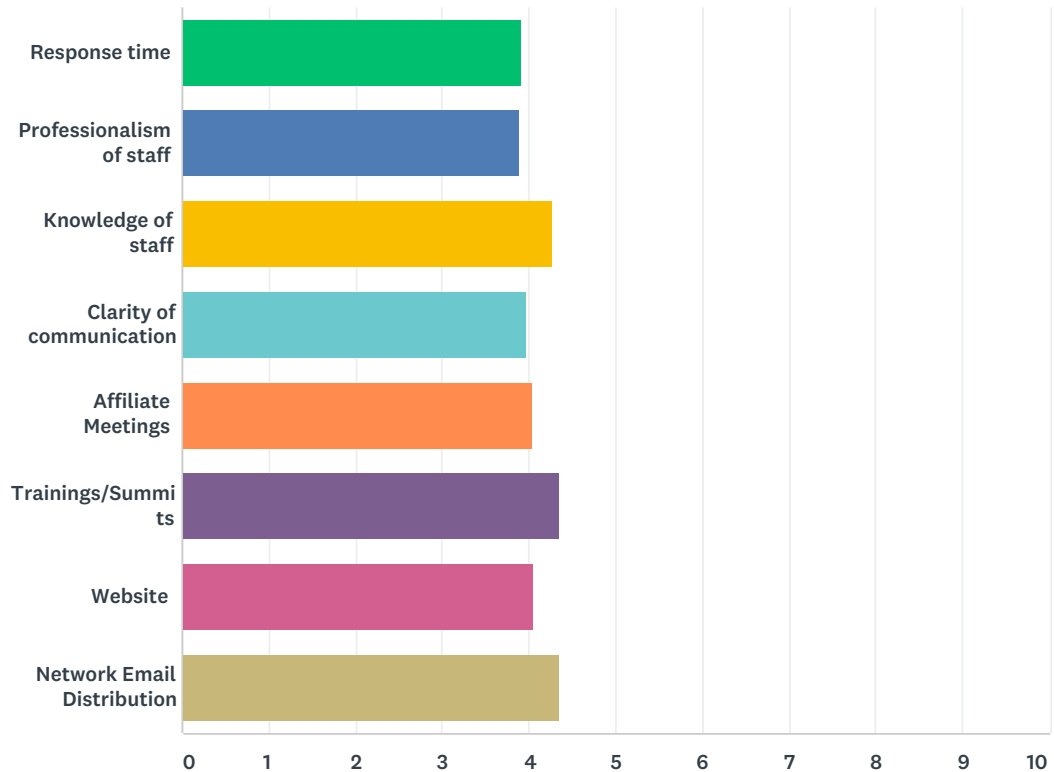
- **No December Affiliate Meeting**
- January 23, 2019. TCM Overview Training is open to anyone interested. Two sessions. 9-11:30 or 1:30-3:30. Mark Elmore Center, Room 111. Registration required. RSVP to Gail Lauri [gail.lauri@jocogov.org](mailto:gail.lauri@jocogov.org)

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**Next Johnson County Affiliate Meeting – January 10, 2019**  
KU Edwards Campus  
Regnier Hall Room #255

## Q1 Please rate the following aspects of our service.

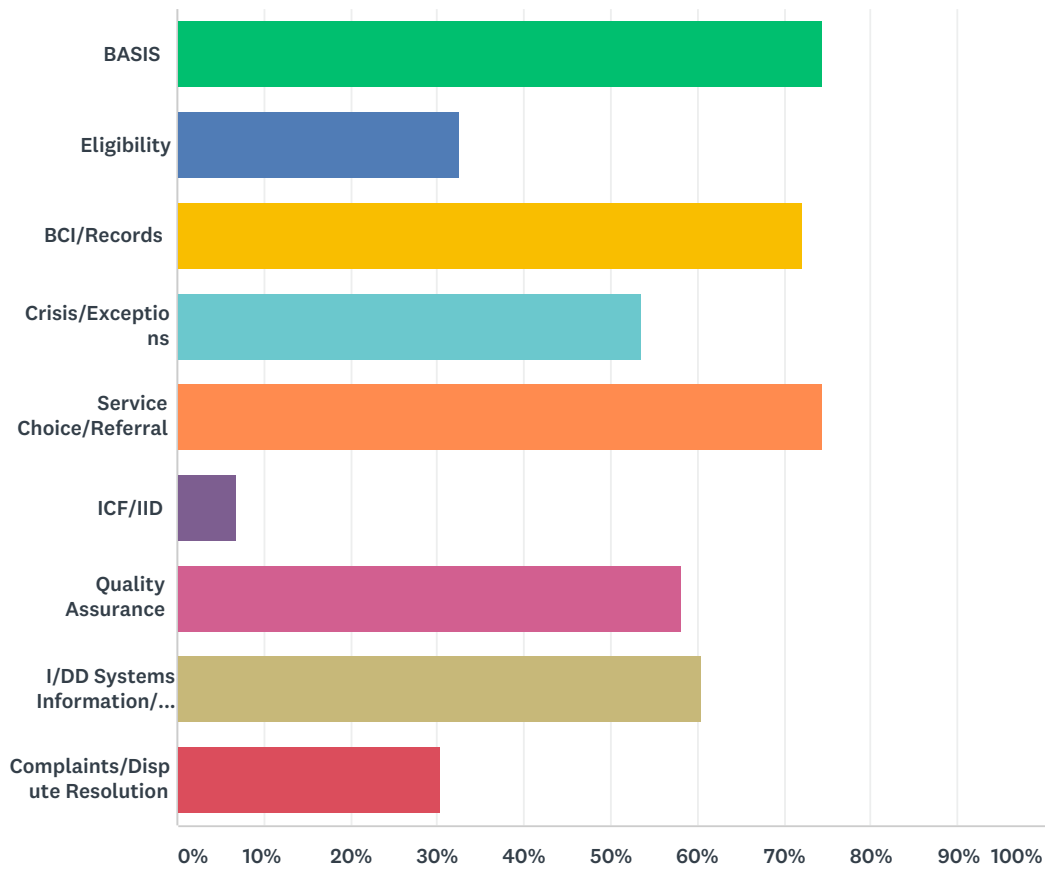
Answered: 47 Skipped: 0



	EXCELLENT	GOOD	SATISFACTORY	FAIR	POOR	TOTAL	WEIGHTED AVERAGE
Response time	36.17% 17	38.30% 18	10.64% 5	10.64% 5	4.26% 2	47	3.91
Professionalism of staff	42.55% 20	27.66% 13	10.64% 5	14.89% 7	4.26% 2	47	3.89
Knowledge of staff	44.68% 21	42.55% 20	8.51% 4	2.13% 1	2.13% 1	47	4.26
Clarity of communication	38.30% 18	38.30% 18	8.51% 4	12.77% 6	2.13% 1	47	3.98
Affiliate Meetings	44.44% 20	33.33% 15	8.89% 4	8.89% 4	4.44% 2	45	4.04
Trainings/Summits	56.82% 25	29.55% 13	9.09% 4	2.27% 1	2.27% 1	44	4.36
Website	38.30% 18	42.55% 20	6.38% 3	12.77% 6	0.00% 0	47	4.06
Network Email Distribution	57.45% 27	25.53% 12	12.77% 6	4.26% 2	0.00% 0	47	4.36

## Q2 For what reason do you typically contact the CDDO? (Check all that apply)

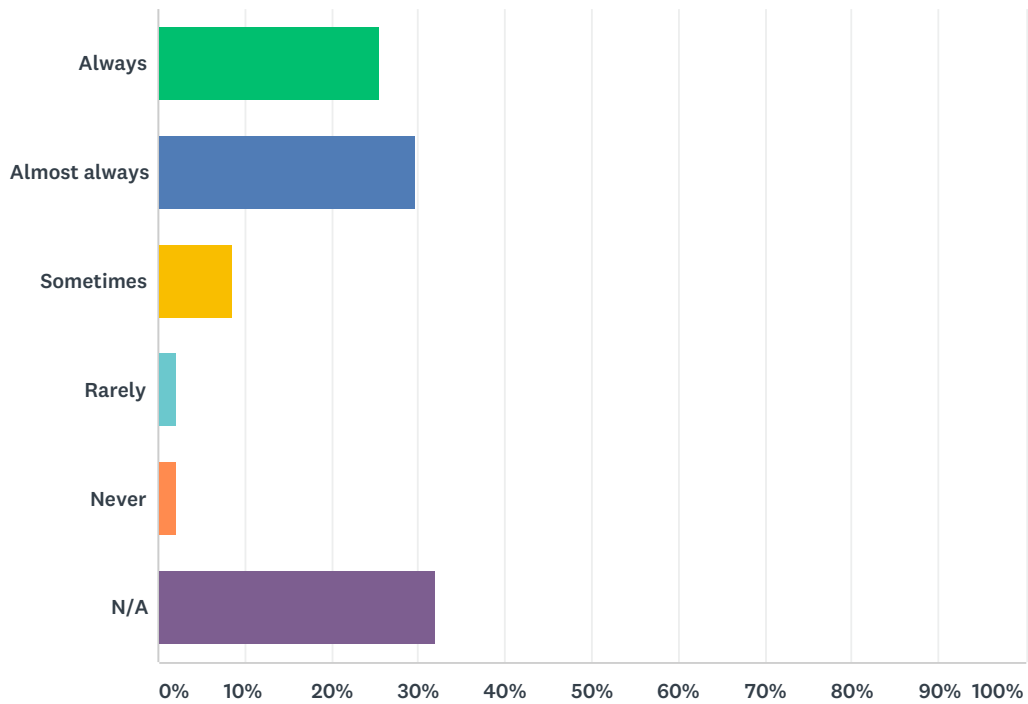
Answered: 43 Skipped: 4



ANSWER CHOICES	RESPONSES	
BASIS	74.42%	32
Eligibility	32.56%	14
BCI/Records	72.09%	31
Crisis/Exceptions	53.49%	23
Service Choice/Referral	74.42%	32
ICF/IID	6.98%	3
Quality Assurance	58.14%	25
I/DD Systems Information/Guidance	60.47%	26
Complaints/Dispute Resolution	30.23%	13
Total Respondents: 43		

### Q3 If the CDDO was unable to address your issue, how often were you referred to the appropriate source?

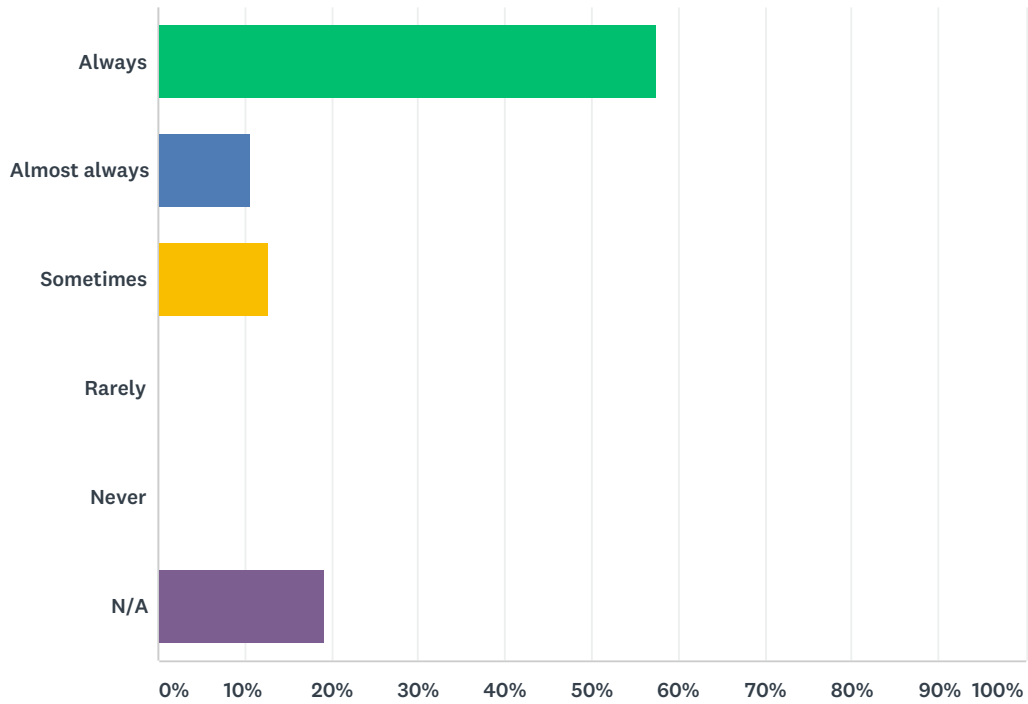
Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	25.53%	12
Almost always	29.79%	14
Sometimes	8.51%	4
Rarely	2.13%	1
Never	2.13%	1
N/A	31.91%	15
<b>TOTAL</b>		<b>47</b>

### Q4 Do you receive notice of BASIS scheduling in a timely manner?

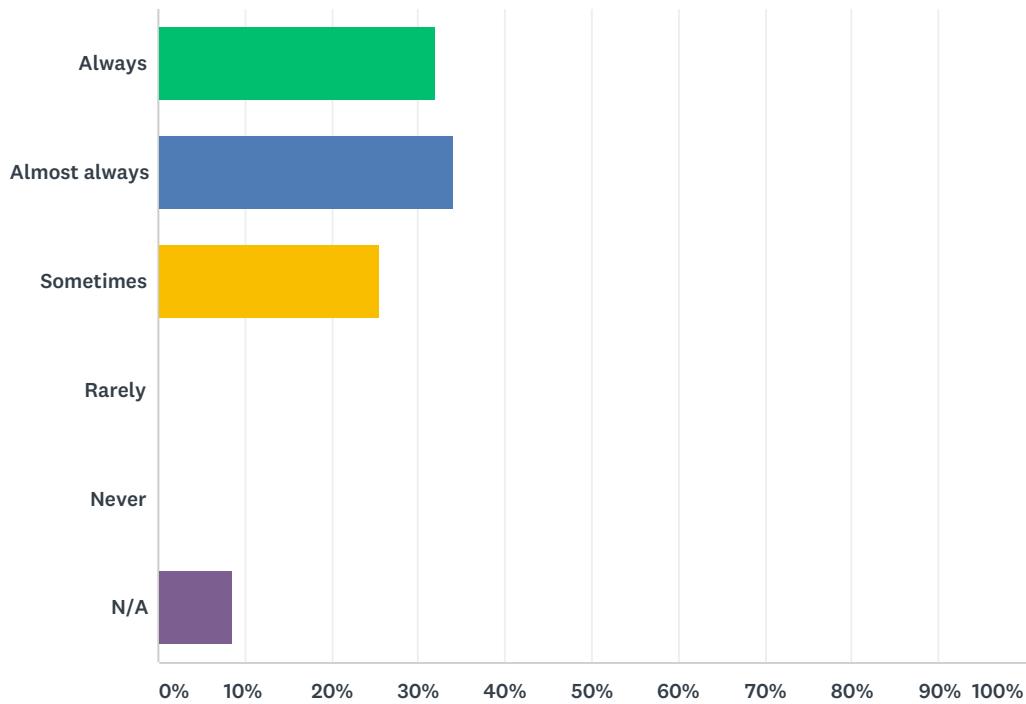
Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES	
Always	57.45%	27
Almost always	10.64%	5
Sometimes	12.77%	6
Rarely	0.00%	0
Never	0.00%	0
N/A	19.15%	9
<b>TOTAL</b>		<b>47</b>

### Q5 Is communication between TCM's, providers and BASIS assessors clear and helpful?

Answered: 47 Skipped: 0

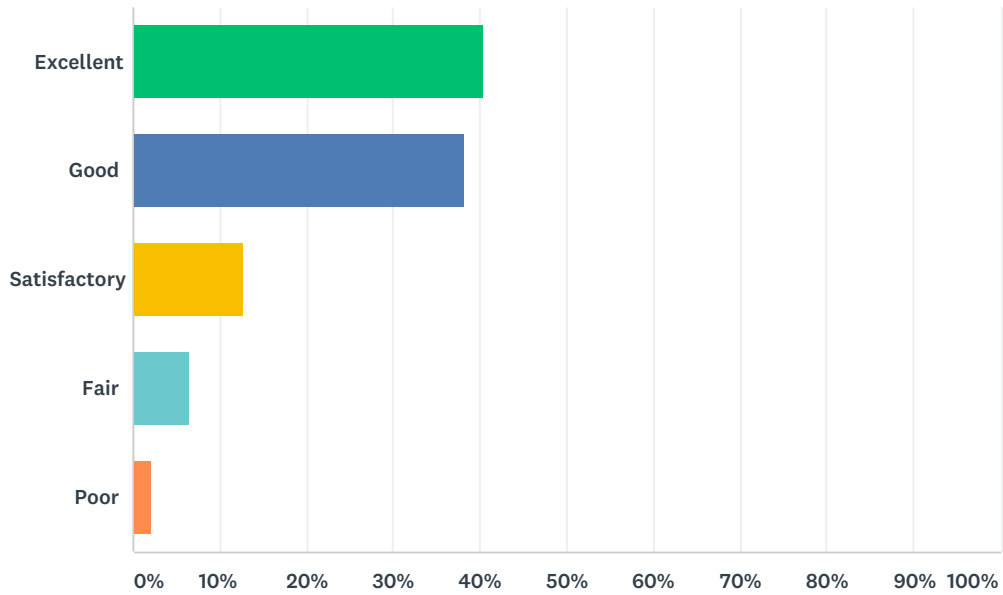


ANSWER CHOICES	RESPONSES	
Always	31.91%	15
Almost always	34.04%	16
Sometimes	25.53%	12
Rarely	0.00%	0
Never	0.00%	0
N/A	8.51%	4
<b>TOTAL</b>		<b>47</b>



### Q6 Overall, our performance is ...

Answered: 47 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	40.43%	19
Good	38.30%	18
Satisfactory	12.77%	6
Fair	6.38%	3
Poor	2.13%	1
<b>TOTAL</b>		<b>47</b>

**Q7 If you have any suggestions or comments for improving the services we provide, please enter them in the box below.**

Answered: 17 Skipped: 30

## About Sunflower Health Plan

- Our company has been helping people across the country get healthy and stay healthy since 1984.
- Members receive all KanCare medical benefits, plus extra services like health coaches, community baby showers and cell phones for those who qualify.
- Members receiving Home and Community Based Services (HCBS) are provided special support services based on the individual's needs. Members must qualify for HCBS through the State.
- Sunflower has a growing provider network of more than 30,000 doctors, hospitals and pharmacies.

## Member Benefits

*all members receive KanCare medical benefits*

- **Primary care provider (PCP) and care coordination**, including preventive checkups, screenings, and immunizations
- **Prescription coverage**
- **Behavioral health support**
- **Home health care**
- **Vision care** – Eye exams and eyeglasses, limitations apply
- **Dental care** – Benefits are different for adults and children
- **Gas reimbursement or a ride** to doctors appointments
- **Hospital visits and emergency car**
- **Breast pump** for nursing moms



# Sunflower Health Plan

a KanCare insurance provider  
2019

Language assistance services, auxiliary aids and services, and other alternative formats are available to you free of charge.

To obtain this, please call 1-877-644-4623 TTY 711. Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al 1-877-644-4623 TTY 711. Tiếng Việt (Vietnamese): Các dịch vụ trợ giúp ngôn ngữ, các trợ cụ và dịch vụ phụ thuộc, và các dạng thức thay thế khác hiện có miễn phí cho quý vị. Để có được những điều này, xin gọi 1-877-644-4623 TTY 711.

Sunflower Health Plan complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-644-4623 (TTY 711). Tiếng Việt (Vietnamese): CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-877-644-4623 (TTY 711).



8325 Lenexa Drive  
Lenexa, KS 66214

1-877-644-4623  
TTY 711

[SunflowerHealthPlan.com](http://SunflowerHealthPlan.com)



Find us on  
Facebook,  
Twitter and  
YouTube

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Toll-free 1-877-644-4623 • TTY 711

## Sunflower Supports

available for members

- **24-Hour Nurse Advice Line.** No matter what time or day, our nurses are here to help you with any health-related problem.
- **Behavioral Health** services for healthy minds and bodies. Sunflower's behavioral health services include support for depression, stress, anxiety, drug and alcohol abuse and ADHD.
  - » **Substance Use Disorder** smartphone app. Instant access to support groups and tools
- **Target disease management** for conditions such as asthma, congestive heart failure, COPD, diabetes, HIV/AIDS and Sickle Cell.
- **Online Resources** - A search tool to find network doctors in your area, health library with hundreds of health topics, member handbook and secure member portal for easy access to your records. There is more information on translation services and many other programs available to members on the Sunflower website.
- **Community Health Services** is a special team that can make personal visits to the member's home or provide a phone call to check on the member's needs. This team also partners with community organizations to better serve the member.

## Extra Services

for members who qualify

- **Healthy Rewards Program** Earn \$10 - \$50 in rewards for preventive doctors' visits with our *Rewards* program. Use your earned rewards for hundreds of items like groceries, baby formula, and much more!
- **Free Safelink smartphone** Includes unlimited texting and 1GB of data per month for the first three months (then 500MB per month)
- **Start Smart for Your Baby®** program offers **free** support, education and gifts for mom, babies and families
- **Healthy Solutions for Life** programs to help with chronic conditions, weight management, healthy lifestyles and managing emotions
- Yearly \$50 enrollment fee for child membership at **Boys & Girls Club**
- **In-home tele-health** for adults with chronic conditions
- **Special support** for members with Intellectual/Developmental Disability (IDD)
- **Dentures** may be covered for members on the Frail & Elderly (FE) waiver
- **Sunny's Kids Club** will mail a new book four times a year to enrollees.
- Up to 16 hours of **hospital companionship** for members on the FE and IDD waivers
- Members can receive **\$10 produce vouchers** at special events with participating Farmers Markets
- **Nursing Home-to-Community Transition Support** by partnering with participating providers
- **Foster Care - "Care Grants"** to be used to access person-specific resources not covered by Medicaid, such as camp fees, art supplies, etc.
- **Parent Management Training** - Oregon Model (PMTO). Extra support to Foster Care families and agencies through nationally recognized Parent Management Training program.
- Access to the **Caregiving Collaborations®** program benefits. Respite services are available through the individual care plan.
- **Sunflower Transition to Employment Program (STEP)** is a workforce development and employment support resource program.
- **Enhanced transportation** to local community events & social activities for members receiving FE & Physical Disability (PD) waiver benefits.

## Apply for KanCare

- Kansas residents can apply for KanCare (Medicaid) with the State of Kansas
- For Eligibility Requirements and to apply online, go to [www.applyforkancare.ks.gov](http://www.applyforkancare.ks.gov)
- Call the KanCare Clearinghouse at **1-800-792-4884** to receive information on other ways to apply.