



Kansas | Fall 2018

Community Connections



For More Information

Call our Provider Services Center at **877-542-9235**

Visit **UHCCommunityPlan.com**

Important information for health care professionals and facilities

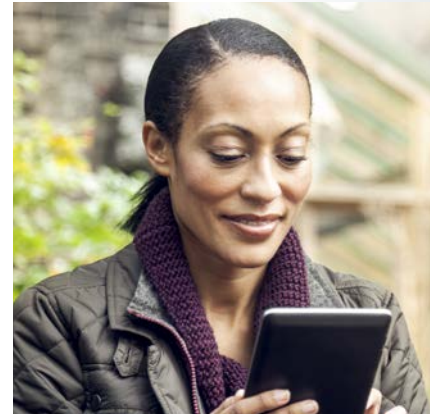
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We hope you enjoy this edition of Practice Matters. In this issue, you can read about the Dual Special Needs Plan, awards of Medicaid contracts, and much more.



Important information for health care professionals and facilities



A Message from Our Acting Medical Director — Teresa Wesley, MD, Medical Director

Summer is the perfect time for care providers to remind members about car safety for children. By having conversations with members now, and throughout the year, we can prevent children from being left in a hot car by accident or getting in a car on their own without adult supervision.

UnitedHealthcare takes the health and wellness of our child members very seriously, and we collaborate with our care providers on this effort. As a care provider, your visits with children should include an assessment of the child's safety, and you're responsible for following up if you suspect a child has been exposed to dangerous or abusive behavior.

If you suspect a child is being abused or neglected, call the Kansas Protection Report Center at **800-922-5330**. Every call is taken seriously and every effort will be made to protect your identity. Telephone lines are staffed 24 hours a day. In the event of an emergency, contact your local law enforcement or call 911.

For more information on reporting abuse, neglect and exploitation of children and adults, go to dcf.ks.gov/Pages/Report-Abuse-or-Neglect.aspx.

Important information for health care professionals and facilities



UnitedHealthcare Community Plan of Kansas to Continue 14-County Coverage Area for Dual Special Needs Plan

On Jan. 1, 2019, UnitedHealthcare Dual Complete Medicare Advantage Prescription Drug Plan (HMO-POS) will continue to be offered to eligible residents in Butler, Cowley, Douglas, Franklin, Harvey, Jackson, Johnson, Jefferson, Leavenworth, Miami, Osage, Sedgwick, Sumner and Wyandotte counties. Dual Complete is a Special Needs Plan, which is a Medicare Advantage-Prescription Drug coordinated care plan that limits membership to people with specific diseases or characteristics. Dual Complete is a plan offered to people who are eligible for both Medicare and Medicaid. As a reminder, Medicare Advantage plans, also known as Medicare Part C, offer an alternative to Original Medicare. Eligible patients must have Medicare Parts A&B to be fully eligible for Kansas Medicaid benefits and reside in one of the 14 CMS-approved service counties listed above in order to qualify for our Dual Complete Medicare Advantage-Prescription Drug plan. Dual-eligible members are low-income seniors over age 65 and people with disabilities under age 65. Here are some features of the plan:

- Members are not automatically enrolled and must be enrolled by a licensed sales agent
- Members can be enrolled with any of the three KanCare Medicaid Managed Care Organizations
- Eligible patients with End Stage Renal Disease can enroll in Dual Complete if the patient is an existing UnitedHealthcare Medicaid member, Medicare eligible and reside in one of the 14 CMS-approved service counties.

The UnitedHealthcare Dual Complete Program will reimburse claims according to your UnitedHealthcare contractual Medicare Advantage payment appendix.



Please visit UHCprovider.com/KSDSNP for additional information on the Dual Complete Plan or check out the 2019 Dual Complete educational series on the Kansas channel of UHC On Air in the Link application.

State of Kansas Awards Medicaid Contracts

The State of Kansas will begin sending out KanCare Open Enrollment packets the end of September through the month of October 2018 to help KanCare participants select their managed care plan for 2019. UnitedHealthcare is excited to be able to continue to serve the state and our members. Medicaid beneficiaries who have questions about their managed care organization should be directed to the state's Managed Care Enrollment Center at **866-305-5147**.

For more information, go to kancare.ks.gov.

Important information for health care professionals and facilities



Helping Members Achieve a Healthy Blood Pressure

Almost one in three adults has high blood pressure of 130/80 or higher. A healthy blood pressure is 120/80 or lower. High blood pressure usually has no symptoms. But because it can lead to serious problems, it's important to treat it. Hypertension is a leading cause of stroke, heart attack, kidney disease and congestive heart failure. There are several things you can tell your patients to do to help them control their blood pressure:

- Limit salt to less than 1,500 mg per day.
- Limit alcohol to one drink a day for women or two (or less) for men.
- Stay at a healthy weight.
- Exercise for at least 30 minutes a day.
- Don't smoke.
- Manage stress.

Home- and Community-Based Services (HCBS) News

Training Materials Available Online

KanCare All MCO Home and Community-Based Services (HCBS) trainings were held in three locations this summer. If you were not able to attend, the training materials are available on the KMAP Provider Training Materials page at kmap-state-ks.us/Public/Workshop%20Schedule/Workshop%20Materials.asp.

New Provider Signature Requirements

On July 9, 2018, the state's new Person Centered Service Planning Policy took effect. This policy requires that each HCBS provider sign the service plan, indicating their willingness to provide services as written in the service plan. Unless and until the HCBS provider signs the service plan, payment will not be authorized and the member will be given the choice of another HCBS provider.

Care HCBS providers may be invited to a Person Centered Service Planning meeting and can sign during the visit. If you are unable to attend the meeting or are a newly selected HCBS provider, we will contact you for your signature.



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Community Connections is a quarterly publication for physicians and other health care professionals and facilities in the UnitedHealthcare network.



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