
Sunflower Value-added Services

- **Dental visits for adults 21 and older** – one dental checkup every six months
- Members can **earn rewards on our CentAccount card** when they get health checkups and screenings. Members can earn \$10 - \$50 or more in CentAccount rewards.
- **SafeLink® and ConnectionsPlus Phones are programs that provide a free cell phone to members.** SafeLink® provides up to 250 free minutes of service per month, with free calls to and from Sunflower Health Plan. Members will be able to have telephone access to their health care providers.
- **Start Smart® for Your Baby** – This program gives support and education for moms, babies, and families. The program includes the services below. There is no cost to member.
 - Start Smart home visits for new mothers
 - Start Smart baby group showers for pregnant mothers
 - Start Smart birthday programs for children
- **Community Programs for Healthy Children:** Sunflower offers free services to promote healthy lifestyles for kids, such as membership fees to Boys & Girls Clubs and Adopt a School Program.
- **We provide members of certain waiver populations with a medical escort if needed.** We also provide practice visits to dentists for members with developmental disabilities to help them become more comfortable with this preventive care visit.
- Sunflower provides **hands-on education and outreach to local community schools through its Healthy Lifestyles and Adopt-A-School Programs.**
- Members can participate in a **smoking cessation program**, including www.kanquit.com or they can have a referral by their Primary Care Physician or Case Manager to be eligible for Sunflower's smoking cessation program offered through Healthy Solutions for Life.
- **In-home telemonitoring** is available for adults only. This service helps members be able to be more independent, have access to providers and monitor their long-term health conditions from their home. This service is offered to members needing help managing their chronic heart failure, heart diseases or high blood pressure.
- **Our MyStrength online program offers eLearning to help members overcome depression and anxiety** with simple tools, weekly exercises, mood trackers and daily inspirational quotes and videos in a safe and confidential environment. The program may be used independently or in conjunction with other care.
- **We offer medication review and coordination to ensure safe and appropriate prescribing practices** for members living in foster care and/or living with Intellectual or Developmental Disabilities.
- **We provide additional respite for caregivers.** We provide up to 8-hours a year of respite for caregivers of persons who receive F/E Waiver services. We also provide up to 50 hours for respite care or hospital companionship for those eligible for the IDD waiver. Members may contact their Sunflower case manager to access this service.

- **Our Choose Health Program targets members with chronic health conditions to determine how emotions can impact their condition** (i.e. stress, poor sleep, change in appetite). As a part of the program, participants are assigned a Choose Health Coach who works with the entire health care team to ensure members have everything they need to feel their best.
- **We provide targeted disease management to at risk members** for the following diseases under the Healthy Solutions for Life Program: Asthma (adults and Children); COPD (adults); Diabetes (adults and Children); Heart Disease (CAD) (adults); Hypertension (adults); Weight Management (adults). (Members may be referred by their physician, referred by the health plan, or self-enrolled in any of these programs). ***Adults are classified as 18 years and older.* Notable differences with the

Healthy Solutions for Life program is:

Disease specific Health Coach training:

our health coaches are RNs with Cardiac background, Certified Diabetic Educators, Registered Respiratory Therapists, Exercise Physiologists, MSWs, Registered Dieticians, Certified Tobacco Cessation Specialists

- These are opt in programs – the member must consent
- We use Motivational behavior techniques
- No time limit for the programs, enrollment duration is based on the member’s progress.
- All Asthma members receive a Peak Flow meter and spacer as part of enrollment in the Asthma program. Children under 5 receive a mask also.

Member Responsibility

WHEN YOU HAVE TO PAY AND WHEN YOU DON’T

Sunflower will cover most of your medical bills, but there are times when services are not covered or services are limited. You will be responsible for all non-covered services. You may also be responsible for services you get if you do not follow rules in this handbook and on the Sunflower website. Follow the guidelines below:

- **Always** ask if the service is covered before you get it.
- If you want to know if a specific procedure code or pharmacy item is covered, call Customer Service at 1-877-644-4623.
- If you get a non-covered service, your provider may ask you to sign a statement that you will pay for the services.
- You must use a provider who accepts the Sunflower ID Card. If you are a Sunflower member, you must use a provider in the Sunflower Health Plan network. If you don’t, you may have to pay the bill.
- Show your ID card and other cards at the time you get the service or item. If you don’t, you may be responsible for the bill.
- If your provider recommends you get a service that is not covered, you must pay for that service if you choose to get it.
- If you request a service that is not covered, you must pay for that service.