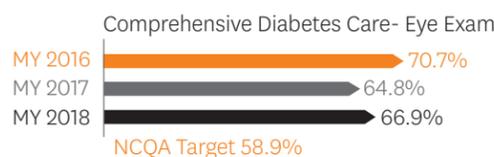
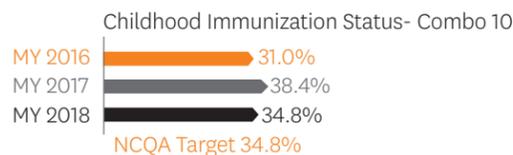
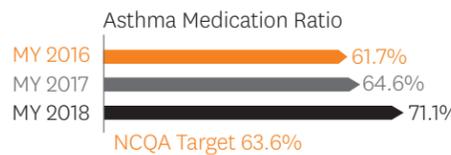
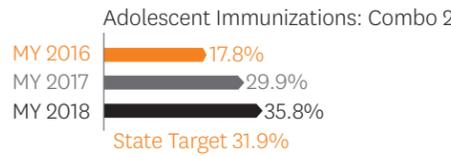
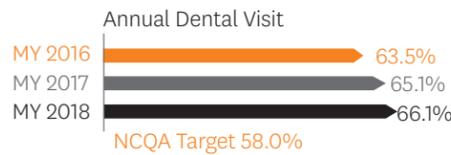
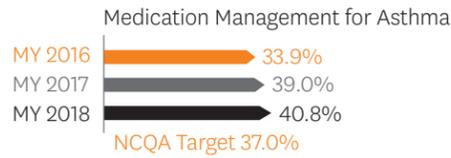


Quality Improvement Initiatives

Our members benefit from preventive healthcare visits that address physical, emotional and social aspects of their health. Sunflower Health Plan implements initiatives for our members and measure well visits using the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) measures.

Well Visits First 15 months	Well Visits 3-6 years	Adolescent Well Visit
MY 2016 55.7%	MY 2016 63.2%	MY 2016 43.7%
MY 2017 55.8%	MY 2017 66.2%	MY 2017 45.8%
MY 2018 54.4%	MY 2018 68.1%	MY 2018 44.7%

Sunflower has met or exceeded the 50th percentile for the 2018 Quality Compass goals for the following HEDIS measures:
(MY = Measurement Year)



Sunflower strives for continuous quality improvement in all our members' health outcomes. The following measures indicate that Sunflower is exceeding performance in comparison to national benchmarks. Sunflower has met or exceeded the 75th percentile in the following NCQA reported measures during 2018:

- Annual Dental Visits
- Asthma Medication Ration (Age 5-64 Ratio>50%)
- Comprehensive Diabetes Care (Eye Exam)
- Follow Up Hospitalization for Mental Illness (7 day discharge)
- Follow Up after Emergency Department Visit for Mental Illness (7 day)

Member Spotlight: Audrey

(Member and daughter of Amy Salazar, Supervisor, Sunflower Community Health Services)

Audrey Terry is a woman of many talents. She's been working as a dining room attendant at a McDonald's restaurant since the fall of 2018. Audrey, who has Autism, really enjoys the many people she meets there. She loves to chat, and being in the service industry gives her many opportunities to do just that.

When she's not working, she plays different online games and reaches out to the online virtual gaming community for connections to others who share her interests. Audrey said she doesn't have many opportunities to make friends outside of the online group and can feel a bit isolated. She is looking into other ways to make friends and was interested when JCDS staff suggested she look into volunteering at local animal shelters since she is skilled at working with cats.

Audrey said she has always been good with cats and discovered she could even train them. She also has two Maine Coon cats, one of which she recently bought after disciplined budgeting.

She said maybe her training skills come from the fact she enjoys doing repetitive things and working with cats requires lots of repetition. She also likes to observe behaviors and mannerisms when training her cat as well as when working with people as she feels it gives her insight into how they are thinking.

She said sadly sometimes her feelings get hurt when people's behaviors and mannerisms reflect they think she is not smart or able to understand what they're saying. She feels they are treating her like she has a disability. She firmly stated that she just processes information differently than they do, and she may need assistance in understanding some things but she doesn't feel autism is a disability, just a different way of processing information.

Johnson County Developmental Supports



sunflower
health plan™

2019

MEDICAID
REPORT CARD

Sunflower Health Plan | Kansas



Main Office
8325 Lenexa Dr.
Suite 200
Lenexa, KS 66214

Other Locations
Topeka
Wichita



Sunflower Health Plan has achieved national health plan accreditation with a commendable status from the National Committee for Quality Assurance (NCQA). The NCQA evaluates how well a health plan manages all parts of its delivery system – physicians, hospitals, other providers, and administrative services in order to continuously improve the quality of care and services provided to its members.

At a Glance

Services Offered | Medicaid: ABD, CHIP, Developmentally Disabled, Long-term Care, Foster Care, TANF Medicare Advantage (Allwell): HMO and DSNP Health Insurance Marketplace (Ambetter)

Number of Employees | 480
First Year of Operations | 2013
Number of Providers | 22,313
Number of Hospitals | 175
Number of Members | 134,000 - Medicaid, 17,500 - Ambetter, 1,200 - Allwell
Number of Counties Served | 105 Medicaid, 4 Ambetter, 7 Allwell

Innovative Programs

TECHNOLOGY FOR BETTER HEALTHCARE
Centene, our parent company, uses technology to improve care coordination, eliminate redundancy and reduce errors. Our state-of-the-art systems provide members, healthcare providers and caregivers secure access to health information and treatment history, including prescription drug use, immunization history, reported allergies, past doctor visits, behavioral health history, laboratory tests and vital signs.

PROVIDER ACCESSIBILITY INITIATIVE AND BARRIER REMOVAL FUND
Demonstrating a commitment to providing equal access to health care, Sunflower Health Plan partnered with the National Council on Independent Living (NCIL) to award 33 providers in Kansas with grants to help make their facilities more accessible to people with disabilities. The funding is part of Sunflower's Provider Accessibility Initiative (PAI), designed to support Kansans with disabilities.

The facilities were evenly spread across Kansas, and 50 percent are in rural areas. Grantees range in size, location (urban and rural), and specialty (e.g. primary care, OB/GYN, mental health, addiction recovery, dentistry, podiatry, urology) and include both physical and programmatic access improvements.

HELPING MOTHERS AND THEIR BABIES
Start Smart for Your Baby® is an extensive, award-winning education, care management and outreach program for pregnant members, new moms and their babies – helping to lower the risks of premature births and admissions to neonatal intensive care units.

Physician Summit Award

Sunflower Health Plan recognized one physician as part of its annual Physician Summit Award program. The program acknowledges the extraordinary efforts these physicians make to provide quality care and clinical excellence to Sunflower members.

The Physician Summit Award honorees are Primary Care Physicians (PCP) who, compared to their peers, have demonstrated exemplary performance in the following areas: routine preventative and well-care services and establishing a medical home for new enrollees. They receive an engraved crystal award and a catered lunch for their office staff. In addition, they are recognized on Sunflower's website, as well as in provider newsletter and other materials.

Sunflower Health Plan would like to congratulate the following 2019 Physician Summit Award Winner:

Dr. John Dupuis of Ascension Via Christi, St. Teresa



Member Services

AVERAGE CALLS PER MONTH

July 1, 2018 - June 30, 2019 | 99,9166 Calls Answered

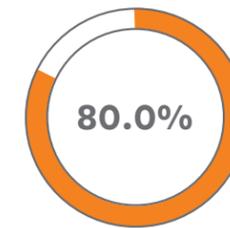
Timeliness of Calls Answered | 84.1%

Goal | 80.0%

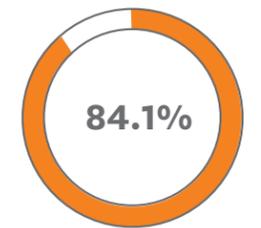
Calls Abandoned | 2.4%

Goal | Less than 4.0%

Call Statistics



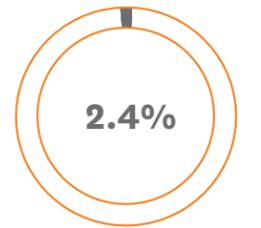
Timeliness Goal



Timeliness of Calls Answered



Abandonment Goal



Calls Abandoned

Claims Payment

July 1, 2018 - June 30, 2019

Claims Paid in 30 Days (Electronic and Paper) | 99.6%

Goal | 100.0%

EDI Receipts | 97.9%

Paper Receipts | 2.1%

Claims Payment within 30 Days



Goal



All Claims