



REMINDER:

Submit medical records

To help us process authorization requests accurately and efficiently, please submit your medical records by the deadline.

Caring for adolescents

Growing into adulthood is a time of great transition—including changes in healthcare needs. Sunflower Health Plan supports members of all ages getting the care they need.

Parents and providers should discuss whether adolescents and teens are seeing the right doctor. For example, children who are seeing pediatricians may need to switch to an adult doctor. Talk with parents. You can help ensure that there are no breaks in a child's care. It's important for children to see their doctor at least once a year.

Sunflower is required to provide information about how it can help members who are reaching adulthood choose an adult primary care practitioner. Members who need help finding the right doctor or making appointments can call our Customer Service staff at **1-877-644-4623**.

cause processing delays and increase the risk for denials.

If you have questions or concerns about the type of medical information required, contact our Medical Management Department at **1-877-644-4623**.

DISEASE MANAGEMENT SUPPORTS HEALTHY OUTCOMES

As part of our medical management and quality improvement efforts, we offer members disease management, such as diabetes, asthma and heart disease programs.

A major goal of our disease management programs is to support the member's ability to self-manage chronic conditions. We strive to achieve this by ensuring that referrals are made to the proper providers, providing health education, promoting coordination among providers and encouraging adherence.

Learn more about our disease management services at SunflowerHealthPlan.com or by calling **1-877-644-4623**.

A shared agreement

Member rights and responsibilities cover members' treatment, privacy and access to information. We have highlighted a few below. There are many more and we encourage you to consult your provider handbook to review them.

Member rights include, but are not limited to:

- Receiving all services that we must provide
- Assurance that member medical record information will be kept private
- Being able to ask for, and get, a copy of medical records, and being able to ask that the records be changed/corrected if needed

Member responsibilities include:

- Asking questions if they don't understand their rights
- Keeping scheduled appointments
- Having an ID card with them
- Always contacting their primary care physician (PCP) first for nonemergency medical needs
- Notifying their PCP of emergency room treatment



We help moms Start Smart

Start Smart for Your Baby® (Start Smart) is our special program for women who are pregnant. We want to help women take care of themselves and their babies every step of the way. To take part in this program, women can contact Customer Service at Sunflower Health Plan. As soon as you confirm a patient's pregnancy, submit a notification of pregnancy (NOP).

Case managers connect the dots

Case managers are advocates, coordinators, organizers and communicators. They are trained nurses and practitioners who can support you and your staff, as well as your patients.

Support and communication

Their goal is to promote quality, cost-effective outcomes by supporting patients and their caregivers. They are often assigned by the health plan to a member when the member's condition needs complex coordinated care that the member may not be able to facilitate on his or her own.

A case manager connects the member with the healthcare team by providing a communication link between the member, his or her primary care physician, the member's family and other healthcare providers, such as physical therapists and specialty physicians.

On your team

Case managers do not provide hands-on care, diagnose conditions or prescribe medication. The case manager helps a member understand the benefits of following a treatment plan and the consequences of not following the plan outlined by the physician. In this way, they become the eyes and ears for the healthcare team, and a resource for physicians, the member and the member's family.

Our team is here to help your team with:

- Non-compliant members
- New diagnoses
- Complex multiple co-morbidities

Providers can directly refer members to our case management group. Providers may call **1-877-644-4623** for additional information about the case management services offered by Sunflower Health Plan.

Access and availability

The availability of our network practitioners is essential to member care and treatment outcomes. We evaluate the performance in meeting these standards and appreciate you working with us to accommodate our members' clinical needs. In order to ensure appropriate care, we have adopted the geographic accessibility standards below.

ACCESS STANDARDS FOR:	RURAL AREAS	URBAN AREAS	
Primary care providers (PCPs)	30 miles unless documented that community standards are greater	20 miles	
Hospital services and optometry	30 miles unless documented that community standards are greater	30 miles	
OB/GYN and psychiatry	60 miles	15 miles	
Other specialists	100 miles	25 miles	
Dental	30 miles	20 miles	
	RURAL/FRONTIER AREAS	DENSELY SETTLED RURAL AREAS	URBAN AREAS
Behavioral health	60 miles	45 miles	30 miles

Thank you for complying with this assessment and providing the highest quality care for our members.

UPDATES TO OUR PHARMACY COVERAGE

Sunflower Health Plan is committed to providing high-quality, appropriate and cost-effective drug therapy to its members.

Sunflower follows the Kansas Medical Assistance Program (KMAP)'s Preferred Drug List (PDL) and Drug Utilization Review (DUR) clinical criteria. The state's PDL Committee and DUR Board, whose membership

includes community-based physicians, pharmacists and other practitioners, make decisions on changes to the PDL and clinical criteria.

Learn more: To view the PDL or clinical criteria online, please visit <http://www.kdheks.gov/hcf/pharmacy/default.htm>.



iPad winners

We'd like to thank all of you who completed our Provider Satisfaction Survey in fall 2015. We use your valuable feedback to improve our business and your experience with us.

All responding providers were automatically entered into a drawing for participating. Congratulations to Enterprise Estates Nursing Center of Enterprise, Kan., and Dr. Daniel Gillespie of Wichita, Kan., who each won an iPad. Watch for more news about the survey results in upcoming issues of this newsletter.

BEHAVIORAL HEALTH: POST-DISCHARGE APPOINTMENTS

Do you have a patient who was recently hospitalized for a behavioral health condition and is having difficulty arranging a post-discharge appointment? Let us help. Outpatient follow-up within 7 days of discharge—as well as another visit within 30 days of discharge—is vital to an individual's recovery. It is an opportunity to support their transition back into the community and to ensure they are taking prescribed medications correctly.

We have staff who will work with you to encourage the appropriate follow-up care. If you're an outpatient provider and you cannot meet the appointment needs of these discharging members, or if you have more

availability than is being utilized, contact your Sunflower Health Plan's Provider Relations Specialist to let them know.

Sunflower will continue to work diligently with our facilities, outpatient providers and members to help schedule these valuable appointments. Here are some ways we can assist:

- Scheduling support for follow-up appointments within the 7-day and 30-day time frames
- Appointment reminder calls to members
- Member transportation assistance

HEDIS SPOTLIGHT:

Antidepressant medication management

The HEDIS AMM measure includes two sub-measures:

- 1. Antidepressant medication management (acute phase).** Percent of health plan members 18 years and older with a diagnosis of depression who were treated with an antidepressant medication and remained on the medication for at least 12 weeks.
- 2. Antidepressant medication management (continuation phase).** Percent of members 18 years and older with a diagnosis of depression who were treated with an antidepressant medication and remained on the medication for at least 6 months.

Depression is the most common form of mental illness, affecting about 6.9% of American adults. Antidepressants have a significant role in treatment plans, but patient adherence is a notable challenge.

Make adherence a priority among patients who have been prescribed antidepressants. Ask patients to discuss side effects should they arise. Suggest patients track their feelings with a simple notation on their calendar—a plus or minus mark, a smiling or frowning face. At their next appointment, review overall trends along with medication compliance. For many patients, feeling involved in their treatment program can encourage adherence.



Asthma education: Go back to basics

A **comprehensive medication plan** is critical in order to successfully manage asthma. If patients are struggling to control their asthma symptoms, try discussing the basics: Ask them if they understand when and how to take their everyday maintenance medication, their quick-relief medication and any nebulizer medications.

Also, take advantage of these online resources to help educate patients and their caregivers:

1. The American Lung Association's (AHA) free interactive online course, "Asthma Basics" at www.lung.org/lung-health-and-diseases/lung-disease-lookup/asthma/asthma-education-advocacy/asthma-basics.html
2. Lungtropolis®, an interactive website and game developed by AHA specially designed for children, at www.lungtropolis.com
3. The CDC's asthma resources for schools and childcare providers, which features a video series on how to use an inhaler, at www.cdc.gov/asthma/schools.html

ASTHMA HEDIS MEASURES

Medication management for people with asthma: Members ages 5 to 85	<p>Two measures reported:</p> <ol style="list-style-type: none"> 1. Members remaining on asthma controller medication for at least 50% of their treatment period. 2. Members remaining on asthma controller medication for at least 75% of their treatment period.
Codes	<p>ICD-10: J45.20, J45.21, J45.22, J45.30, J45.31, J45.32, J45.40, J45.41, J45.42, J45.50, J45.51, J45.52, J45.901, J45.902, J45.909, J45.990, J45.991, J45.998</p>

If you'd like to know how you can help improve the performance on this measure, please call Mary Beth Pryor at **1-877-644-4623**.



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