



Working Healthy/WORK Training



WELCOME

WORKING HEALTHY / WORK: PRESENTATION

Target Audience: Working Healthy Professionals, MCO,
Assessors, ILC, Other Agency Providers, etc.

Revised: 10/1/2024

MODULE 9

WORK Service Coordination

Presenter: Sherri Marney, BSHS/M, WORK Program Manager
Length of presentation: 9:34 minutes

Goals and Objectives:

- Learn about MCO Care Coordination
- Learn about limits / restrictions / requirements for MCO Care Coordination

Acronyms To Know:

HCBS = Home and Community Based Services

KDADS = Kansas Depart for Aging and Disability Services

MCO = Managed Care Organization

NEMT = Non-Emergency Medical Transportation

TCM = Targeted Case Management

WH/WORK = Working Healthy/WORK

ILC = Independent Living Counselor

KDHE = Kansas Depart of Health and Environment

MCO CC = MCO Care Coordinator

PAS = Personal Assistance Services

WH = Working Healthy

WORK = Work Opportunities Rewards Kansans



Working Healthy/*WORK* Training

- Kansas has contracted with three health plans, or MCOs, to coordinate health care for all people enrolled in Medicaid.
- KDHE and KDADS administer KanCare within the State of Kansas. KDHE maintains eligibility, financial management, contract oversight of the KanCare program. Including *WH /WORK*. KDADS administers the Medicaid waiver programs for disability services, mental health and substance abuse, as well as operates the state hospitals and institutions.

MCO

Healthy Blue

1133 SW Topeka Blvd

Topeka, KS 66629

Member Services 1-833-838-2593

Hearing impaired: TTY: 711

Sunflower Health Plan

8325 Lenexa Dr,

Lenexa, KS 66214

Member Services: 1-877-644-4623

Hearing impaired: TTY: 711

United Healthcare Community Plan

6860 West 115th St., Suite 200

Overland Park, KS 66211

Member Services: 1-866-512-0208

Hearing impaired: TTY: 711

MCO Care Coordination for Members with a Disability or a Serious Health Problem Receive Services That Includes:

Explain medical terms in plain language.

Coordinate members' doctor appointments.

Respond to questions regarding health care benefit.

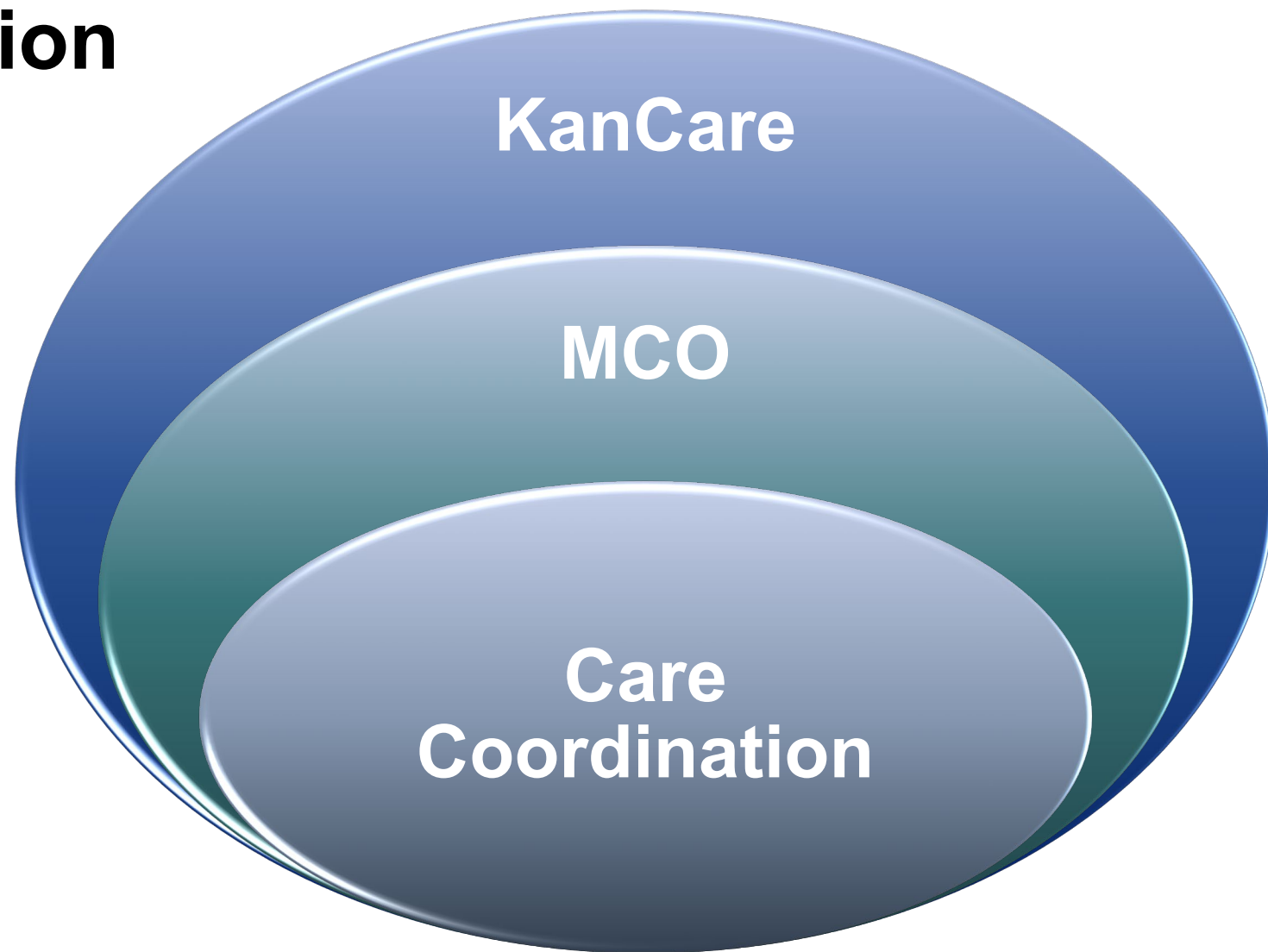
Make sure members have support at home.

Provide information regarding behavioral health services, NEMT, value-added benefits and other resources or services offered through the MCO.

Provide the care team with medical records.

MCO Care Coordination

- Members receiving WORK services get Care Coordination through the MCO.
- MCOs assign members to a Care Coordinator who is responsible for all care coordination, including managing WORK services. MCO Care Coordinators complete WORK assessments for member.





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The daily care and safety of members is important. That's why we conduct home visits for eligible **WORK** members who need PAS to maintain independence in their home and community.

MCO Care Coordination for Members Receiving *WORK* Services Includes:

Understand members personal needs.

Approving the use of carryover funds.

Completion of *WORK* assessments.

Referring members to other resource agencies.

Adjusting the monthly allocation, if additional care is needed because of a temporary medical condition.

Taking appropriate action if budgeted services are not being provided (notify the ILC of issues which arise).

Ensuring that members are receiving the assistance identified during the *WORK* assessment.

See if the member's home needs minor modifications, such as ramps and bathroom safety devices.

Arrange for personal care attendants.

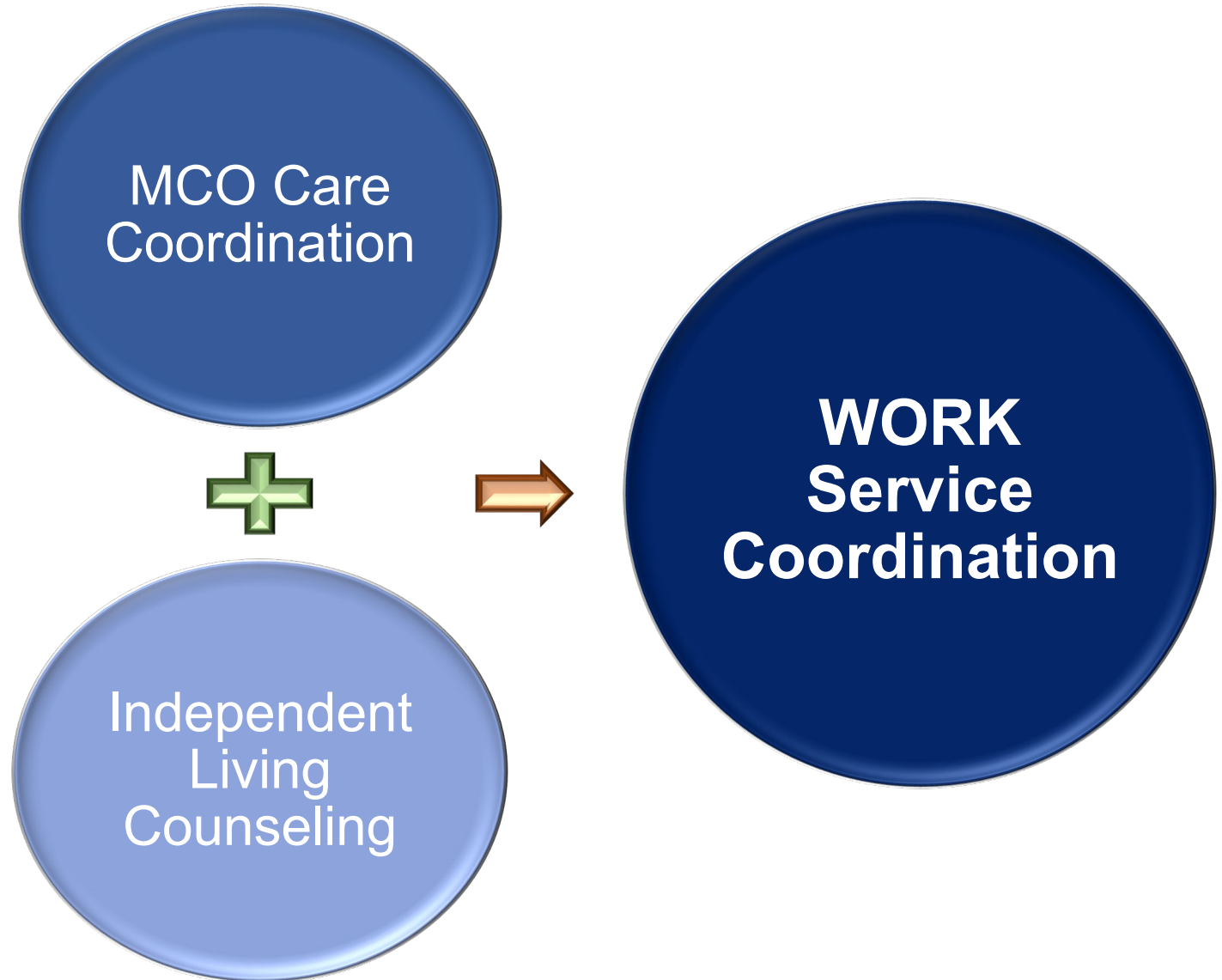
Providing clarification regarding coverage and services.

Reviewing, approving, and monitoring Individualized Budgets.

Ensuring Individualized Budgets reflect assistance specified during the assessment.

Set up emergency monitoring.

- Members receiving *WORK* services do not receive TCM services. They receive Service Coordination instead.



Thank you



If you have questions regarding this training, please email your questions to:
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