



Reviewing the appropriate use of resources

Sunflower Health Plan has utilization management and claims management systems to identify, track and monitor care provided to our members. Utilization management (UM) care criteria cover preventive care, emergency care, primary care, specialty care, acute care, short-term care, maternity care and ancillary care services. Sunflower Health Plan uses nationally recognized criteria (such as InterQual) if available for the specific service; other criteria are developed internally through a process that includes the review of scientific evidence and input from relevant specialists.

UM decision-making is based only on appropriateness of care and service and the existence of coverage. Sunflower does not reward providers, practitioners or other individuals for issuing denials of coverage or care. Denials are based on lack of medical necessity or lack of covered benefit. Financial incentives for UM staff do not encourage decisions resulting in underutilization of services.

To help us make appropriate UM decisions, providers should submit complete clinical information with the initial request for a service or treatment. If a denial of coverage or care is issued, providers have the opportunity to discuss the denial decision with a physician or another appropriate reviewer at the time of notification of an adverse determination.

Providers may request UM criteria pertinent to a specific authorization, or speak to a UM representative, at any time by contacting the UM Department at **1-877-644-4623**.

How we measure quality

Sunflower strives to provide quality healthcare to our members as measured through HEDIS quality metrics.

HEDIS, the Healthcare Effectiveness Data and Information Set, is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA) that allow direct, objective comparison of quality across health plans. NCQA develops the HEDIS measures through a committee composed of purchasers, consumers, health plans, healthcare providers and policymakers.

HEDIS allows for standardized measurement and reporting and accurate, objective side-by-side comparisons. Learn more at ncqa.org.

Please note the HEDIS measures highlighted on the next pages regarding child and adolescent health visits and lead screening.



HEDIS for well-child visits

Several HEDIS measures cover issues related to child well visits. These include:

- **Well-Child Visits in the First 15 Months of Life:** Assesses children who had up to six well-child visits with a primary care practitioner (PCP) during their first 15 months of life.
- **Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life:** Assesses children ages 3 to 6 who received one or more well-child visits with a PCP in a year.
- **Adolescent Well-Care Visits:** Assesses adolescents and young adults ages 12 to 21 who had at least one comprehensive well-care visit with a PCP or an OB/GYN in a year.
- **Children and Adolescents' Access to Primary Care Practitioners:** Assesses children and young adults ages 12 months to 19 years who had a visit with a PCP.

Guidelines for well-child care

Sunflower reminds parents that children should have a well-child visit every year. Routine health screenings and needed immunizations can help ensure children are healthy and developing normally.

Children enrolled in the CHIP program in Kansas are eligible for the **Early and Periodic Screening, Diagnostic and Treatment (EPSDT)** benefit, which requires preventive, dental, behavioral health, developmental and specialty care.

Kansas has adopted the Bright Futures/AAP Periodicity Schedule as standard for pediatric preventive services through the EPSDT program. The American Academy of Pediatrics (AAP) offers guidelines for caring for infants, children and adolescents through **Bright Futures**, a health promotion and prevention initiative. These guidelines include health promotion and anticipatory guidance, disease prevention and early detection of disease, and development and behavioral health screenings.

The Bright Futures forms are available to providers on the Kansas Medical Assistance Program website, on the **Forms** page. Medicaid providers may also use their electronic health record (EHR) forms to submit to Sunflower as long as the forms follow Bright Futures guidelines. The summary forms also satisfy the KAN Be Healthy (KBH) requirement, which removes the use of the paper form. Providers may need to verify with their EHR company that their form follows Bright Futures guidelines. Providers are not required to enroll in Bright Futures but must follow Bright Futures guidelines.

Our members' satisfaction matters

To provide the best care, Sunflower surveys our members annually about their healthcare experiences. Because you and your staff are such an integral part of our members' healthcare experiences, we share the results with you. The survey results show how members feel about care they

receive from our providers and service they receive from the health plan.

Sunflower Health Plan uses the results to help improve care. With your assistance, providers can improve survey results by focusing on customer service year-round, improving communication and helping

members feel connected to their providers and the health plan.

Results are gathered using the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. In addition, Sunflower Health Plan submits survey results to NCQA to meet accreditation requirements.



Health checks **for teens**

Just like younger children, teenagers need annual checkups. As children reach adolescence, providers should be aware that their health needs will change. According to the **American Academy of Pediatrics (AAP)**, adolescents and young adults may engage in high-risk behaviors such as:

- Alcohol use, which plays a role in a high number of unintentional injuries, the leading cause of death for this age group
- Use of electronics while driving
- Sexual activity

Many teens also engage in behaviors that can affect their long-term health, including smoking, poor eating habits and a lack of exercise.

To offer complete care to adolescents, providers will need to address not just physical and mental health, but also sexual and social development and risk-taking behaviors. Bright Futures, a health promotion and prevention initiative from the AAP, offers **guidance for providers** with adolescent patients. The guide offers detailed information on changes and challenges faced at different stages of development, breaking teens into three groups: ages 11-14, ages 15-17 and ages 18-21. An annual tobacco, alcohol and drug use risk assessment should begin at age 11, for instance, and screening for depression should begin at age 12.

You can find adolescent preventive care guidelines, along with guidelines for adult and child preventive care and for chronic diseases, at **SunflowerHealthPlan.com**. Or call **1-877-644-4623** for more information. A copy of the guidelines may be mailed to your office as part of disease management or other quality improvement initiatives. Members also have access to these guidelines.

Adolescent immunization needs

As teen members head off to college, it's important for providers to review necessary immunizations. That's because the close quarters of dorm living make diseases much more likely to spread.

Though vaccine requirements differ by college and state, the Centers for Disease Control and Prevention (CDC) says young adults entering college especially need vaccines for:

- Bacterial meningitis (meningococcal)
- Human papillomavirus (HPV)
- Influenza
- Tetanus, diphtheria and pertussis (Tdap)

Many young adults entering college may have received the necessary vaccinations during childhood. Go to the **CDC website** to review an immunization schedule for those ages 18 and younger.

HEDIS

The HEDIS measure **Immunizations for Adolescents** assesses 13-year-olds who had one dose of meningococcal vaccine, one Tdap vaccine and the complete HPV series.

Screening for lead

Lead poisoning can cause intellectual, developmental and physical problems. Yet because it doesn't have obvious symptoms, it may be easily overlooked.

The **Centers for Disease Control and Prevention (CDC)** reports that children living in 4 million U.S. households are being exposed to lead. High lead levels can damage the brain and nervous system. They can also cause developmental and growth delays, learning and behavioral problems and hearing and speech problems.

Sunflower Health Plan reminds providers that all children enrolled in Medicaid are required to have a blood lead screening test at ages 12 and 24 months. Children ages 24 months to 6 years who haven't been screened in the past should also have a blood lead screening test. The CDC says there is no safe blood lead level.

HEDIS

The HEDIS measure **Lead Screening in Children** measures the percentage of 2-year-olds who had one or more capillary or venous lead blood tests for lead poisoning by their second birthday.



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Meeting appointment accessibility standards

Are your patients able to obtain services when they are needed? Sunflower monitors the availability of our network practitioners. Availability is key to member care and treatment outcomes. Sunflower Health Plan follows the accessibility requirements set forth by accrediting agencies

and KanCare requirements. We monitor compliance with these standards annually and use the results of monitoring to ensure adequate appointment availability and reduce the unnecessary use of emergency rooms.

TYPE OF APPOINTMENT	SCHEDULING TIME FRAME
Routine care	Within three weeks from date of member request
Specialty routine care	Within 30 days
Emergency care	Should be performed immediately upon arrival
Urgent care	Within 48 hours
Behavioral health services	Immediately to 14 days, depending on the type of care

To ensure appropriate care, we have adopted the following geographic availability standards, which apply to adult and pediatric providers:

ACCESS STANDARDS FOR:	RURAL AREAS	URBAN AREAS
Primary care providers	30 miles or 45 minutes unless documented that community standards are greater	20 miles or 40 minutes
Hospital services	60 miles unless documented that community standards are greater	30 miles
OB/GYN and psychiatry	60 miles or 90 minutes	15 miles or 30 minutes
Other specialists	90 miles or 135 minutes	30 miles or 60 minutes
Dental	30 miles or 45 minutes	20 miles or 40 minutes
Behavioral health	60 miles or 90 minutes	30 miles or 60 minutes

For the most up-to-date details, please visit kancare.ks.gov/policies-and-reports/network-adequacy. Thank you for complying with these access standards and providing the highest-quality care for our members.



After-hours requirements

Sunflower primary care providers are required to maintain sufficient access to needed healthcare services on an ongoing basis and shall ensure that such services are accessible to members as needed 24 hours a day, 365 days a year as follows:

- A provider's office phone must be answered during normal business hours
- A member must be able to access his or her provider after normal business hours and on weekends. This may be accomplished through the following:
 - A covering physician
 - An answering service
 - A triage service or voicemail message that provides a second phone number that is answered
 - Any recorded message must be provided in English and Spanish if the provider's practice includes a high population of Spanish-speaking members

Examples of unacceptable after-hours coverage include but are not limited to:

- Calls received after hours are answered by a recording telling callers to leave a message
- Calls received after hours are answered by a recording directing members to go to an emergency room for any services needed
- Not returning calls or responding to messages left by patients after hours within 30 minutes

The selected method of 24-hour coverage chosen by the member must connect the caller to someone who can render a clinical decision or reach the PCP or practitioner for a clinical decision. Whenever possible, the PCP, practitioner or covering medical professional must return the call within 30 minutes of the initial contact. After-hours coverage must be accessible using the provider office's daytime telephone number.

Please see the Sunflower Provider Office Manual for complete details.

