

KanCare Ombudsman Survey Results – October 2022

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The KanCare Ombudsman Office (KOO) helps Medicaid members and applicants with problems regarding services, coverage access and rights. The goal of the survey was to find out what our stakeholders think about how we are doing so we can make improvements.

The KanCare Ombudsman Office completed its second annual survey during October 2022, requesting input from members, families, guardians, providers, and other organizations that are stakeholders of KanCare.

The survey was posted and available for use from October 3 – October 31, 2022, on the KanCare Ombudsman webpages. Notifications were sent to:

- Users of KanCare Services that had provided email addresses and other community-based organizations using Mail Chimp; over 1400 contacts.
- The three managed care organizations (MCO's) sent out information to their provider and member lists.
- Disability News List Serve through the Kansas Commission on Disability Concerns.
- KanCare Ombudsman Office Facebook post that was boosted during the month of October. Results of the Facebook post were 39,445 reaches, and 2,566 engagements.

In comments sections, Individual responses were limited to **Key Responses** for this summary report. A full listing of comments can be found at [Survey & Listening Sessions \(ks.gov\)](https://www.kancareombudsman@ks.gov).



The KanCare Ombudsman was so compassionate, knowledgeable, kind, and really took the time to get to the bottom of the problem. She responded so quickly to emails and phone calls while we were sorting out a solution. I feel like finally someone heard my voice and actually cared enough to help. She was able to provide resources within the state of Kansas and specific to Johnson County. She has given me hope and bettered the lives of Kansas children.

A. Who are you? (choose 1)

There was a 196% increase in the number of total respondents this year versus last year. Current and past member/applicant/guardian/family/friend had 541% increase, this year over last year's response.

Who Are You?		2021		2022		% inc./ dec. TY over LY
#		%	Count	%	Count	
1-3	Current/past KanCare member/applicant/guardian/family/ friend	10%	75	32%	481	541%
4	Provider	13%	34	17%	131	285%
5	Community organization or Association	17%	45	7%	57	27%
6	MCO employee	14%	37	4%	29	-22%
7	State employee	13%	33	2%	17	-48%
8	Other	15%	39	8%	64	64%
	Total	100%	263	100%	779	196%

Responses for "Other"

- I just filled out an application
- Guardian
- guardian
- parent of a member, community organization
- guardian, family member & provider
- Daughter of LTC resident
- yet to be turned in
- ACM
- Chair of Civic Engagement Commission
- A taxpayer
- Medicare CSR
- CDDO staff
- Work at a Peds office
- TCM agency
- former Representative
- Social Security employee
- CWCMP
- Medical Social Worker
- Targeted Case Manager
- CDDO
- Interested person
- Citizen
- social worker
- Citizen
- Political Activist
- Past County employee
- IL Coordinator
- Senior Service Coordinator
- Hospice agency
- school district employee
- Local Public Health
- CDDO
- Provider and Advocate
- State ombudsman
- Law office
- Medicare SHIP Coordinator
- CIL Employee
- IL Coordinator
- county health dept
- FQHC
- Get rid of KanCare and keep illegals off it.

B. What Language do you use most often at home?

KOO added American Sign Language (ASL) as an option in the 2022 survey. Six ASL respondents in 2022.

What language do you use most often at home?		2021		2022	
#	Answer	%	Count	%	Count
1	English	95%	253	98%	762
2	Spanish	3%	7	1%	10
3	Other	2%	6	0%	0
4	American Sign Language	n/a	n/a	1%	6
	Total	100%	266	100%	778

C. How often have you used the KanCare Ombudsman Office for help or resources?

42% in 2021 said “never” compared to 66% in 2022.

How often have you used the KanCare Ombudsman Office for help or resources?		2021		2022	
#	Answer	%	Count	%	Count
1	Never	42%	111	66%	516
2	1-2 times	32%	84	21%	161
3	Multiple times	26%	70	13%	100
	Total	100%	265	100%	777

D. Did you get an answer to your question or concern?

28% responded “no.”

Did you get an answer to your question or concern?		2021		2022	
#	Answer	%	Count	%	Count
1	No	20%	30	28%	71
2	Yes	80%	118	72%	183
	Total	100%	148	100%	254

E. Please describe why you may not have gotten an answer to your concern.

17 respondents, or 31% said the office did not respond.

Please describe why you may not have gotten an answer to your concern		2022	
#	Answer	%	Count
1	I am still working with the KanCare Ombudsman Office to resolve the concern.	7%	4
2	Medicaid regulations did not allow it.	5%	3
3	The KanCare Ombudsman Office did not respond.	31%	17
5	The KanCare Ombudsman Office provided the wrong information.	7%	4
6	Other	49%	27
	Total	100%	55

Of the 27 “Other” responses, 16 provided written information which is included in the full report on the KanCare Ombudsman web pages.

Responses for “Other”.

- Unable to drop coverage
- i was directed to an organization that would not address the issue
- Ombudsman was of no assistance. Told me to reapply. The KanCare application process is a joke-they string it out as long as possible, have you on hold while you are trying to work so long it jeopardizes your job, and the people that work there put false and erroneous info in your file. It's a wild goose chase that I just gave up on. We go without food and working appliances or haircuts and things and I pay out the nose for coverage for my kids through work.
- the office didn't know how to get my on-line application to submit because no one know what was wrong
- I was able to contact other sources to get the question answered faster than I could get a response from the ombudsman.
- Somehow, we got lost in the system at the time of the complaint. I believe some inquiry is being conducted after the follow-up (about 4 mo. after asking for assistance.)
- KanCare Ombudsman represents providers, not parents and guardians!
- KanCare ombudsman was not helpful to problem resolution
- Refused entry to MaDonna
- CPS not responding to filed report
- I found emailing is the only way to get an answer.
- No answer - during the day
- I sent an email and never received a response
- gave up
- They wouldn't help.
- did not call me back
- I haven't had any issues

F. How was your experience of working with the KanCare Ombudsman Office?

Options 1-4, for “Agree”, increased in number in each category, however the percent to total was down from 2021.

		2021						
How was your experience of working with the KanCare Ombudsman Office?		Agree		Neutral		Disagree		Total
1	They were respectful.	86%	110	11%	14	3%	4	128
2	They were encouraging.	77%	97	17%	22	6%	7	126
3	They were helpful.	74%	95	15%	19	11%	14	128
4	They shared good resources.	69%	88	20%	25	11%	14	127

		2022						
How was your experience of working with the KanCare Ombudsman Office?		Agree		Neutral		Disagree		Total
1	They were respectful.	77%	160	19%	40	4%	8	208
2	They were encouraging.	59%	121	29%	59	12%	25	205
3	They were helpful.	67%	139	18%	38	14%	29	206
4	They shared good resources.	60%	122	25%	51	16%	32	205
5	They responded within two business days.	63%	130	18%	36	19%	39	205

G. What worked well when you used the KanCare Ombudsman Office?

1. Problem Solved – 70 responses

Ability to communicate through email. Resources, links, paperwork needed were supplied. Answered questions and/or validated needed steps. Access to updated fact sheets are used on a daily basis as we assist consumers in the HCBS waiver application process. Sometimes many layers are identified when completing a KanCare application and they are a great resource for what support documentations would be needed by KDHE for the application process. Time spent on Ombudsman communications for us is time saved for the consumer and our team in the future due to having to wait for KanCare to identify the support documentation they need - we are able, through the guidance of your team, to submit as complete of an application packet to the state for the application review.

- Thank you for all you do for us and for the community and for providing a much needed resource.
- Emailing worked well. Calling - I never received a call back.
- Timely response times.
- Excelente
- Ms. Bacon was quite helpful.
- Everything
- Only time things worked well is if I went to the office itself and sat with someone in person. When I went to office I got some information and help I needed.
- They were able to answer my questions
- Guidance on how to handle issues.
- They were very helpful with the situation my SSI Recipient was having trying to get Medicaid.
- i initially spoke with someone who was kind, helpful, and genuinely had the desire to help.
- Office number well publicized
- When the person who was helping me couldn't find the solution they had Russell Nittler contact me directly.
- I have referred others to the WSU KanCare Ombudsman Office for assistance. It was much simpler than trying to reach KanCare and the info given was helpful.
- Kerri Bacon was so compassionate, knowledgeable, kind, and really took the time to get to the bottom of the problem. She responded so quickly to emails and phone calls while we were sorting out a solution. I feel like finally someone heard my voice and actually cared enough to help. She was able to provide resources within the state of Kansas and specific to Johnson County. She has given me hope and bettered the lives of Kansas children.
- Ability phone, email as well as great response time.
- I received answers that I was having difficulty getting elsewhere.
- The ability to talk to someone and when asked a question if they didn't know the answer they found out without transferring me and took that as a learning opportunity.
- The KanCare Ombudsman's office is always very quick to contact individuals. I have seen that in my work and in my person experience.
- Communication
- I extremely appreciated being contacted back the same day and being given information that was clear, understandable, and most important, helpful.
- Responding to my voice messages the next business day!
- Timely answers to our questions.
- I have always found the Ombudsman's office to be helpful, responsive and bold when necessary. They continually fight for what is right for our consumers.
- She advocated for my member and was diligent about following up with the provider
- Emailing to initiate the interaction.
- Everything~
- I was removed from the program without cause and couldn't get any answers. I called the ombudsman office and they had the problem solved within a day. They apparently have enough power to get things done.

- Mostly everything
- I spent nearly a month of daily/weekly phone calls trying to resolve a problem, the Ombudsman Office resolved it within days, and intervened again when the problem was only partially solved the first time.
- Very helpful in getting funding issues resolved
- Very informative
- The assurance that my concern was reported. Not sure if anything was done.
- The customer service. Was informative and responded quickly.
- They resolved my issue fairly quickly.
- They responded to my concerns and challenges and took care of it very efficiently. They had to straighten out a situation with Sunflower Health insurance on what they were not covering. they were a pleasure to work with.
- Because I was unaware of this office/position I had to research how to make contact, once I was directed in this direction the results were positive.
- Responsive
- They can communicate directly with KanCare personnel and get issues resolved.
- Overall experience was great
- Responsive
- Their guidance was very good. They were able to assist with nursing home.
- Communications always open, would connect me to right people, also sometimes involve KCDHH, and even very responsive to feedback
- Got the answer I was seeking in a prompt and professional manner
- They have ALWAYS been great to work with and helped us whenever our clients have issues.
- They local Ombudsman's office did a three way call with me, them and the Clearing house.
- Someone kept checking in for resolution.
- The KanCare Ombudsman is always quick to reply.
- They responded quickly to my inquiry.
- They were responsive.
- My issue was resolved very quickly.
- Receiving information on various options or resources
- Their courtesy compassionate assistance that was spot on when we had a concern
- Easy communication
- They immediately navigated and resolved the underfunded and perverted system forced onto Kansas by the Republican Party that have been implementing fascist eugenics policies for decades to kill FDR Policies that made America envied by the world.
- Communication
- They responded quickly and give us a good feeling of caring and understood our situation.
- They were able to work directly with an MCO on an issue a community member was having, escalating the issue to get a quicker response from the MCO.
- A representative sat in on a care plan meeting and the meeting was more productive.
- Sharing of resources and advocacy for residents

- Immediate response to questions, provided a link to additional resources, and made a connection for another partner that I was working with so they could access some needed data.
- It is often difficult for my clients to get direct, clear answers from KanCare about a letter or an action taken by KanCare. Generally the ombudsman office can help at least clarify or resolve the matter.
- Very responsive.
- Spoke to someone.
- Their having access to look at mdc (Medicaid) applications to help people understand why their app is not being processed or denied
- Kerrie, was fast to respond, assist in connecting with the correct resources, that was able to make the process flow easily.
- got help for residents.
- They were able to help with support for a family and make things better.
- Staff/volunteers were courteous and appeared to want to help as best they could through the KanCare application process.
- Very helpful and quick response.

2. Not resolved – 112 responses

- They did respond quickly but they kept directing me to organizations I had already spoke with who could not help.
- Literally NOTHING!
- Nothing. I gave up trying to apply for KanCare.
- Did not respond
- The Ombudsman office requested more information after my initial contact to the office. I responded with the requested information and then heard nothing from the Ombudsman office.
- Having a healthcare caseworker call them instead because they treated me like crap but we're professional with them
- Hasn't been resolved yet
- The Ombudsman did not pay any attention to what I was trying to relate to them!
- I have had it reported by families that the Ombudsman does not return family calls or when someone is on the call. They simply send the family back to KDHE and do not work as a third neutral party to assist with issues
- I found emailing was the only way to get a response. I called multiple times and left voicemails, but no one called me back at all. Once I started emailing, I got responses. I would say it is half helpful and half not
- Nothing, we had no response

3. Policy – 3 responses

- The office itself and the people in it are fine. The system they work with, i.e. privatized healthcare that is constantly constrained due to lack of Medicaid expansion in Kansas as well as a functioning national health care system-is awful. It goes beyond awful, it is actually abusive and discriminatory to people who have to try to live with their chronic illness/disability. So problem after problem, the ombudsman's office can only do so much. They offer good information but also have to say "good luck" much of the time. Meanwhile, we have to fight with energy most of us don't have to waste in the first place. We fight just to get basic care or

the benefits we are already supposed to have but constantly have bureaucracy thrown blocking access. We get referred to independent living centers who have long been stripped of any power they had; or to community centers that are equally strapped and exhausted from the fight so they can't offer much in the way of assistance with advocacy. For this office to be effective, they need *actual power* to hold the MCOs accountable.

- Kerrie Bacon is always helpful; however, the CPS system is not! Children should have a voice especially with an abusive father.
- Years ago my daughter's husband handcuffed her to a futon and beat her violently, put a gun in her mouth and held her captive for a week because she refused to get an abortion. She managed to escape. When the baby was born we did a good cause form so the state would not go after him for child support. At the time, we was told this was good for life. My daughter is still going through deep counseling due to this and I guess somewhere down the line rules changed and these are only good for a year and they started sending her forms to go after her for child support. I would have to calm her down, help her get on the phone explain the situation and get another one in place. People who go through this type of trauma should not have to repeatedly relive it just to have the security of knowing they will be able to put food on the table for their children. These forms need to be lifetime! The process of having to redo this spun her back so far in her therapy that it caused damage to her. This needs to change

4. Other – 14 responses

- Long time ago
- Nothing
- I'm not sure what this office is. I just know I have called on occasion also at times have had a nurse to talk to.
- We were listened to and felt they really cared!
- The home my brother is in is horrendous and they do not have a cook!! Nothing is being done so the help we've gotten is kind talk!
- NA
- Na
- Nothing.
- Nothing
- I will find out once my insurance pays for prescriptions as needed. I was off my mental health prescription for over a week, second time this happened and I still can not get my other meds that I needed over a week ago. It's almost time to fill my other mental health meds but I'm scared I will not be able to afford them again
- calling
- Trying to get our Provider number changed from 131 to 130 for health departments for revalidation because health departments are not credentialed at this time. I had to contact someone at WSU to work with someone at KDHE - Division of Health Care Finance to get this done. Also we aren't able to get anyone able to look up clients for validation of insurance being active. The print out is terrible.
- Nothing ever works well. KanCare Ombudsman is nothing more than a representative of the providers, maybe it was meant to be that way. Parents and guardians of people with disabilities need a representative that will represent them,

not spend their time siding with the providers. KanCare sucks and is nothing more than another "pass the buck" entity that makes money off the people they are supposed to be helping, and yet isn't helping those people.

- KanCare Ombudsman comes to the nursing home every quarter to make an appearance and speaks to two residents. She does not ask if we have any concerns or need anything else from her - the most recent ombudsman is the only one to do this.

H. Do you have a positive experience you would like to share?

#	Answer	%	Count
1	Yes	18.23%	37
2	No	81.77%	166
	Total	100%	203

I. Share your positive experience:

- Ms. Bacon helped to clarify an issue.
- Always willing to help with best intentions
- Kerrie has always been very pleasant and professional. I appreciate her efforts.
- We were having trouble with the MCO contacting us to complete their assessment and write up the plan of care for our loved one in a timely manner and loved one was out of assets to pay for assisted living. The office was able to contact the MCO and have the Plan of care completed quickly.
- She was able to go above the Clearing House and get Kansas Medicaid for children facing immediate medical needs.
- Addressed themselves by name for my reference...
- I was having difficulty finding out what to do with some unexpected funds for my sister. I was getting piecemeal answers from KanCare and Estate Recovery. The ombudsman answered all of my questions fully, and in a timely fashion.
- After helping a family with several calls to the MCO, we were given information that the family needed to accept or decline conditions related to an offer on a bill dispute. However, we were told if she declined, the child would be removed from insurance. This was a very confusing time to the family and became very scary, as the MCO could not tell us what the offer meant, except that declining would remove the child from services. I assisted the family with calling the ombudsman, and within an hour, received a phone call. The ombudsman explained what the letter from the MCO meant, explained what it meant for the family to accept or decline, and explained that declining would in fact NOT remove the child from insurance. The ombudsman gave us further information on how to contact the correct people at the MCO to verify this information and we were then able to speak to a member of the MCO who was able to verify the insurance would not be revoked.
- Kerrie Bacon was helpful to us when we had a very difficult PRTF case that had a difficult discharge. She was able to step in, help the parents and help us advocate for the safest plan possible.

- Was very Helpful
- Shirley was very responsive, pleasant to interact with, and had great follow through.
- Though they couldn't solve my problem it was nice to talk to someone that actually cared about my issue, they did everything they could to help me! I really appreciate it!
- The ombudsman's office solved my problem within a day.
- Working with some people was good.
- There was an agency mistake regarding income/eligibility, and while the agency admitted the mistake was theirs, it was compounded by the amount of time it took to resolve. After several weeks of "be patient everything will be retroactive", I was financially penalized for their mistake. The Ombudsman listened, advised me on how to proceed, and monitored my case to make sure it was fixed. She then intervened again to make sure the decision was applied retroactively so that I didn't lose coverage.
- Helped on two different occasions with Sunflower Health and Kansas Disability Determination Services. All good
- Numerous times they would follow through and make sure needs are addressed or connect to right places, involve right players
- Love that they have community resource information for consumers on food banks and basic needs broken down by county. Offer up to date information on the application process for applying for waiver eligibility for consumers - Waiver Fact Sheets, Call Program Managers with consumers to assist with their questions and to clarify KDHE to KDADS roles in the process
- I received a call from Cari McCanliss regarding a problem one with misinformation one of my Recipients and I were given. She explained the process and actually told me that she would reach out to my Recipient to help her. I am very grateful, as is my Recipient that Cari returned my call.
- Resident in NF in need of motorized wheelchair KanCare ombudsman identified community resources and resident got newer chair.
- I have attended a couple of trainings provided by Aurora on the work of the KanCare Ombudsman office. Aurora speaks with such passion about the work and is a wealth of knowledge to help others understand the process, make a connection to additional resources, etc.
- Kerrie has always been very responsive and able to get our issues resolved in a timely manner.
- I referred a guardian and they are very quick on contacting and communicating with the guardian.

J. What didn't work well and could be improved in the KanCare Ombudsman Office?

1. Issues – 56 responses

- Calling - No one returns my calls when I leave a voicemail. I end up emailing and usually get a response.
- Haven't gotten answers yet
- More descriptive answers not just one sentence responses.
- The times I have called, I either don't hear back at all or they have no idea what they are talking about. They know nothing about the MCO's and just redirect members to the MCO's. They are of no help or use.
- Giving other resources and doing things via online

- Not just redirecting people but finding actual answers to questions. Being up to date on what other resources do and don't offer.
- i went in circles for months/years because my issue was never addressed; most of the communication took place between other people without me present. i got passed around from place to place but no one ever listened to what i was saying, i got the feeling that there is a system in place and this was someone else's job.
- They never answered. This has occurred multiple times throughout my career.
- Never receive a response
- Being available to answer questions is the first step. But beyond that wanting to help with situations and actually knowing how to help is the bigger issue.
- More responsive and they need to take concerns seriously
- Get rid of the automated system to get to a human
- Follow through with any communication received
- Respond time is just not happening. Report was filed over a month ago, and still no response!
- Communication
- It took some time to figure out this was an Ombudsman situation and to realize that contacting the Ombudsman would not be like contacting other agencies in which the family had tried contacting and received no response, or very muddled or non factual responses.
- Respond in a better timely manner
- No one there when I needed help
- No response. Contacted office multiple times to help clients apply and office did not return calls
- Failed to follow through after initial contact
- My son was in the ICU for 7 weeks and we were trying to submit a KanCare application to get him Medicaid as a secondary insurance. No one at the Ombudsman office or KanCare could help us submit an on-line application because no one knew how it worked and what was wrong with the application. The advice I received was submit a paper copy which adds weeks to the application time not to mention would require me to do all the work again filling out the application. It was not helpful. Finally a SW at CMH found someone who helped families submit all the time to figure out the issue, it was not an intuitive solution.
- Make ModivCare responsible for not paying appropriately filled out forms, they owe over 3k....
- Never answered message that had to leave.
- Communication and follow up. How does this office determine when they have reached a conclusion on an issue?
- They talk to me like I was trash and beneath them but when my case manager called them they were professional and helpful.
- Some people did not have the necessary information.
- Brought KanCare Ombudsman into a situation where an individual had lost Medicaid coverage and it took about 6 months to get her Medicaid reinstated
- He just wanted to pass me to others, with no answers to anything. In fact, his only response and suggestion was to make contact with the very person who gave me his number

- Follow-up with the consumer/client that called to see if the matter was settled, resolved, or still needed attention. This was, and is, based on my experience not done at present.
- They could be more understanding and actually care about what they do and the people they are helping.
- Everything
- Faster response time with more knowledgeable staff.
- Turn around time. Some times get a call quickly, other times have to wait up to 3-4 days.
- Hold the MCO's accountable to the care crisis & retaliation during the grievance process.
- The person not being available during a scheduled meeting
- No response when it was needed (in 2022). (Used once before with better response.) Tardy follow-up may help to improve future services.
- Get rid of the Politics and listen to the person trying to get help!
- Be available to assist families in difficult times as a third party and not just to send them to a supervisor of the entity that is the issue
- They didn't really understand Medicaid well enough to help. They were on a call with me with Medicaid, where I was trying to get some issues resolved, and never said anything.
- There were times when the information was confusing...or I wasn't exactly sure how to proceed.
- Pat answer and no one went above and beyond to research the issue.
- Calling and leaving a message. I never received a call back.
- It took a while for them to understand the situation and they seemed to doubt my organization's attempts to resolve the issue the client was having and our understanding of Medicaid. Another time when we asked questions about Medicaid, they did not know the answer and while they offered to look into the question further, they did not get back to us with an answer.
- I reached out for assistance, left a message and never got a return call. After two weeks I contacted the office in Topeka and was able to get some assistance.
- Nothing works well for us over the years since it was established. Their mission appears to be to explain away the shortcomings of the providers. Families need an advocate office, let the providers/contractors pay for their own!
- The Ombudsman came in - unexpected with, 5 of them. In my opinion it was meant to intimidate.
- I have contacted the office multiple times and there has never been resolution to the issue
- Not to be given the run around. Spoke with different people whom continued to pass the buck. I think this survey should of come out at the time instead of a year later.
- More people that speak Spanish
- I felt as if my concerns regarding a member were not heard.
- This was several years ago but never got a response from the Ombudsman. No recent needs to reach out.
- Very complex issues the ombudsman had to send on to other departments.
- did not call me back should not say they will call back if they will not
- In the past, not now, we sometimes could not get help

- It would be nice to get a more rapid response, but I realize they are busy.
- At times, the applicant and I would be redirected to another department or told to contact a different number altogether to address our questions. There were occasions where calling the other department would result in them trying to direct us back to the KanCare Ombudsman line. This made the process time-consuming.

2. Need better outreach – 2 responses

- More public awareness for people in the community know you all exist and what services you provide.
- I think more people need to be aware of the ombudsman as a resource. Most people I know did not know about it.

3. Policy Issues – 6 responses

- Their limited ability to act on issues
- Again, the office needs actual power to be able to directly advocate for and hold MCOs accountable.
- Recently I tried to go through the system without using the Ombudsman's office. I was on hold over 12 hours in 3 days before I spoke to a human. I was told that if you leave a call back message, they were 44 days behind in returning calls. That is unacceptable.
- In matters where the resident is being exploited financially, they Do not get involved.
- Having a large spend down. It didn't make sense for me. When it came to getting my medication, I couldn't afford it. I've never had that big of a deductible with my previous insurance.
- Ombudsman role is circumscribed in assisted living facility context -- very limited advocacy tools in involuntary discharge situation

4. Positive comments – 10 responses

- I have always had positive results from the Ombudsman office.
- More reminders that they are out there.
- Response fine when a message is left.
- I have zero complaints of her service everything was amazing.
- Worked great!
- Things worked well - I had no concerns or issues
- Frankly they have always had good information and resources.
- I think my experiences were all excellent.
- N/A - all a very well experience.
- it all went well

5. Other – 26 responses

- nothing
- See previous comments.
- We can always use more trained assistants who can help our seniors and those who simply don't understand how to navigate this system. It is sad that those seniors in the most need have to jump through so many hoops and then there are those who know just how to work the system... sad...
- Never used the office. I hit the wrong spot.

- I guess I put my concerns in the wrong area... sorry
- clarifying why things work a certain way.
- I can't think of anything.
- no complaints
- Actually do instead of talk!! His assisted living facility has gotten worse not better!!
- The friendliness
- NA
- I haven't talked to anyone
- I was okay 😊
- I had forgotten that we have an advocate. Not sure how to improve. Just yesterday our medical supply company reached out to tell me that Medicaid is reducing the reimbursement on several feeding supplies that we receive and they will not longer be able to provide them for us. Of course that is a huge concern.
- Nothing nothing
- Nothing
- n/a
- N/A
- Nothing at this time.
- It's not just KanCare Ombudsman office trying to navigate everything for someone who is disabled is challenging. Heck, deciding what to do for my own Medicare is challenging!
- The Fascist Republicans Party actually funding their perverted policies designed to kill FDR Policies and kill people off.
- Nothing
- N/A
- Better communication when they are coming and maybe ask for a list of anyone who they may need to talk to .
- No comment at this time.

K. Have you heard of the KanCare Ombudsman Office before now?

Have you heard of the KanCare Ombudsman Office before now?					
		2021		2022	
	Answer	%	Count	%	Count
1	No	43%	47	67%	339
2	Yes	57%	63	33%	167
	Total	100%	110	100%	506

L. Do you know how to reach the KanCare Ombudsman Office?

2022 had a significantly higher percent to total number of people that answered “no.”

Do you know how to reach the KanCare Ombudsman Office?

#	Answer	2021		2022	
		%	Count	%	Count
1	No	59.09%	65	77.82%	393
2	Yes	40.91%	45	22.18%	112
	Total	100%	110	100%	505

M. Do you think there are barriers to talking with the KanCare Ombudsman Office?

The percent to totals for both years were similar, but the total number of respondents for 2022 was much higher than 2021.

Do you think there are barriers to talking with the KanCare Ombudsman Office?					
#	Answer	2021		2022	
		%	Count	%	Count
1	No	59%	64	64%	436
2	Yes	41%	45	36%	245
	Total	100%	109	100%	681

N. What barriers do you see to talking to the KanCare Ombudsman Office?

Of the 186 responses to this question, 105 were regarding the issue of not knowing about the office, how to contact the office, what an ombudsman is and what the KanCare Ombudsman Office does.

1. Did not know of the KanCare Ombudsman Office, how to contact, or what they do. 105 responses

- You need to know more about the ombudsman office and how to contact them.
- Had no idea this office existed...who knows about this?
- Obviously, if people don't know about it it's hard to talk to them.
- Knowing it exists and then, how to access it.
- Not even knowing it exists
- Barriers would include lack of knowledge on how and why to contact the KanCare Ombudsman Office. Also, how busy is the office and how easy would it be to get ahold of them?
- This is the first time I've heard of this. My Mom has had Kan care for years.
- Unaware of the service.
- Knowing it is there. Having contact information
- Never heard of it until now!
- Unaware they are available
- Lack of awareness that the office exists, what service it provides, or how to access it
- Didn't know this existed

- As a Direct Support Professional for adults self-directing using HCBS IDD services, I've never even heard of this office and I've been to a lot of stakeholder input sessions. I would like to say that those of us providing self-directed PCS are generally forgotten as stakeholders as we don't do our own billing like most providers do (the FMS does it for us) so we don't get info directly from the state and we aren't the consumers so we aren't getting information from the MCOs. We have very little opportunity to provide feedback, get support on issues, etc.
- I did not know this existed...
- Having just now in this survey heard about this, then my barrier is information and what is an ombudsman? What are they for? What do they do? Why would I contact one?
- Didn't even know they exist or their functionality.
- I only just learned of the ombudsman's existence from a state Senator I got in contact with through about 3 other people on a separate issue. I think largely, people don't know this position exists or what it does for them.
- getting info out to the public and hospitals and drs. would help the ones needing help.
- Not enough communication with the public that this is something KanCare recipients can utilize.
- I didn't know this office existed. Please make people aware of it.
- Lack of knowledge about your office
- Didn't know about it
- That I've never even heard of the ombudsman for kancare before I saw this survey
- Well, I had no idea it existed until now. So that's a definite barrier.
- Communication in general was difficult. I never observed or seen anything that offered communication to the Ombudsman.
- Who the hell are they What the hell do they do
- Knowing who they are and what they can do since they contracted out the Medicaid to private providers.
- Not talking to them but what they can do to assist
- People don't what your office provide and what you do.
- If you don't know an agency / "office" exists .. it makes for difficult conversations to take place ..
- That people may not know this office exists or they don't have a way to get thru to the office. (NO internet, cell phone) For those that can get to the office, some of my concerns would be, are people having to hold for lengthy times? Or wait days for a response due to staffing?
- No obvious information on how to engage with the Kancare Ombudsman.
- Don't know about it = big barrier
- You need a ground force to walk about and out reach. Plus you are not serving those already in the programs they need to be heard. Do the right thing and serve its a big job and thank you for serving.
- Knowing it exists and what function it has.
- Don't know anything about this and can't answer
- Not enough people know what the Ombudsman Office is for.
- Did not know you KanCare had an Ombudsman. Great information though.

- The fact that I don't know about this office or how to reach it. Or what its function is.
- No notification of such office
- I don't know how to get ahold of you or exactly what you do, just heard of it. How do we find out that you do?
- I don't remember seeing anything about it, and I usually read our mail and email fairly closely.
- I've heard of this in the distant past, but I don't have any knowledge on how to contact them and so can't direct my patients to this service.
- I never heard of them. I had to hire a lawyer to assist me in filing for my dad's application to Medicaid. He couldn't walk and had to go to a nursing home. I never could have filed the paperwork while working full time. It cost my mom 5,000\$ r
- I've never received any communication of an Ombudsman available to members
- I don't know how to contact them
- Instructions on how to contact Ombudsman Office.
- When you don't know it even exists that's a barrier. You need a tool kit for service providers to share your information and an ad campaign.
- Not knowing what they do or where they are
- Unreachable
- What the hell is ombudsman?
- Not knowing what all the KanCare Ombudsman office can help with so not knowing what questions to ask.
- Did not know about it and don't know how to contact or what the office offers
- I was never informed the office existed.
- I don't know how
- If I didn't even know the office existed I even know that office existed, how would I know how to talk to it?
- Just making sure that those who need these services are able to access them. This the first time I have even heard of this group.
- not a known resource
- I didn't know about it.
- I don't know how to contact them or what they are for.
- The barriers around the fact that I didn't know there was such an office to use as a resource for navigating KanCare.
- How can I talk to something I don't know about!???
- how are we going to find out about it if we are not informed
- I was never referred to the Ombudsman Office by any of the several KanCare workers I spoke to, it was someone from my local DCF office who told me about them.
- **WE HAVE TO KNOW WHO HE/SHE IS AND HOW TO REACH THEM**
- Not sure due to not calling or being able to
- Not sure how or what they are commissioned to help with. Do not have direct contact information, I would need to look it up if I needed it.
- Being out of the loop and unaware this exists.
- Better Communication to providers as to what the Ombudsman is and how to reach him/her.

- DON'T KNOW WHO TO CONTACT OR HOW
- We have to know about services provided. This like so many other services people that need to know about them never learn about them.
- No idea what they do or how to contact them.
- Lack of information
- do not know how to reach them and worried how that might affect our care
- I didn't know they existed so never would have thought to reach out and didnt know how to.
- Never knew it existed. So makes it hard to use or refer families to when there are issues
- I didn't know it existed. It's now nice to have the information.
- Not aware the office exists or how the office can assist providers serving KanCare members
- Since this is the 1st time I've ever heard of KanCare Ombudsman Office, that there indicates a communication problem. What exactly IS this office, what do they do?
- Office and contact info not readily shared.
- This the first time hearing about it
- Don't even know what it is.
- Basic communication. Never even knew one was available.
- Unaware of the office and the functions of the office
- Not aware that there is an Ombudsman. Need to make clients aware and make sure they know how to get ahold of personnel
- Not sure before now I did not know anything about it! Still not sure what it is.
- Knowing it exists, and an easy link to find it
- If I have never heard of them then I am not aware that I can contact them. What does this office offer?
- I've never heard of them and had no idea they were available
- For the individuals who would need to access this information, would face how significant obstacles to receiving it. Make sure you use multiple, diverse methods to reach people
- We knew who we could contact years ago but currently I would have to look up (google) how and who to reach out to if we needed assistance.
- Well, since we do not know about it...that is a barrier.
- Need more awareness.
- Not knowing about it.
- If it wouldn't of been for officials that I contacted I would not even of known what a Ombudsman was. My daughter who is 40 almost died from COVID and then was diagnosed with Gullian Barre Syndrome. She was paralyzed and needed help.
- Lack of knowing it exists and lack of trust anything will change.
- Lack of advertising contact information in our area.
- We have a planet's worth of information at our fingertips and I did not know we have an Ombudsmen. Most people likely have never heard the word. They, frankly, believe that "bird" (or god) is The Word. You need better PR. Let's get that done, yeah?
- I don't know about it
- Not sure how they help vs just calling KanCare directly.

- It's just not a well known resource.
- not really clear what issues I should call the ombudsman office about.
- Not knowing the availability

2. Retaliation

- My foster care sponsoring agency might get upset with me.

3. Language

- It seems like there are no language alternatives present; TTY and Spanish-language hotlines are not readily visible or available. Also, the KS.gov website where information about the KanCare Ombudsman's Office is located needs to be redesigned because it's too difficult to read; you can't really find the information you're looking for on that site very quickly.
- Do they have help for the hearing impaired or help for understanding the program? Can they help people understand getting Food Stamps or food assistance?
- My mother is hard of hearing and is 86. She is not able to understand reps who have an accent.
- I have never contacted anyone but just throwing this out there and if there is already a way please disregard this comment. Would be easier if Deaf people can email or text someone directly instead of relying on relay calls.
- information - I have never heard of this office or program. also, will need information available in American Sign Language and processes in place for communication access when people are not fluent in ASL.
- Not being open to listen to the situation or issue before trying to troubleshoot it can be a barrier. We also help a lot of Spanish speaking families and it has been difficult in the past for them to fully communicate with the Ombudsman

4. Operational KOO issues – 41 responses

- In situations when needed, the resource with the office experienced insufficient knowledge and inability to communicate the processes and facts of a Medicaid application denial, the next steps & expectations, and assist w/an actual resolution
- They don't answer the phone, they don't return messages, they don't know how the MCO's operate individually and honestly, don't care to learn.
- The time getting back to those that need assistance.
- No response
- Unsure of the specific barrier. I have never gotten a response from the ombudsman office.
- No response
- I've heard others who don't ever get a call back.
- Availability
- They automated system
- The ability to reach them
- contact, response!

- The first barrier is knowing that there is an Ombudsman's office and what the function of that office is. Unsure of the hours for which you get a live person when contacting the Ombudsman's office, but if there is not time outside of regular working hours then that could also be a barrier.
- I have this impression that they aren't very helpful and/or probably overworked?
- Being able to reach an actual person.
- Never answering the phone is a problem
- I think I would have to call multiple numbers or here several audimated recordings before I get to who I actually want to speak with
- Getting ahold of one!!
- Availability.
- They are unresponsive. Getting someone on the phone is impossible. IF you get a response, it takes an outrageously long time. And 98% of the time, the answer is NO.
- probably hard to get through and speak with a real person.
- Talking to an actual live AMERICAN person. Being on hold, waiting.
- I have this horrible chronic cough of unknown origin that leaves my voice raw & whispery making it very hard to hear on the phone. It also makes it difficult for me to call in to a place.
- I had to call at least 4 times and leave a message. Again, the lack of follow-up by this office.
- Not getting the correct person to talk too
- It was hard to get ahold of them sometimes and I felt like I didn't always talk to the same person
- Not for me, but I have observed many others perceived Ombudsman being too close to KDADS or even KDHE, maybe they would be best suited if closer to Dept of Admin if not Governor's Office. Know it is doubtful to be independent agency. Cannot be associated with Attorney General Office, have to keep the distance from there, or they would make Ombudsman work more difficult to achieve.
- I've heard from other parents that they have contacted this office via email and never heard back from them.
- Having to leave messages and then not being able to get support to get issue resolved.
- I would assume that most parents of children in the Kancare system don't even know what an ombudsman is. They wouldn't know how to seek assistance from the ombudsman's office Comcare and MHA did not share this info.
- They do not listen!
- Lack of resources or invested interest in issues.
- I was advocating for a client who was denied Medicaid - Even with a release it was extremely difficult to get answers from local ombudsperson and was shot to person above her without notice and highly questioned about why I was calling. At some point a person from State of Kansas called and demanded to know what the situation was and not okay that I could not speak to her without a release for her. Eventually was able to obtain release for this agency and then was referred to kancare its self. I think had to get another release for kancare for the client only to find out kancare will only accept one of their

releases, not my agency form of a release. It became such a barrier to advocate for this client, I finally gave up. The client continues to work on and was just sent a new kancare application out of no where and the letter was blank with it. Client had to call kancare to figure it out and then the application was due that day and fortunately client got an extension. Why all the different agencies and the multiple releases? Wondering why the ombudsperson didn't advocate in general or help with appeal process from the get when they were contacted.

- There are many changes and it is hard to keep up even when you are to be the expert.
- Do not trust.
- The office takes a very one sided approach when working through issues with members. They do not hold members accountable which makes in nearly impossible to continue to work with the member or resolve any issue.
- Sometimes getting a hold of them can be challenging for clients.
- to busy to call back
- Barriers as I see are what exactly they are able to assist with. I have referred folks to them that are having difficulty with getting eligibility for KanCare Determined and have received feedback from the referred folks that they were told that the KanCare Ombudsman Office couldn't help them
- Language a lay person can understand
- confidentiality
- Being redirected to other departments or numbers in order to get questions answered (e.g., technical difficulties with the website, clarification on a question/portion of the application). Then, more often than not, the other department would be unable to help and direct us right back to the KanCare Ombudsman Office.
- They are difficult to reach and do not return calls very often.

4. Other – 33 responses

- Don't believe my issues will matter, do not understand why with an income of \$830 a month why I have any kind of co-pay at all!
- Not a live person to take calls.
- Lack of communication
- Imagine they are very busy and would not reply timely
- Hasn't helped change things.
- Time constraints
- Waiting in the queue for long periods of time
- No one there Contract with an organization like Families Together to have someone there ALL the time during office hours.
- I believe they do not include, communicate or inform family about those using KanCare. There is NO attempt to explore what family has to offer or provide. There is NO notification of services being provided, which may be unnecessary if contact with family happens. Never hear of consequences when misused. Sad...
- Didn't even know the office existed. We've never had any real help with our special needs kids. Doubt we ever will. It's going to be more of the exhausting same-day after day, year after year...

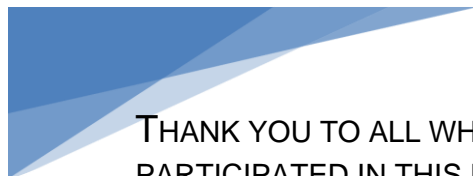
- Idk but I assume there is some
- Availability. Many people work or don't have reliable transportation. Many seniors are hearing impaired. Some don't have internet.
- Age Current Health County
- Not sure if this is the same ombudsman I have heard about since Kan Care is new. When an issue is reported by an interested person. Response is many times is not clear.
- I don't know what you help provide with KanCare. I just know KanCare is not that great. I am 50 years of age. My husband on KanCare and is 51. I am finding prescriptions and treatment in general, they do not cover anything except generic brands of medicine and treatment. I am always told "If your insurance will cover the treatment or medicine, we can give it to you. " 99% of time, no they do not.
- Respectful
- Long wait times
- I have never heard of the KanCare Ombudsman office. I have had trouble talking to anyone at KanCare. I Call and all i get is a notice to leave a message and someone will return my call. When they call it is after hours and they don't know the answer and say to call back during business hours. This goes on and on So frustrating.
- When I think of Ombudsman, I think of client support. Does it apply to the providers? It would have been useful to have one person who knew what I needed to do to get one of my new staff paid in a timely manner. Apparently, her number was connected to a very old address of CCC;s in your computer and it took months to figure out that we needed someone to create a project in order to fix the problem.
- Time - the whole process is time taxing. It's hard getting time enough to dealing with the process, and then to need to make more time to get a hold of this office and go through more leaps to get things taken care of is strenuous. Plus, if someone doesn't live near the office and phone calls aren't working or there's a lack of phone service, then use of this office becomes more difficult.
Awareness - as guardians, we have used kancare many times and never new this office existed or were recommended. Qualification - many who truly need services are told they are not qualified. The current criteria for Medicaid or disability are faulty. They are not up-to-date evidence-based criteria, they are political, and not multi factorial or diverse.
- I think that they think I am beneath them because I need public assistance
- Kancare continues to be a mess particularly when dealing with dually insured individuals with Medicare/Kancare. Would like to see it improved.
- About more benefits for Medicaid members.
- They only think about one side of coin and do not look at it from the providers side.
- Need to get out to facilities what there services are.
- They care more about protecting the system and the politics of the administration than helping the members.
- A lot
- As a provider, they aren't helpful and often aggressive and very condescending
- Too few Ombuds given the high number of institutions and Kansans covered

- Has got his little corks but it'll get worked out
- Simply put, you do not have an appropriate staffing model based on the number of regional residents and ombudsman representatives. Effectively, your program is inoperative, not due to staff attitudes, but merely not nearly enough staff.
- There is historical lack of access for our members. It is difficult to get them involved unless there is a high elevation to other State employees or entities. A higher review of the NF's and member's lack of access to services in the NF's and engagement in quality care discussions.
- Not having spandex sh speaker's

This survey has been very helpful in identifying areas where the KanCare Ombudsman Office needs to focus its efforts. The KanCare Ombudsman Office will be reviewing the policy of response time, follow up on open cases, and how to identify if a caller has gotten the information and assistance they need.

The KanCare Ombudsman Office is appreciative of all who participated in this process to help us continue to improve our services.

The KanCare Ombudsman Office internet information is found on the KanCare.ks.gov website under [Ombudsman](#). Phone: 1-855-643-8180 or email: KanCare.Ombudsman@ks.gov.



THANK YOU TO ALL WHO
PARTICIPATED IN THIS PROCESS TO
HELP US CONTINUE TO IMPROVE
OUR SERVICE TO KANSANS.