



sunflower
health plan™

2020

**MEDICAID
REPORT CARD**

Sunflower Health Plan | Kansas



Main Office
8325 Lenexa Dr.
Suite 410
Lenexa, KS 66214

Other Locations
Topeka
Wichita



Sunflower Health Plan has achieved national health plan accreditation 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 | 479
First Year of Operations | 2013
Number of Providers | 23,013
Number of Hospitals | 204
Number of Members | **Medicaid:** 152,000
Allwell Medicare: 2,381, **Ambetter Marketplace:** 31,429
Number of Counties Served | **Medicaid:** 105 (all of Kansas)
Allwell Medicare: 16, **Ambetter Marketplace:** 87

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.



PERSONAL MEMBER OUTREACH AND SUPPORT

Through MemberConnections® and other outreach programs, representatives visit members where they live and work to guide them through the complex healthcare system and get them the community resources they need.



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 the physician made to provide quality care and clinical excellence to Sunflower members.

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 2020 Physician Summit Award Winner:

Kathleen Cain, MD, FAAP
Topeka Pediatrics



Member Services

AVERAGE CALLS PER MONTH

July 1, 2019 - June 30, 2020 | 183,690 Calls Answered

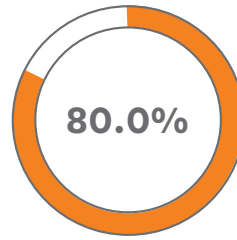
Timeliness of Calls Answered | 83.7%

Goal | 80.0%

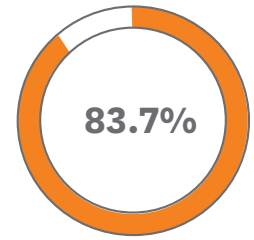
Calls Abandoned | 2.5%

Goal | Less than 4.0%

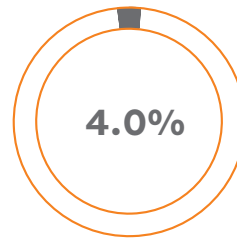
Call Statistics



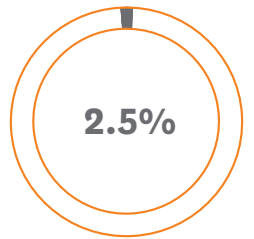
Timeliness Goal



Timeliness of Calls Answered



Abandonment Goal



Calls Abandoned

Claims Payment

July 1, 2019 - June 30, 2020

Claims Paid in 30 Days (Electronic and Paper) | 99.5%

Goal | 100.0%

EDI Claims vs Paper Receipt

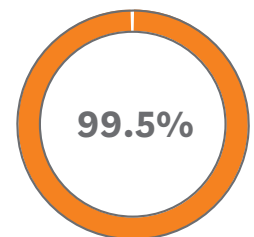
EDI Receipts | 98.3%

Paper Receipts | 1.7%

Claims Payment within 30 Days



Goal



All Claims

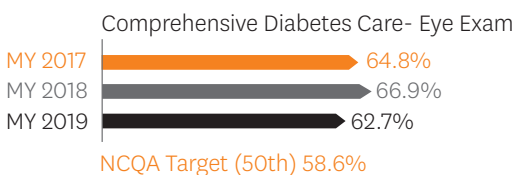
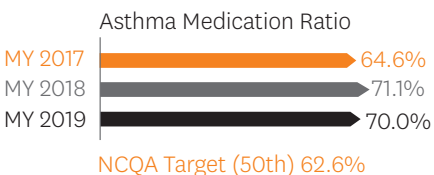
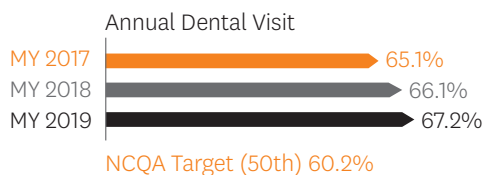
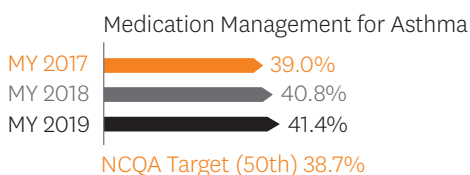
Quality Improvement Initiatives

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 2017 55.8%	MY 2017 66.2%	MY 2017 45.8%
MY 2018 54.4%	MY 2018 68.1%	MY 2018 44.7%
MY 2019 60.7%	MY 2019 68.4%	MY 2019 49.4%

Sunflower has exceeded NCQA goals for the following HEDIS measures:

(MY = Measurement Year)



Member Spotlight: Jennifer Kubler

Jennifer (Jenny) Kubler is a Sunflower member who receives support through the intellectual and developmentally disabled waiver. She is a vivacious 41-year-old woman with Down syndrome and a zest for life. She loves being socially active with her friends and family.

Since COVID-19 hit in March, she has been remotely distanced from almost everyone. She had worked and attended Heartstrings Community Foundation day service and lived in her own apartment until she decided to move home with her parents in May.

In September, her parents arranged for her to meet up with a friend at Shawnee Mission Park to have a picnic. The families were eager to let the women be together outside, wearing masks and practicing distancing.

Jenny fell off the jungle gym and broke her tibia and fibula. The emergency medical team took her to the hospital where she had two surgeries. She was in the hospital and the rehabilitation hospital for 33 days.

When she returned home, Sunflower care coordinator Jeffery Wall immediately helped the family to secure personal care services. They said Jeff was excellent and helped the family during the time Jenny was at home getting extra support from her family.

After three months of in-home physical therapy and occupational therapy, the doctor said she could do outpatient physical therapy. During this time, others in the community offered the use of a portable ramp, a walker and shower chair. A wheelchair was rented through Medicare.

It was an eye opening experience for the family to learn how many others in the community need these services on an ongoing basis. Luckily for Jenny, she will soon be as good as new and will not need adaptive equipment to get around.

Jenny is ready to return to her regular schedule, see her friends at Heartstrings and go back to work. She is on track to begin her regular routine in mid-February.

"I would like to commend (Jeff) for his quick and compassionate response to our needs," said Marilyn Kubler, Jenny's mom.

