

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 measures 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 2015 55.2%	MY 2015 63.0%	MY 2015 42.6%
MY 2016 55.7%	MY 2016 63.2%	MY 2016 43.7%
MY 2017 55.8%	MY 2017 66.2%	MY 2017 45.8%

Sunflower Health Plan has demonstrated improvement in the following NCQA measures, which are all important to the health of our members. (MY = Measurement Year)

Medication Management for Asthma



Annual Dental Visit



WCC* | BMI



WCC* | Nutritional



WCC* | Physical Activity



Cervical Cancer Screening



Hemoglobin A1c Control, Less than 8



Breast Cancer Screening



Asthma Medication Ratio



Controlling High Blood Pressure



Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who are Using Antipsychotic Medications



Sunflower Health Plan strives for continuous quality improvement in all our members' health outcomes. The following measures indicate that Sunflower Health Plan 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 2017:

- Comprehensive Diabetes Care: HbA1c Control (<8.0%) & Eye Exam
- Follow-Up Care for Children Prescribed ADHD Medication: Initiation & Continuation Phases
- Follow Up After Hospitalization for Mental Illness 7 days
- Annual Dental Visit: All Members
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis
- Childhood Immunizations: Combo 10
- Well Child Weight Assessment/Counseling for Nutrition & Physical Activity for Children

Success Story: Richard

Sunflower Health member, Richard, was immobile, due to weight challenges. He had a history of hip and knee replacement surgeries, a stroke, and a heart attack that resulted in a stent. His appendix had also burst and become septic.

He started participating in TeleHealth.

“Telehealth monitoring has made me aware of all my conditions,” said Richard. “Every morning, I check my weight, blood sugar & blood pressure. All these things I never monitored before. I now see my primary doctor, and we discuss the report she receives, which is great. I have learned to take my medications on my own and draw up my own insulin.”

Previously, he had to rely on other people for assistance. Telehealth monitoring helped him learn what his medications are for and now know every pill he takes and how to take them.

“I have been able to decrease the amount of medications I am taking by about half. Controlling my blood sugar has become really easy now, and I have lost over 100 pounds since starting the program. I am able to breathe at night and I can walk again,” he said.



**sunflower
health plan**™

2018

**MEDICAID
REPORT CARD**

Sunflower Health Plan | Kansas



Main Office
8325 Lenexa Dr.
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, Allwell, Medicare Advantage HMO, Ambetter, Health Insurance Marketplace

Number of Employees | 430

First Year of Operations | 2013

Number of Providers | 22,313

Number of Hospitals | 175

Number of Members | 128,000 - Medicaid,

18,500 - Ambetter, 117 - Allwell

Number of Counties Served | 105 Medicaid,

2 for Ambetter and 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.



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.



FARMERS MARKETS

Since 2016, Sunflower has been introducing its members to the exciting variety of fruits and vegetables that can be found at farmers markets. Visiting local markets around the state, the Sunflower team gives members \$10 vouchers to spend on local produce, benefitting both our members and local growers.

In 2018, we served about 1,500 members with a total of \$14,300 in fresh fruits and vegetables.

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 preventive 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 Health Plan's website, as well as in provider newsletter and other materials.

Sunflower Health Plan would like to congratulate the following 2018 Physician Summit Award Winner:

Dr. Regan Michele Dulin D.O. of Cotton O'Neil Manhattan

Member Services

AVERAGE CALLS PER MONTH

January 1, 2017 - December 31, 2017 | 161,476 Calls Answered

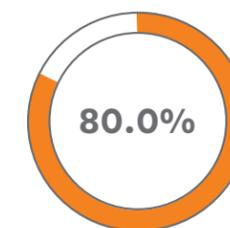
Timeliness of Calls Answered | 86.3%

Goal | 80.0% within 30 seconds

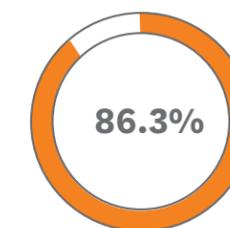
Calls Abandoned | 2.1%

Goal | Less than 4.0%

Call Statistics



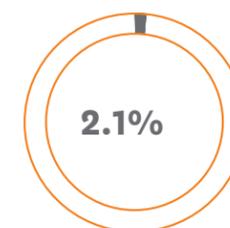
Timeliness Goal



Timeliness of Calls Answered



Abandonment Goal



Calls Abandoned

Claims Payment

January 1, 2017 - December 31, 2017

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

Goal | 100.0%

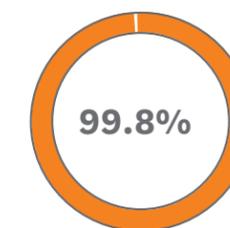
EDI Receipts | 97.8%

Paper Receipts | 2.2%

Claims Payment within 30 Days



Goal



All Claims