

Kansas Senior Care Task Force Workforce Subgroup

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Enhanced Service Coordination

- Ongoing telephonic contact with members and frequent review of backup plan
- Completing comprehensive assessment and person-centered service plan to address unique needs of each member
- Providing education to each member on all service options, including self-direction, agency directed care, or a combination of both to meet the member's needs
- Offering flexibilities under Appendix K to address care needs allowing family members to be paid to provide supports.
- Assessing member access to supports and services and offer alternatives such as Remote Patient Monitoring and Home-delivered meals

Improving Access - Network Adequacy Task Force

The Aetna LTSS team works collaboratively with our Provider Relations team to identify and address workforce shortages and ensure our members have access to the care they need. To mitigate risk to our members in need of services, we have implemented a Task Force to tackle hurdles related to workforce shortages.

Implementations of recurring processes include:

- Meeting weekly to review geographic areas of Kansas that are, or may soon be, impacted by workforce shortages and develop strategies to reduce impact to our members.
- Identifying providers who are unable to accept referrals due to staffing shortages.
- Outreaching to identified providers to discuss workforce concerns and offer support and review possible solutions.
- Exploring Out-of-Network provider alternatives, if necessary, in addition to leveraging Single Case Agreements for enhanced rates when appropriate.
- Regularly monitoring claims to ensure payments are timely and accurate.
- Reviewing our internal processes to ensure that we are removing unnecessary administrative hurdles for our providers.
- Developing strategies to reduce workforce shortage impacts to our members.
- Assisting members with contacting providers and offering choice of alternative providers.



Proactive Member Support

- Our team developed an alert when members go 30+ days with no utilization of HCBS services which helps drive our resources to those who need our support.
- We educate members on all service options, including both self and agency-directed care, to meet members' needs and goals.



