

# Kansas Statewide Farmworker Health Program

*Together for a healthier Kansas*



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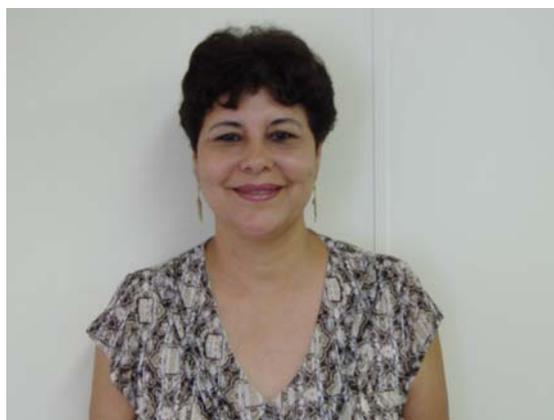


Volume 2, Issue 2

## New Case Manager

### KSFHP Office

### Moving to Garden City



We are very excited to introduce our newest staff person, Lucia Gutierrez. Lucia is the regional case manager for Western Kansas. Lucia replaces Gabriela Barron, who has worked with KSFHP since 2003. We appreciate Gabriela's years of dedication and wish her the best as she marries and moves to Texas. Lucia is bilingual, English and Spanish, and grew up as a child of migrant farmworkers. She understands firsthand the struggles that farmworkers face in their daily lives and in accessing health care. Lucia has office space at 712 St John St, Garden City, KS 67846. She can be reached at (620) 275-1766. Her email is [lgutierrez@ummam.org](mailto:lgutierrez@ummam.org).

Lucia will work in Ulysses one day a week for the present. You may continue to send bills and vouchers to the Ulysses address. We will have KSFHP vouchers and pamphlets with the updated

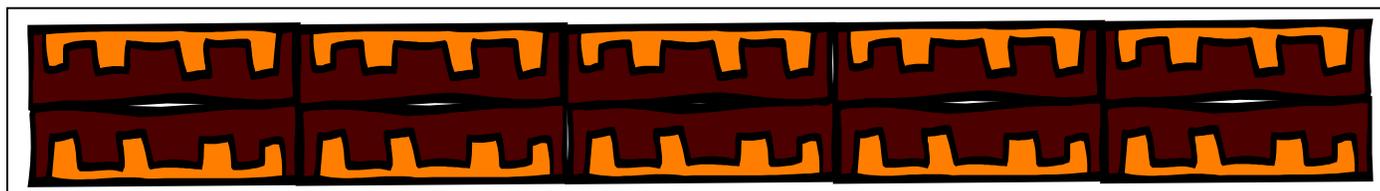
information available within a few weeks. In the meantime, if you have questions or need assistance, please feel free to contact Cyndi Treaster, KSFHP director at (785) 296-8113 or email to [ctreaste@kdhe.state.ks.us](mailto:ctreaste@kdhe.state.ks.us).

## Billing Process is Automated

In response to provider survey results (see article on reverse side) the KSFHP billing process has been more fully automated and procedures for payment approval accelerated. Providers should begin to notice more rapid receipt of payments. KSFHP has a new administrative assistant, Shelly Schroller, who began with KSFHP in June 2007. She is responsible for data entry and processing payments. She is already doing a great job! Shelly can be reached at (785) 296-6028.



Please be aware that when we receive bills with no vouchers, or if we have no patient registration, these issues will delay payment. To assure payments will be paid, please make sure to bill us monthly. Claims that are not billed for several months may arrive after the close of the federal fiscal year, making payment impossible.



# Provider Survey Results

KSFHP would like to thank all of the providers and access points that completed and returned the provider survey this past spring. The results will assist us as we strive to make the program more responsive to our partners as we work together to meet the needs of farmworkers in Kansas.

The results of the survey were generally very positive. Respondents indicate that they know who to contact when they need information or assistance (85.9 percent), and know the regional case manager assigned to their area (88.2 percent). Only three respondents indicated they were not satisfied with the Kansas Statewide Farmworker Health Program out of 87 providers or access points that returned surveys.

The most important issue that affects provider willingness to work with the Kansas Statewide Farmworker Health Program is payment issues, that they are either not sufficient or received in a timely manner (23.0 percent). A quarter of respondents (27.4 percent) felt that reimbursement for services is not sufficient to recover the costs to their agency for the services provided. The majority of these respondents desire an increase in the amount paid for office visits, the coverage of more diagnostic services than are currently covered by the program, an increase in the dental limit, and an increase in payment beyond Medicaid fee for service rates.

When asked what coverage areas the program might limit if it becomes financially necessary, the most preferred areas were placing a limit on the total number of specialist visits covered by the program per year (32.2 percent) or reducing the number of primary care visits allowed per illness (currently three per year) (20.7 percent).

For three-fourths of providers and access points (74.7 percent), at least five percent of their clients speak a primary language other than English. While nearly one-quarter of these providers deal with this by having clients bring a friend or family member to interpret for them (23.0 percent), over one-third have an interpreter on staff (36.8 percent).

**KSFHP Calendars coming in 2008, with information about how to prevent diabetes. All newly registered and reregistered farmworkers will receive a copy. Ask your regional case manager about other KSFHP health education materials!**

Most providers (70.9 percent) are not familiar with the education materials and programs provided by the Farmworker Health Program. Of those who are familiar, most find them useful in working with their patients (71.4 percent). When asked to name the types of health education materials they would find useful in working with patients, the most requested were low-literacy booklets (35.6 percent), in-person sessions with case managers or health promoters from the Farmworker Health Program (13.8 percent), and health promotion materials such as calendars or refrigerator magnets. When asked to name subjects on which providers would like education materials there were a variety of responses.

The survey also had a component specifically for access point agencies. The vast majority does not have issues with program procedures or policies (84.6 percent), with clients who are accessing services (81.6 percent), or with KSFHP staff (92.3 percent).



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