



## KanCare Ombudsman Quarterly Report

**Kerrie J. Bacon, KanCare Ombudsman  
3<sup>rd</sup> Quarter, 2014**

### ***Accessibility***

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) through the phone, email, letters and in person during the third quarter of 2014. There were 526 contacts through these various means, 256 of which were related to an MCO issue. Third quarter had an increase in contacts compared 2<sup>nd</sup> quarter and to last year.

| <b>3<sup>rd</sup> Qtr<br/>Contacts</b> |            |
|--|------------|
| July                                   | 182        |
| August                                 | 174        |
| September                              | 170        |
| <b>Total</b>                           | <b>526</b> |

| <b>MCO related</b> |            |
|--------------------|------------|
| Amerigroup         | 77         |
| Sunflower          | 134        |
| United Health      | 45         |
| <b>Total</b>       | <b>256</b> |

| <b>Contacts</b> | <b>Qtr 1</b> | <b>Qtr 2</b> | <b>Qtr 3</b> | <b>Qtr 4</b> | <b>Comments</b>                   |
|-----------------|--------------|--------------|--------------|--------------|-----------------------------------|
| 2013            | 615          | 456          | 436          | 341          | this year does not include emails |
| 2014            | 545          | 474          | 526          |              |                                   |

The KanCare Ombudsman website (<http://www.kancare.ks.gov/ombudsman.htm>) has information regarding the Ombudsman contact information, resources for and information about applying for KanCare, contact information for the three Managed Care Organizations, the grievance process, the appeal process and state fair hearing process, the three managed care company handbook links, and quarterly and annual reports by the Ombudsman. A new resource added to the website during the third quarter is a 4 page resource with medical, prescription, vision and dental assistance for those without insurance or with high spend downs ([http://www.kancare.ks.gov/download/Medical\\_Assistance.pdf](http://www.kancare.ks.gov/download/Medical_Assistance.pdf)).



**Outreach**

- Provided a vendor booth for the Conference on Poverty in Topeka, July 16-18, 2014
- Provided testimony to the Bob Bethell KanCare Oversight Committee regarding the Ombudsman second quarter activities, August 12, 2014.
- Coordinated a dozen trainings with disability, agency, and community partnering organizations as part of orientation for the ombudsman volunteer coordinator training; used this as an opportunity for outreach for the Ombudsman office.
- The Ombudsman’s office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met once during third quarter.
- Hosted the HCBS Lunch-and-Learn bi-weekly conference calls for all HCBS members, parents, guardians and other consumers. Calls addressed topics of interest and emerging issues and included a guided question and answer time with a panel from the three Managed Care Organizations. One call during the third quarter was on the appeals and grievance process. MCO’s shared their information and the Ombudsman shared about the state fair hearing process.

**Data**

| Contact Method |            |
|----------------|------------|
| phone          | 432        |
| email          | 90         |
| letter         | 2          |
| in person      | 2          |
| <b>Total</b>   | <b>526</b> |

| Caller Type  |            |
|--------------|------------|
| Provider     | 92         |
| Consumer     | 412        |
| MCO employee | 1          |
| Other        | 21         |
| <b>Total</b> | <b>526</b> |

| Sub-Caller Type |            |
|-----------------|------------|
| HCBS Related    | 107        |
| Long Term Care  | 48         |
| Other           | 371        |
| <b>Total</b>    | <b>526</b> |

**Contact Information for 3<sup>rd</sup> Qtr**

|              |  |            |
|--------------|--|------------|
| Open         | Contact date entered, but no response or closed          | 2          |
| Responded    | Contact date entered and first response, but not closed. | 73         |
| Closed       | Closed dated is entered.                                 | 451        |
| <b>Total</b> |  | <b>526</b> |
| % closed     |  | 86.0%      |

The average number of days to resolve an issue was 9 days. 246 files were resolved in one day or less.



There are 20 issue categories. The top four concerns for 3<sup>rd</sup> quarter are Appeals/Grievances, HCBS General Issues, Medicaid eligibility issues, and Billing issues. Of the Appeals/Grievance issues, only one was a grievance, 3 were calls for Amerigroup, 31 were calls for Sunflower, 5 were calls for United, 7 were calls that were not identified to a company. Many callers were provided the detailed written information about the appeal and/or state fair hearing process and a discussion about how to prepare for a hearing.

| Issue Category                          | total |
|---|-------|
| Appeals / Grievances                    | 46    |
| HCBS General Issues                     | 45    |
| Medical Services                        | 41    |
| Billing                                 | 40    |
| Durable Medical Equipment               | 25    |
| Pharmacy                                | 20    |
| HCBS Waiting List                       | 19    |
| Care Coordinator Issues                 | 18    |
| Transportation                          | 18    |
| Nursing Facility Issues                 | 16    |
| HCBS Reduction in hours of service      | 15    |
| Questions for Conference Calls/Sessions | 15    |
| Housing Issues                          | 12    |
| Change MCO                              | 10    |
| HCBS Eligibility issues                 | 10    |
| Dental                                  | 8     |
| Access to Providers (usually Medical)   | 6     |
| Guardianship                            | 1     |
| Medicaid Eligibility Issues             | 90    |
| X-Other                                 | 103   |
| Z Thank you.                            | 10    |
| Z Unspecified                           | 33    |
| Total                                   | 600   |

In comparing issue categories over the last three quarters, three have stayed consistently in the top six as issues: durable medical equipment, billing, and appeals/grievances. Note: The Issue Category number equals more than the total number of callers because we are able to choose more than one issue category. Members often have more than one issue when they call.



Resource Category shows what resources were used in resolving an issue.

| Resource Category                  | total      |
|------------------------------------|------------|
| QUESTION/ISSUE RESOLVED            | 118        |
| USED RESOURCES/ISSUE RESOLVED      | 177        |
| KDHE RESOURCES                     | 107        |
| DCF RESOURCES                      | 22         |
| MCO RESOURCES                      | 98         |
| HCBS TEAM                          | 57         |
| CSP MH TEAM                        | 2          |
| OTHER KDADS RESOURCES              | 38         |
| PROVIDED RESOURCES TO MEMBER       | 23         |
| REFERRED TO STATE/COMMUNITY AGENCY | 20         |
| REFERRED TO DRC AND/OR KLS         | 27         |
| CLOSED                             | 55         |
| <b>Total</b>                       | <b>744</b> |

| Waiver Related   | total      |
|------------------|------------|
| PD               | 43         |
| I/DD             | 42         |
| FE               | 16         |
| AUTISM           | 4          |
| SED              | 5          |
| TBI              | 19         |
| TA               | 8          |
| MFP              | 6          |
| BEHAVIOR HEALTH  | 4          |
| NURSING FACILITY | 10         |
| <b>Total</b>     | <b>157</b> |

Notes: 1. The Resource Category number equals more than the total number of callers because we are able to provide more than one Resource to members when they call.  
 2. Closed means the file was closed without being able to make further contact with member. The usual reasons are: messages are too garbled to get a phone number, a wrong phone number is left, or messages are not returned.