Stakeholder Working Group (SWG) Criteria

The following criteria were used by the SWG in 2019 to prioritize the topics below.

Importance

1. Important to consumers
2. Important to the SWG
3. Desire for more clarity
4. Number of people impacted
5. Level of impact on consumer
6. Fiscal impact

Feasibility

7. Regularly available information
8. Actionability

SWG Priority Topics

The following topics and questions were identified by the SWG in 2019. They are listed in order of priority (as of June 2019). Topics are highlighted if they were selected for assessment by the data resources working group (DRWG).

Topic	Consolidated Question
1. **Enrollee Treatment.**	Are KanCare enrollees satisfied with the way they are treated and the degree to which they understand and can make decisions about their services?
2. **Application Processing**.	What are the barriers to having an application processed in a timely manner?
3. **Quality Assurance.**	Are quality assurance measures in place to ensure that individuals receive the level of services they need?
4. **Care Coordination.**	Are care coordination services (i.e., any services to help coordinate care; not limited to MCO-defined services) available for consumers who need it? Are care coordination services effective for those who have received them?
5. **Social Determinants.**	What KanCare social determinants data do we have? What do the KanCare data tell us about the social determinants of health, and their impact on enrollees?
6. **No Access.**	What are the outcomes associated with individuals who cannot access care?

Topic	Consolidated Question
7. Pregnancy Outcomes.	How does KanCare impact pregnancy outcomes? (maternal mortality, infant mortality)
8. Network Adequacy.	What is the network adequacy in KanCare, relative to a benchmark (e.g., contract standard)? If network adequacy is below the benchmark, why?
9. Setting of Choice.	Does KanCare improve enrollees' ability to live independently in the community setting of their choice?
10. Quality of Care.	What quality of care measures are currently available?
11. Wait Lists.	What impact on outcomes are associated with wait lists and high vacancy rates?
12. Disparities.	Does KanCare reduce disparities related to health outcomes?
13. Service Location.	Where are KanCare services provided, and to which consumers?
14. Total Cost of Care.	Does the total cost of care for members vary based on location of service and how the services are accessed?
15. High-Cost Drivers.	For high-cost drivers, is KanCare making a difference?
16. Levels of Care.	Have levels of care for individuals in nursing facilities changed pre-KanCare compared to post-KanCare?
17. Funding Distribution.	How are funding/costs associated with KanCare distributed?
18. Employment.	What impact does KanCare have on employment?
19. Utilization.	How is utilization measured, and how can it be stratified?

Note: The "consolidated questions" are derived from multiple individual questions asked by stakeholder working group members. The original individual questions are available here: https://bit.ly/2OpPK4f.