



sunflower  
health plan™

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**2016**

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REPORT CARD

# Sunflower Health Plan | Kansas



Main Office  
8325 Lenexa Dr.  
Lenexa, KS 66214

Other Locations  
Topeka  
Wichita

## At a Glance

Services Offered | TANF, CHIP, ABD (Duals & Non Duals), LTC, Foster Care, Developmentally Disabled

Number of Employees | 380

First Year of Operations | 2013

Number of Providers | 20,539

Number of Hospitals | 173

Number of Members | 145,000

Number of Counties Served | Statewide

## Innovative Program

### IN-HOME DIABETIC SCREENINGS

Sunflower has focused on improving the disease management for diabetic members through multiple interventions targeting their overall well-being and improved diabetic control. Our goal is to help members achieve good control, slow progression and prevent complications of their diabetes that would potentially impact their quality of life.

An innovative example is the Quest/ExamOne project, which offers services in the member's home to draw labs for monitoring for Nephropathy and Hemoglobin A1c as well as taking height/weight measurements and blood pressure readings. This reached members who had not had their HbA1c screening in more than 12 months.

Those members with HbA1c above 8 are referred to Sunflower's disease management specialists for various opportunities to enhance their disease management including telephonic case management and education.

During November and December 2015, Quest/ExamOne completed 643 home visits. In February 2016, outreach was aimed at members who did not visit their doctor for diabetic testing in 2015, and Sunflower referred over 1,100 members to Quest/Exam One, which completed 73 in-home tests. Of those, 15 were found to have uncontrolled HbA1c and are receiving services from disease management specialists.

## Physician Summit Award

Sunflower Health Plan recognized two physicians 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 Health Plan 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. The recipient received an engraved crystal award and a catered lunch for their office staff. In addition, they are recognized on Sunflower Health Plan's website, as well as in the provider newsletter and other materials.

Sunflower Health Plan would like to congratulate the following 2016 Physician Summit Award Winners:

**Dr. Alana Longwell, DO,  
Cotton O'Neil Emporia**

**Dr. Andrea Willhite, DO,  
Labette Family Health**



Dr. Alana Longwell



Dr. Andrea Willhite

## Member Services

### AVERAGE CALLS PER MONTH

January 1, 2015 - December 31, 2015 | 14,887 Calls Answered

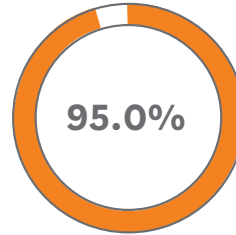
Timeliness of Calls Answered | 95.0%

Goal | 95.0%

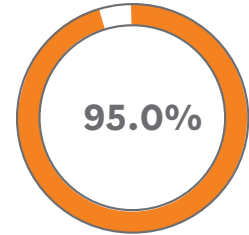
Calls Abandoned | 0.97%

Goal | Less than 5.0%

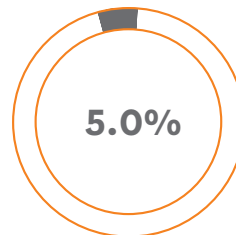
### Call Statistics



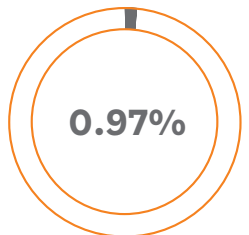
Timeliness Goal



Timeliness of Calls Answered



Abandonment Goal



Calls Abandoned

## Claims Payment

January 1, 2016 - June 30, 2016

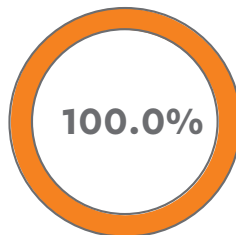
Claims Paid in 30 Days (Electronic and Paper) | 99.8%

Goal | 100.0%

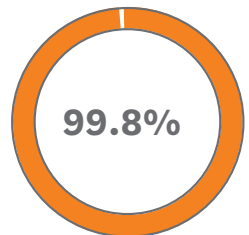
EDI Claims vs Paper Receipt | 96.9%

EDI = 3.1 (%) Paper

### Claims Payment within 30 Days



Goal



All Claims

# Quality Improvement Initiatives

Our members benefit from preventive healthcare visits that address the physical, emotional and social aspects of their health. Sunflower Health Plan develops outreach initiatives to improve health outcomes and uses the NCQA Healthcare Effectiveness Data and Information Set (HEDIS) to assess the effectiveness of those initiatives.

Well-Child Visits in the First 15 Months of Life (6 or more visits)

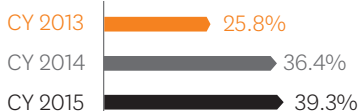
CY 2014	44.3%
CY 2015	55.2%

Sunflower Health Plan has demonstrated improvement in the following NCQA measures, which are all important to the health of our members.

Annual Monitoring for Patients on Persistent Medications



Childhood Immunization Status | Combination 10



Comprehensive Diabetes Care | Blood Pressure Control (<140/90)



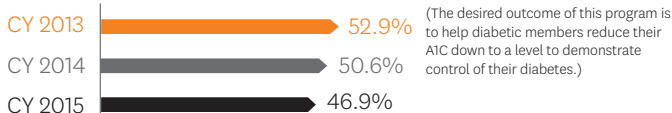
Comprehensive Diabetes Care | Eye Exam



Comprehensive Diabetes Care | HbA1c Testing



Comprehensive Diabetes Care | HbA1c Poor Control (>9)



Sunflower Health Plan 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 Health Plan has met or exceeded the 75th percentile in the following NCQA reported measures during 2015:

- Adult Access to Preventive/Ambulatory Health Services – All Members
- Annual Dental – All Members
- Annual Monitoring for Patients on Persistent Medications – Combined Rate
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
- Comprehensive Diabetes Care – Eye Exam
- Childhood Immunization Status – DTaP, OPV/IPV, Hepatitis B and Rotavirus Immunizations
- Follow-Up After Hospitalization for Mental Illness – Follow Up within 7 Days & within 30 Days
- Follow-Up Care for Children Prescribed ADHD Medication – Initiation Phase; Continuation & Maintenance Phase

## Success Story: Joann Bushey

Joann Bushey was a resident at a Kansas nursing home with health and mobility issues due to Parkinson's disease and Graves' disease, but her condition continued to decline. She often had to communicate with gestures, making it difficult to share her wants, needs or feelings.

Through Sunflower, her family became aware of Home and Community Based Services (HCBS) and requested that Joann be allowed to move to an assisted living facility that could still provide her care and where they could be more involved. While there was some initial improvement, her progress waned and she began having similar issues as in the nursing home.



After much discussion, the family decided that what Joann really wanted was to be with her family. Arrangements were made and Joann moved in with her daughter, with the support of HCBS.

Joann's condition improved. Joann's medications were adjusted, resulting in a significant reduction in narcotic and psychiatric medication use. The results for Joann have been significant. Her appetite, communication and mobility have improved. Today, she can engage with and be a part of her family. She likes to help fold laundry, play with the dogs and sit outside on the deck. The family takes Joann wherever they go. At her most recent home visit, she was pleased to demonstrate her ability to push herself in her wheelchair and receive minimal assistance transferring in and out of it.