



sunflower  
health plan™

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**2017**

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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 | ABD, CHIP, Developmentally Disabled, Long-term Care, Foster Care, TANF

Number of Employees | 350

First Year of Operations | 2013

Number of Providers | 22,313

Number of Hospitals | 173

Number of Members | 130,000

Number of Counties Served | 105 (Statewide)

## Innovative Programs



### TECHNOLOGY FOR BETTER HEALTHCARE

Centene Corporation, 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 these physicians make to provide quality care and clinical excellence to Sunflower 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. 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 2017 Physician Summit Award Winner:

**Dr. John Bernard, M.D., Stormont Vail Health – Cotton O'Neil Clinic**



## Member Services

### AVERAGE CALLS PER MONTH

January 1, 2016 - December 31, 2016 | 159,304 Calls Answered

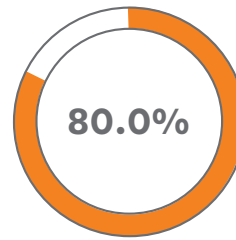
Timeliness of Calls Answered | 85.5%

Goal | 80.0%

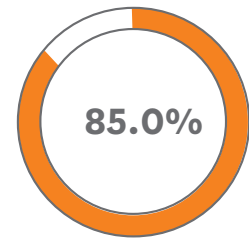
Calls Abandoned | 2.1%

Goal | Less than 4.0%

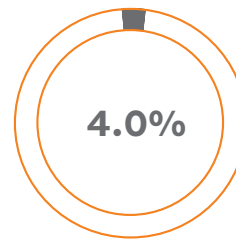
### Call Statistics



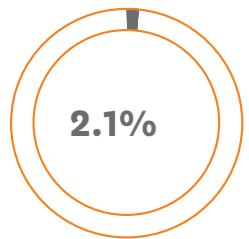
Timeliness Goal



Timeliness of Calls Answered



Abandonment Goal



Calls Abandoned

## Claims Payment

July 1, 2016 - June 30, 2017

Claims Paid in 30 Days (Electronic and Paper) | 99.9%

Goal | 100.0%

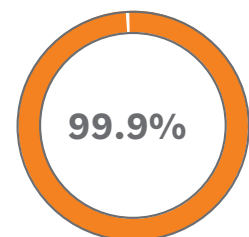
EDI Claims vs Paper Receipt | 97.5%

EDI = 2.5% Paper

### Claims Payment within 30 Days



Goal



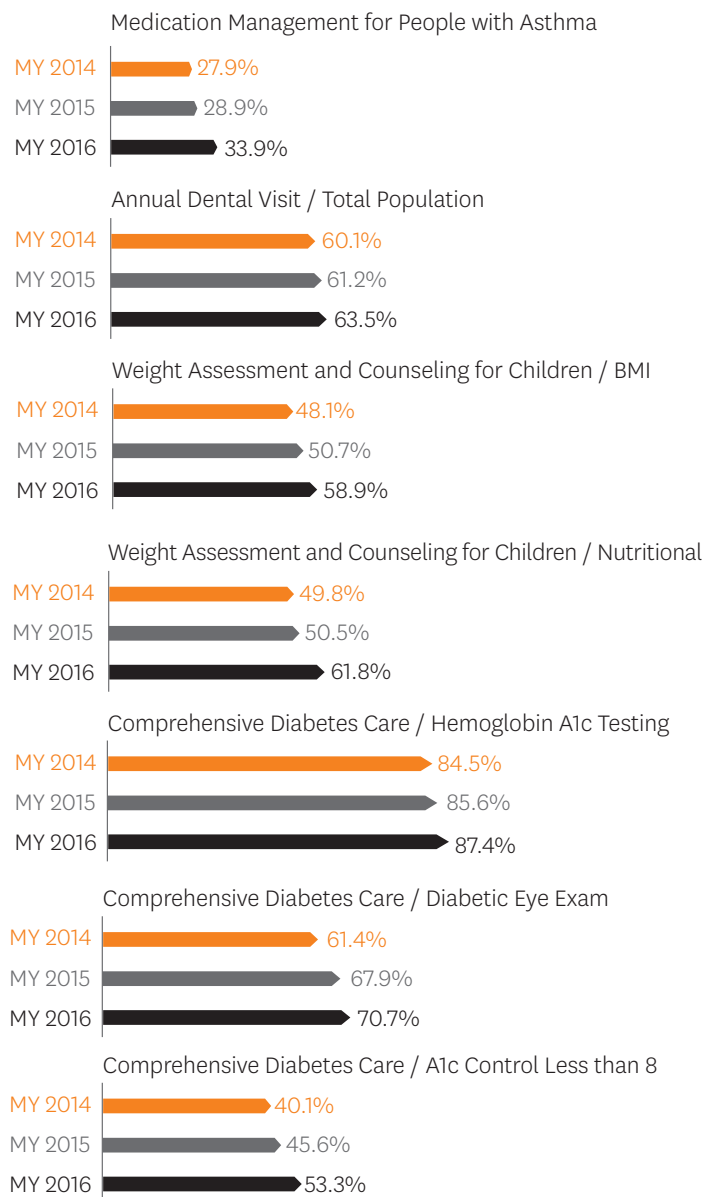
All Claims

# Quality Improvement Initiatives

Our members benefit from preventive healthcare visits that address physical, emotional and social aspects of the 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 2014   <b>44.3%</b>	MY 2014   <b>62.0%</b>	MY 2014   <b>42.9%</b>
MY 2015   <b>55.2%</b>	MY 2015   <b>63.0%</b>	MY 2015   <b>42.6%</b>
MY 2016   <b>55.7%</b>	MY 2016   <b>63.2%</b>	MY 2016   <b>43.7%</b>

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



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 has met or exceeded the 75th percentile in the following NCQA reported measures during the last year:

- Comprehensive Diabetes Care: HbA1c Control (<8.0%) and Eye exam performed
- Follow-Up Care for Children Prescribed ADHD Medication: Initiation Phase
- Follow-Up After Hospitalization for Mental Illness: 30-day and 7-day Follow-Up
- Annual Monitoring for Patients on Persistent Medications: All Members
- Adults' Access to Preventive/Ambulatory Health Services: All Members
- Annual Dental Visit: All Members
- Avoidance of Antibiotic Treatment in Adults with Acute Bronchitis

## Success Story: Liby Peterson

### Baby snuggles resume after heart transplant - Family looking to give back after extended hospital stay

"How are we going to give back?" That is what Jill Peterson and her husband asked themselves when their infant daughter, Liby, was recovering from a heart transplant.

Liby was born in 2016 and was diagnosed with critical aortic stenosis, a condition that restricts blood flow through the heart valve. There wasn't much time for the family to find the right doctors to perform the advanced 12-hour procedure Liby needed, so her medical team quickly put a plan in place for the surgery to take place at St. Louis Children's Hospital.

"All the nurses, doctors and social workers in St. Louis were wonderful," said Jill. "It was hard to be in the hospital knowing our family was back in Kansas and life was going on."

Over three months, Liby's parents stayed at the Ronald McDonald House in St. Louis and then moved to the RMDH in Kansas City where Liby was receiving her postoperative care at Children's Mercy.

Sunflower's care coordinator, Christa, spent time with the Petersons when they were making their decisions about Liby's surgery and helped them with resources that were needed during the course of their care.

"She (Christa) was amazing. She came to the hospital to talk to us, and she gave us the information about all of our options. Without her there to back me up and support us...she just really gave me the confidence to make the right decision," said Jill.

Liby was released from the hospital, and the whole family is now back home in south central Kansas.