

**KMMC Stakeholder Working Group (SWG) Meeting  
Wednesday, February 12, 2020, 3:00PM-4:00PM  
Zoom Meeting**

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**SWG Meeting Notes**

**Attendees:** Lori Marshall, Jonathan Smith, Mark Hinde, Tami Allen, Ami Hyten, Tish Hollingsworth, Scott Wituk, Jerry Slaughter, Julianna Sellers, Lynne Valdivia, Kari Bruffett (KHI), Sydney McClendon (KHI)

**Agenda Item: Introductions & Agenda**

Tami Allen, Vice Chair of the SWG, welcomed the group to the meeting and guided the group through introductions. Allen then provided an overview of the agenda for the meeting.

**Agenda Item: Review Consumer Engagement Report**

Scott Wituk, Community Engagement Institute (CEI) at Wichita State University, provided an overview of the latest round of KMMC consumer engagement, which took place from August 2019 to November 2019.

The purpose of KMMC consumer engagement process is to engage KanCare members regarding their experiences to help with KMMC priority setting. Wituk began by overviewing the process for collecting input from KanCare consumers, which was done by partnering with five organizations with connections to KanCare consumers across the state. Consumers were asked a set of standardized questions, which were similar to questions asked during the KMMC consumer engagement conducted in the spring of 2019.

After consumer input was collected, KMMC SWG members met to analyze and theme the responses, which were then compiled into a report by CEI. The full report on consumer engagement conducted fall 2019 is available here: <https://bit.ly/2HIEQsd>.

Key findings from the report included:

- There were similar themes and ideas as generated by the spring, 2019 consumer engagement process. The following themes from spring 2019 most regularly appeared in the fall 2019 consumer responses:
  - Affordability/coverage of services
  - Availability of services
  - Communication
- Additional examples and nuances were recognized for Communication and Availability of Services.
- There was consensus as to one new theme or idea: Eligibility.
- SWG reviewers provided several considerations for future consumer engagement

During discussion, SWG members noted the following:

- Consistent with the consumer engagement findings, some noted a lack of providers/lack of eligibility early enough for KanCare members, which can lead some providers to struggle to get members into adequate post-acute care settings in a timely fashion.
- Continuity of care can also be an issue. Medicare allows reimbursement for chronic care management, but there is not similar reimbursement in Medicaid.
- Regarding the new theme of eligibility, the KMMC may want to consider other groups (e.g., immigrant groups) that experience gaps in coverage or are not able to obtain Medicaid coverage. The group also discussed considering what impact Medicaid expansion may have on the work of the KMMC.
- It may be helpful to know what proportion of consumer responses on a particular theme are positive vs. negative. This information could be used during the prioritization process (e.g., themes that skewed negative may be important to address first).
  - SWG members who assisted with theming consumer responses indicated that most themes had a mix of both positive and negative responses.

**Agenda Item: Prioritize Next Topic Areas**

Next, the SWG discussed a process for prioritizing new topics for the KMMC to consider once recommendations for the current priority topics (care coordination, network adequacy, pregnancy outcomes and social determinants of health) are finalized at the March 2<sup>nd</sup> meeting.

Members began by reviewing the criteria previously used by the SWG to prioritize potential KMMC topics. Members were asked to consider if there were any needed changes to the criteria. No changes were requested. The criteria can be found here: <https://bit.ly/2vznWDJ>.

Next, the SWG reviewed previous topics discussed by the KMMC and were asked to consider if there were any needed changes to the topics, such as adding new topics based on the fall 2019 consumer engagement effort. Previous topics considered by the SWG can be found here: <https://bit.ly/2vznWDJ>.

Members requested that new topic areas related to Eligibility and Communication be added based on findings from the fall 2019 consumer engagement effort. The topic “No Access” was also highlighted as a topic that related to themes that emerged in the consumer engagement effort. Other members suggested that overlapping topics be consolidated (e.g., Total Cost of Care and High-Cost Drivers).

KHI staff agreed to update the list of topics based on the meeting discussion before sending back to those in the meeting to review for accuracy. After meeting attendees review the updated list of topics, the group agreed to complete an online survey in which they would assess each of the topics against the prioritization criteria.

The group then adjourned, with a reminder that the next KMMC meeting is scheduled for Monday, March 2<sup>nd</sup> from 2PM-5PM at KHI and via Zoom Conference.