Office of the Executive Vice President for Health Affairs

Kentucky Cabinet for Health and Family Services
Department of Medicaid Services
275 East Main Street, 6W-C
Frankfort, KY 40621

To Whom It May Concern:

UK HealthCare – including University of Kentucky Chandler and Good Samaritan Hospitals - are happy to provide a letter of support for Humana as they pursue their bid for the Medicaid and Supporting Kentucky Youth (SKY) Managed Care Organization (MCO) contracts. Humana has been a long-standing MCO serving the Kentucky Medicaid program and is offering innovations to the State's SKY program.

Provider Training on Trauma

From my experience, children who are in foster care experience a higher degree of traumatic events and need to be handled with care and providers who have received training on serving children who are in the child welfare system; so as to avoid secondary traumatic stress (STS). The University of Kentucky has developed and is certified to evaluate providers on the level of which a provider group is STS-informed. We will collaborate with Humana and the appropriate University of Kentucky programs to support this initiative. As the MCO, Humana wants to connect patients to providers who are trained in this tool, offering high quality of care for the SKY population. We are looking forward to working with Humana in the following ways:

- Provide targeted educational seminars in topics that are identified as learning gaps
- Work with University of Kentucky to identify providers who are rated as good and excellent STS-informed organizations and identify them to our Enrollees in our provider directory
- Host an annual SKY Provider and Community Resource Conference to convene providers, community based organizations, and agencies to collaborate. We anticipate the University of Kentucky will present at the meeting with latest research and information on current issues.
- Funding experts from University of Kentucky to lead and/or facilitate additional training on Trauma Informed Care and other relevant evidenced based approaches.

Assessment of Humana's SKY Plan

It is my understanding that Humana wants to be a trauma informed organization as they serve some of the most vulnerable children in our State. Their approach to leveraging designated programs within the University of Kentucky to conduct the Secondary Traumatic Stress-organization assessment is indicative of their commitment to serving the SKY program well. Through our independent evaluation, we will identify opportunities to retrain or offer additional training and additional processes to ensure Enrollees in the SKY program receive competent care.

Participation in Advisory Committees

Likewise, I understand that Humana is creating a model that solicits community and provider input. Their approaches to creating SKY specific Regional and State-Wide Community Advisory Boards as well as Provider Advisory Committees is important. Our experts are eager to participate on these Community Advisory Boards and Provider Advisory Committees. Our staff will participate to inform operational programming and policies and to help solve for areas of opportunity.

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Additionally, we will work with Humana to identify key value based measures to ensure our members receive the appropriate level of care and length of placement across the continuum of care, including hospital and inpatient residential services. We see this laddering up to Medicaid's overall quality strategy.

Community Based Partnerships

The multiple strategies Humana is developing to address some of today's most complex health and social problems as well as their understanding of the issues at the local level is impressive. In particular, we are excited to hear of Humana's plans to partner with Face It to directly address the unacceptable incidences of child abuse and neglect in Kentucky and promote the adoption of best practices in child abuse prevention and intervention.

Through the model Humana is offering, we are very encouraged that the children in foster care and adoption assistance as well those who are involved with DJJ will receive the best care and the state will observe positive outcomes, including reduction in the number of children entering the foster care system.

I am available at mark.birdwhistell1@uky.edu or 859-323-1629 for any questions. Thank you.

Sincerely,

Mark D. Birdwhistell
Vice President for Health System Administration & Chief of Staff

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