

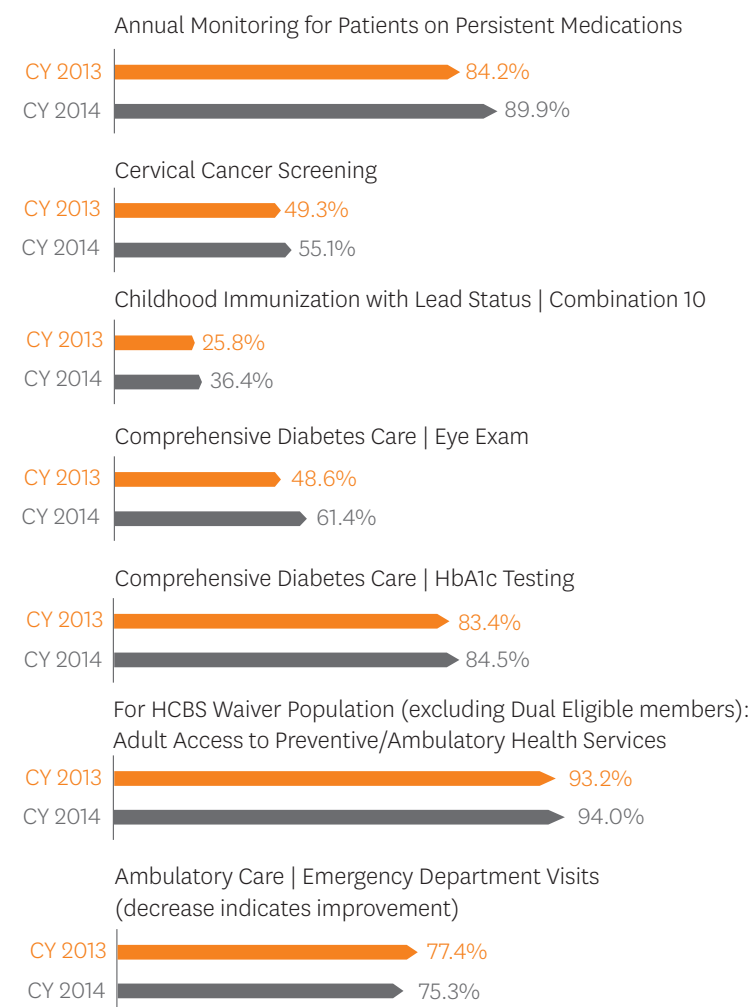
Quality Improvement Initiatives

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

Well Visits First 15 months

CY 2014	44.3%
CY 2015 Year-to-date	48.4%

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



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 2014:

- Adult Access to Preventive/Ambulatory Health Services – All Members
- Annual Monitoring for Patients on Persistent Medications – Combined Rate
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
- Childhood Immunization Status with Lead – Hepatitis A Immunization
- Follow-Up After Hospitalization for Mental Illness – Follow Up within 7 Days
- Follow-Up Care for Children Prescribed ADHD Medication – Initiation Phase; Continuation & Maintenance Phase
- Initiation and Engagement of Alcohol and Other Drug Dependence Treatment – Initiation (Total); Engagement (Total)
- Use of Appropriate Medications for People with Asthma – Combined Rate

Success Story

Tessa Goupil

A member with physical disabilities was becoming ill and experiencing increased hospitalizations due to poor air quality in her household. The member had not been allowed to work from home because of her previous Medicaid status, which also made it hard for her to take care of her son.



A case manager for Sunflower Health Plan intervened and was able to connect the member with resources, including a new program within the Medicaid system that allowed her to work without losing valuable medical coverage as well as Home and Community Based Services from Sunflower.

Sunflower's case manager also worked with plan leadership to get the member a new HVAC unit, and this resulted in improved air quality in the home and a new quality of life. Now, the member operates her own business from her home and is independent enough to take care of her son.



sunflower
health plan™

2015

REPORT CARD

Sunflower Health Plan | Kansas



Main Office
8325 Lenexa Dr.
Lenexa, KS 66214

Other Locations
Topeka
Wichita

At a Glance

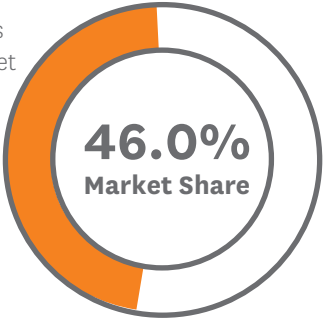
- Services Offered | TANF, CHIP, ABD (Duals & Non Duals), LTC, Foster Care, Developmentally Disabled
- Number of Employees | 380
- First Year of Operations | 2013
- Number of Providers | 22,049
- Number of Hospitals | 170
- Number of Members | 145,000
- Number of Counties Served | Statewide

Innovative Programs

- 
TECHNOLOGY FOR BETTER HEALTH CARE
 Centene uses technology to improve care coordination, eliminate redundancy and reduce errors. Our state-of-the-art systems provide members, health care 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.

Innovative Programs Growth

Sunflower currently has 46 percent of the market share for covering I/DD waiver recipients in Kansas where the total number of I/DD waiver recipients is 8,600.



Sunflower provided medical benefits to beneficiaries of the Intellectual and Developmental Disabilities (I/DD) Medicaid waiver starting with the launch of KanCare in 2013 through January 2014. Beginning in February 2014, the State of Kansas carved in the Home and Community Based Services (HCBS) for the I/DD population. Sunflower now covers both medical services and HCBS for all I/DD members in its plan. Sunflower had 3,800 I/DD members in 2013, and in 2014 it had 3,900 I/DD members. Sunflower currently has 46 percent of the market share for covering I/DD waiver recipients in Kansas where the total number of I/DD waiver recipients is 8,600.

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 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 2015 Physician Summit Award Winner:

Dr. Dennis Cooley



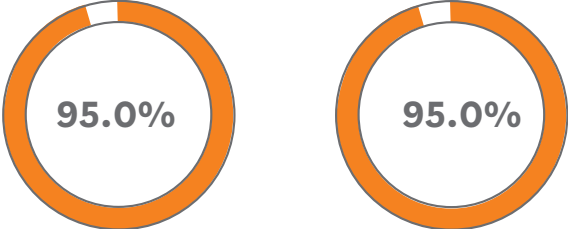
Member Services

AVERAGE CALLS PER MONTH
January 1, 2014 - December 31, 2014 | 16,844 Calls Answered

Timeliness of Calls Answered | 95.0%
Goal | 95.0.0%

Calls Abandoned | 1.1%
Goal | Less than 5.0%

Call Statistics



Timeliness Goal Timeliness of Calls Answered



Abandonment Goal Calls Abandoned

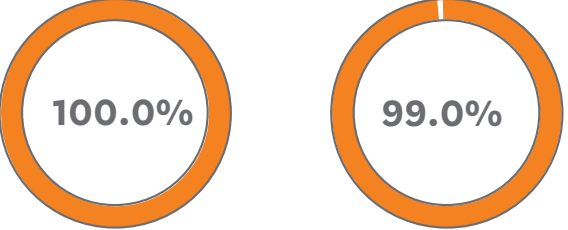
Claims Payment

January 1, 2015 - June 30, 2015

Claims Paid in 30 Days (Electronic and Paper) | 99.0%
Goal | 100.0%

EDI Claims vs Paper Receipt | 92.5%
EDI = 7.5 (%) Paper

Claims Payment within 30 Days



Goal All Claims