



# KanCare Ombudsman Report

**Quarter 1, 2020** (based on calendar year)  
**January 1 – March 31, 2020**

Data downloaded 5/12/2020

## KanCare Ombudsman Office

Kerrie Bacon, KanCare Ombudsman

Email: [KanCare.Ombudsman@ks.gov](mailto:KanCare.Ombudsman@ks.gov) or [Kerrie.Bacon@ks.gov](mailto:Kerrie.Bacon@ks.gov)

Phone: (785) 296-6270

Cell: (785) 213-2258

Toll Free: 1-855-643-8180

Relay: 711

Address: 503 S. Kansas Ave., Topeka, KS 66603

Website: [www.kancareombudsman.ks.gov](http://www.kancareombudsman.ks.gov)



# I. Table of Contents

## Contents

I.	Table of Contents.....	2
II.	Highlights/Dashboard .....	4
A.	Ombudsman Office Availability (page 7).....	4
B.	Outreach (page 20) .....	4
1.	Education and Resources (Chart on page 7) .....	4
2.	Liaison Training update (page 22) .....	4
C.	Data- Medicaid Issues (page 14) .....	4
D.	Changes in the KanCare Ombudsman Office (page 20) .....	4
1.	Staff .....	4
2.	Johnson County Satellite Office .....	5
3.	All Offices .....	5
III.	KanCare Ombudsman Purpose.....	6
IV.	Accessibility by Ombudsman’s Office .....	6
A.	Initial Contacts .....	6
B.	Accessibility through the KanCare Ombudsman Volunteer Program .....	7
V.	Outreach by Ombudsman’s office .....	7
VI.	Data by Ombudsman Office .....	8
A.	Data by Region .....	8
1.	<b>Initial Contacts to KanCare Ombudsman Office by Region</b> .....	8
2.	<b>KanCare/Medicaid Members by Region</b> .....	9
3.	<b>Kansas Population Density</b> .....	9
B.	Data by Office Location .....	10
C.	Data by Contact Method .....	10
D.	Data by Caller Type.....	11
E.	Data by Program Type.....	12
F.	Data by Priorities.....	13
G.	Data by Issue Categories .....	13
1.	<b>Medicaid Issues</b> .....	14
2.	<b>HCBS/LTSS Issues</b> .....	15
3.	<b>Other Issues</b> .....	15
H.	Data by Managed Care Organization – See Appendix B (pages 23-31).....	15
VII.	Action Taken .....	16
A.	Responding to Issues .....	16
1.	<b>Ombudsman Office response to members/applicants</b> .....	16
2.	<b>Organizational response to Ombudsman requests</b> .....	17
B.	Resolving requests.....	18
1.	<b>Action Taken by KanCare Ombudsman Office to resolve requests</b> .....	18

<b>2. Referred Beneficiary to an Organization for Assistance</b> .....	18
<b>3. Ombudsman Office Resolution of Issues</b> .....	19
VIII. Enhancements and Future Changes.....	20
A. Liaison Training .....	20
B. Changes in the KanCare Ombudsman Office .....	20
1. Staff .....	20
2. Johnson County Satellite Office .....	20
3. All Offices .....	20
IX. Appendix A - Outreach by Ombudsman’s office .....	21
A. Outreach through Collaboration and Education .....	21
B. Outreach through Print Media and Social Media.....	22
C. Outreach through Collaboration and Training.....	22
X. Appendix B – Information by Managed Care Organization.....	0
A. Aetna-Issue Categories.....	0
B. Aetna–Program Type .....	2
C. Sunflower–Issue Category .....	3
D. Sunflower-Program Type.....	5
E. UnitedHealthcare-Issue Category.....	6
F. UnitedHealthcare-Program Type .....	8

## II. Highlights/Dashboard

### A. Ombudsman Office Availability (page 7)

During most of first quarter the Ombudsman offices had normal hours of availability. In March, week two, the satellite offices were closed to Volunteers due to COVID-19. 10 out of 11 volunteers are over 65 and many have underlying conditions as well. March week three and four, the Ombudsman office was on administrative leave. Starting March 30<sup>th</sup>, the Ombudsman, Wichita program specialist, and Wichita VISTA began answering calls by working remotely.

### B. Outreach (page 20)

#### 1. Education and Resources (Chart on page 7)

The number of outreach and education contacts were 8 in 4<sup>th</sup> quarter and 72 in 1<sup>st</sup> quarter. This is due to the new Project Specialist planning outreach and education in December and focusing effort to work the plan in first quarter. The Wichita VISTA also provided focused effort on Facebook outreach during first quarter.

#### 2. Liaison Training update (page 22)

The Volunteer Coordinator completed the project of putting the KanCare Ombudsman Liaison Trainings **on YouTube with voice and open captioning**. This was a major project that took well over 100 hours. This is community organization training on Medicaid 101 and Line by Line explanation of completing an application.

This on-line training allows our office to continue to provide the Liaison training with reduced staff and also during this period of reduced face-to-face contact.

### C. Data- Medicaid Issues (page 14)

The number of contacts regarding Appeals and Fair Hearings doubled from quarter 4 to quarter 1. Detail by MCO can be found in Appendix B (pages 21-27).

### D. Changes in the KanCare Ombudsman Office (page 20)

#### 1. Staff

The KanCare Ombudsman Volunteer Coordinator position is currently open. Due to COVID-19, all hiring has been frozen except for essential staff. Once we are able to hire this position, it will be located in the Johnson County office in order to better supervise the volunteers in this location.

2. Johnson County Satellite Office

Starting July 1, the Satellite Office will be located in the Overland Park DCF office (moving from Catholic Charities in Olathe). This move will allow the staff to have direct internet access to the state services. It will also provide a higher level of health security for staff and volunteers by being able to enter and exit through a back door rather than through the public area.

3. All Offices

Until there is a vaccine for COVID-19, the KanCare Ombudsman offices will not be doing face-to-face application assistance. At that time, we will re-evaluate the policy. **The offices will continue to provide application assistance by phone.**

### III. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid beneficiaries and applicants, with a priority on individuals participating in long-term care services through KanCare.

The KanCare Ombudsman Office assists KanCare beneficiaries and applicants with access, service and benefit problems. The office:

- assists KanCare members with seeking resolution to complaints or concerns regarding their interaction with their KanCare plan or eligibility
- helps applicants with information, resources and in-person assistance with the KanCare application and renewal process
- provides information about the KanCare grievance and appeal process that is available through the KanCare plans and the State Fair Hearing process

The Centers for Medicare and Medicaid Services [Special Terms and Conditions \(2019\), Section 42](#) for KanCare, provides the KanCare Ombudsman program description and objectives.

### IV. Accessibility by Ombudsman's Office

#### A. Initial Contacts

The KanCare Ombudsman Office was available to members and potential members of KanCare (Medicaid) by phone, email, written communication, social media, and in person during quarter 1 of 2020.

The KanCare Ombudsman Office has helped KanCare members and applicants since the inception of KanCare in January 2013. Starting in 2016 with the beginning of trained volunteer help in the two satellite offices (Olathe and Wichita) the help we provide has increased significantly. The last two quarters have dipped in contacts by about 100 per quarter. Anecdotally, we believe this may be in part due to calls being routed directly to eligibility specialists at the Clearinghouse, so issues are more likely resolved on the phone. There has also been a decrease due to COVID-19. I had anticipated that the virus would result in more calls, but it has been the opposite. I have heard from other organizations that calls have either been about the same or down since COVID-19 issues impacted Kansas.

<b>Initial Contacts</b>	<b>Qtr. 1</b>	<b>Qtr. 2</b>	<b>Qtr. 3</b>	<b>Qtr. 4</b>
2014	545	474	526	547
2015	510	462	579	524
2016	1,130	846	687	523
2017	825	835	970	1,040
2018	1,214	1,059	1,088	1,124
2019	1,060	1,097	1,071	915
2020	903			

**B. Accessibility through the KanCare Ombudsman Volunteer Program**

The Kancare Ombudsman Office has two satellite offices; one in Olathe and one in Wichita. Both satellite offices answer KanCare questions, help with issues and assist with filling out KanCare applications on the phone and in person at the offices.

The main means of contact with the two satellite offices is through the KanCare Ombudsman Toll Free number, which directs calls based on the area code of the caller. The satellite offices are each covering over 20 hours per week in serving KanCare beneficiaries.

Both Satellite office were closed the second week of March due to COVID-19. Most volunteers are seniors and thus fall into the higher risk category. Many of them also have underlying health issues that are also of concern in this environment. Callers may leave a message and the messages are picked up by the Topeka office and team members in the Wichita office.

We are hoping to have the Johnson County satellite office back open in July and the Wichita satellite office in August. All volunteers have stated that they are willing to come back to volunteer at the appropriate time.

**V. Outreach by Ombudsman's office**

The KanCare Ombudsman Office is responsible to help beneficiaries and applicants to understand the KanCare application process, benefits and services, and provide training and outreach to community organizations. The office does this through education, publications and training.

The outreach for 1<sup>st</sup> quarter, 2020 is up dramatically. This is due completely to the outstanding work of the Wichita Satellite office team. The VISTA volunteer at the Wichita office took on the KanCare Ombudsman Facebook page and has done an excellent job of creating attractive, easy to read information with links to additional pertinent information. The new Volunteer Project Specialist spent December 2019 planning how to do outreach for the 2020 year and began working the plan in January. The results are evident below. If it were not for the COVID-19 outbreak, I think our contact numbers would be even higher due to her efforts. (see Contacts by Office Location on page 10)

	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/2020</b>
Outreach	49	23	14	8	74

For the full listing of outreach events, see Appendix A on pages 21 and 22.

## VI. Data by Ombudsman Office

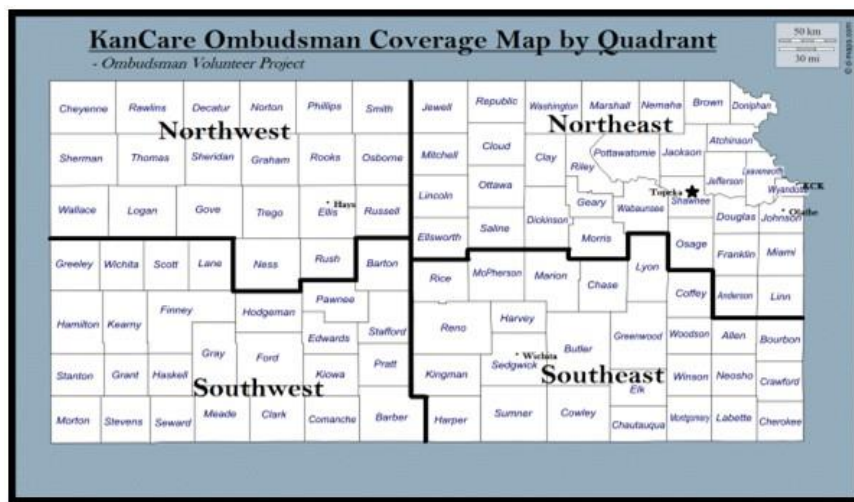
The data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, issue category, action taken and priority.

### A. Data by Region

#### 1. Initial Contacts to KanCare Ombudsman Office by Region

The KanCare Ombudsman coverage is divided into four regions. The map directly below shows the counties included in each region. The north/south dividing line is based on the state's approximate area code coverage (785 and 620).

- 785, 913 and 816 area code calls go to the Olathe Satellite office.
- 316 and 620 area code calls go to the Wichita Satellite office.
- The remaining calls, direct calls and complex calls go to the Topeka (main) office.



Most contacts for the KanCare Ombudsman Office are coming from the east side of the state which also ties to where Medicaid members are located within the state (see Medicaid member chart on page 9) and the population density of Kansas (see map on page 9).

#### Ombudsman Office Calls by Region

REGION	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020
Northwest	7	20	11	8	15
Northeast	184	210	174	183	158
Southwest	20	24	17	17	16
Southeast	208	129	126	172	171
Unknown	633	706	739	532	541
Out of State	16	8	4	3	2



## 2. KanCare/Medicaid Members by Region

This chart shows the KanCare/Medicaid population by the KanCare Ombudsman regions. The majority of the Medicaid population is located in the eastern two regions.

Medicaid

Region	Q1/19	Q2/19	Q3/19	Q4/19	Q1/2020
Northeast	205,267	179,011	188,184	189,133	193,061
Southeast	185,683	160,821	169,598	170,237	174,330
Northwest	13,240	11,575	12,163	12,223	12,550
Southwest	40,073	34,613	36,291	36,472	36,984
<b>Total</b>	<b>444,263</b>	<b>386,020</b>	<b>406,236</b>	<b>408,065</b>	<b>416,925</b>

Qtr. 1,2020 Data from March 2020

## 3. Kansas Population Density

This chart shows the population density of Kansas and helps in understanding why most of the Medicaid population and KanCare Ombudsman calls are from the eastern part of Kansas.

Based on 2015 Census data – [www.KCDCinfo.ks.gov](http://www.KCDCinfo.ks.gov) Kansas Population Density map using number of people per square mile (ppsm)



- 5 Urban - 150+ ppsm
- 4 Semi-Urban - 40-149.9 ppsm
- 3 Densely-Settled Rural - 20 to 39.9 ppsm
- 2 Rural - 6 to 19.9 ppsm
- 1 Frontier - less than 6 ppsm

## B. Data by Office Location

Initial phone calls to the KanCare Ombudsman toll-free number (1-855-643-8180) are sent directly to one of three KanCare Ombudsman offices based on the area code the call is coming from. Olathe receives 913, 785 and 816 area code calls. Wichita receives 620 and 316 area code calls. All other toll-free calls go to the Main office (Topeka).

As of March week 2, the Wichita Volunteer Project Specialist is covering the Wichita phones. The KanCare Ombudsman is covering the Topeka and Olathe phones.

Contacts by Office	Q1/19	Q2/19	Q3/19	Q4/19	Q1/2020
Main - Topeka	561	620	733	537	540
Olathe	166	213	212	182	142
Wichita	333	264	126	196	221
<b>Total</b>	<b>1,060</b>	<b>1,097</b>	<b>1,071</b>	<b>915</b>	<b>903</b>

## C. Data by Contact Method

There is a new listing below called Social Media. Since the KanCare Ombudsman office is on Facebook, we anticipate there may be instances when people will contact us for help through Facebook.

Face-to-face contacts are usually through:

- Assistance by appointment at the satellite offices in Olathe and Wichita to help complete applications. All offices stopped face-to-face assistance the second week of March due to COVID-19.
- Assistance to Kansas Department of Aging and Disability Services (KDADS) walk-ins in Topeka who need help with Medicaid related questions. The Topeka office stopped face-to-face assistance the second week of March due to COVID-19.
- Helping people with personal concerns who attend KanCare public meetings. The KanCare Ombudsman office tries to attend most of these and be available to answer individual questions/issues that may come up.

Contact Method	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020
Telephone	898	948	956	794	773
Email	152	138	107	109	114
Letter	1	5	2	1	5
Face-to-Face Meeting	12	6	5	8	11
Other	5	0	0	1	0
Social Media	0	0	1	2	3
<b>CONTACT METHOD TOTAL</b>	<b>1,068</b>	<b>1,097</b>	<b>1,071</b>	<b>915</b>	<b>903</b>

#### D. Data by Caller Type

Most contacts are consumers which includes beneficiaries, family member, friend, etc. The “Other type” callers are usually state employees, lawyers, schools, and students/researchers looking for data.

Provider issues are a combination of providers calling to assist a member or applicant having issues, or a provider with billing issues, etc. The provider billing issues, etc. we forward to KDHE.

<b>CALLER TYPE</b>	<b>Q1/2019</b>	<b>Q2/2019</b>	<b>Q3/2019</b>	<b>Q4/2019</b>	<b>Q1/2020</b>
Provider	93	69	112	65	70
Consumer	920	939	901	794	770
MCO Employee	8	11	1	7	3
Other Type	47	78	57	49	60
<b>CALLER TYPE TOTAL</b>	<b>1,068</b>	<b>1,097</b>	<b>1071</b>	<b>915</b>	<b>903</b>

## E. Data by Program Type

The top program types that we received calls for in first quarter were Physical Disability waiver, Frail Elderly waiver and nursing facility concerns.

Five program types were added at the end of August:

- Foster Care
- MediKan
- Institutional Transition from
  - Long Term Care/Nursing Facility (LTC/NF)
  - Mental Health/Behavioral Health (MH/BH)
  - Prison/Jail

<b>PROGRAM TYPE</b>	<b>Q1/2019</b>	<b>Q2/2019</b>	<b>Q3/2019</b>	<b>Q4/2019</b>	<b>Q1/2020</b>
PD	40	32	21	29	32
I/DD	30	36	37	20	23
FE	25	20	43	37	34
AUTISM	3	4	1	2	1
SED	5	7	13	10	5
TBI	13	11	7	12	7
TA	5	7	7	10	6
WH	2	5	1	2	0
MFP	0	0	0	1	0
PACE	2	1	2	4	1
MENTAL HEALTH	2	5	2	5	3
SUB USE DIS	1	0	2	1	0
NURSING FACILITY	33	27	27	48	39
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	9	3	2
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1	5	3
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	3	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>161</b>	<b>155</b>	<b>173</b>	<b>192</b>	<b>156</b>

There may be multiple selections for a member/contact.

## F. Data by Priorities

This is data we started collecting in August 2019. The Ombudsman Office is tracking priorities for two purposes:

1. This allows our staff and volunteers to pull up pending cases, review their status and possibly request an update from the partnering organization that we have requested assistance from.
2. This helps provide information on the more complex cases that are worked by the Ombudsman Office.

The priorities are defined as follows:

- HCBS – Home and Community Based Services
- Long Term Care/NF – Long Term Care/Nursing Facility
- Urgent Medical Need – 1) there is a medical need, 2) if the need is not resolved in 5-10 days, the person could end up in the hospital.
- Urgent – non-medical need that needs to be resolved in the next 7-10 days; could be eviction from home or nursing facility or urgent financial.
- Life Threatening – If not resolved in 1-4 days person’s life could be endangered. (should not be used very often.)

<b>PRIORITY</b>	<b>Q3/2019</b>	<b>Q4/2019</b>	<b>Q1/2020</b>
HCBS	39	61	66
Long Term Care / MF	12	24	25
Urgent Medical Need	13	33	24
Urgent	23	29	22
Life Threatening	6	8	8
<b>PRIORITIES TOTAL</b>	<b>93</b>	<b>155</b>	<b>145</b>

There may be multiple selections for a member/contact.

## G. Data by Issue Categories

The Issue Categories have been divided into three groups for easier tracking and reporting purposes. The three groups are:

- Medicaid Issues
- Home and Community Based Services/Long Term Services (HCBS/LTSS),
- Other Issues.

Other Issues may be Medicaid related but are tied to a non-Medicaid program or issue that is worthy of tracking.

## 1. Medicaid Issues

The top issues are still Medicaid eligibility issues and general Medicaid questions. Calls about appeals and fair hearing are the highest they have been in the past year.

<b>MEDICAID ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Access to Providers (usually Medical)	11	14	26	15	11
Appeals/Fair Hearing questions/issues	17	12	10	12	24
Background Checks	2	1	0	1	0
Billing	30	29	54	35	25
Care Coordinator Issues	18	5	15	16	19
Change MCO	12	10	4	6	7
Choice Info on MCO	7	8	3	3	4
Coding Issues	15	11	9	4	8
Consumer said Notice not received	6	7	3	6	3
Cultural Competency	0	0	1	0	0
Data Requests	2	4	0	1	4
Dental	11	6	6	6	4
Division of Assets	8	11	13	12	10
Durable Medical Equipment	4	5	3	2	3
Grievances Questions/Issues	12	19	26	36	32
Help understanding mail (NOA)	0	0	3	6	9
MCO transition	0	0	1	3	2
Medicaid Application Assistance	171	137	130	171	150
Medicaid Eligibility Issues	152	145	147	188	206
Medicaid Fraud	1	4	3	2	1
Medicaid General Issues/questions	273	254	183	199	187
Medicaid info (status) update	124	175	149	188	150
Medicaid Renewal	56	119	84	51	50
Medical Card issues	0	0	1	9	9
Medicare Savings Plan Issues	22	29	62	78	49
MediKan issues	0	0	4	3	3
Moving to / from Kansas	20	17	18	17	19
Medical Services	18	10	13	18	24
Pain management issues	5	1	0	2	0
Pharmacy	18	16	10	11	12
Pregnancy issues	0	0	5	5	5
Prior authorization issues	0	0	1	1	2
Refugee/Immigration/SOBRA issues	0	0	3	10	3
Respite	1	0	0	1	0
Spend Down Issues	29	21	34	33	28
Transportation	11	9	14	9	9
Working Healthy	3	5	5	6	0
<b>MEDICAID ISSUES TOTAL</b>	<b>1,059</b>	<b>1,084</b>	<b>1,043</b>	<b>1,166</b>	<b>1,072</b>

There may be multiple selections for a member/contact.

## 2. HCBS/LTSS Issues

The top two issues for this group are HCBS Eligibility Issues and HCBS General Issues. (HCBS stands for Home and Community Based Services)

HCBS/LTSS ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20
Client Obligation	22	19	27	14	14
Estate Recovery	4	9	10	9	3
HCBS Eligibility issues	35	33	46	61	51
HCBS General Issues	62	47	65	68	59
HCBS Reduction in hours of service	6	3	3	0	5
HCBS Waiting List	6	7	8	6	2
Nursing Facility Issues	36	39	54	49	39
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>171</b>	<b>157</b>	<b>213</b>	<b>207</b>	<b>173</b>

There may be multiple selections for a member/contact.

## 3. Other Issues

This section shows topics issues or concerns that may be *related* to Medicaid.

OTHER ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20
Abuse / neglect complaints	8	6	4	3	8
ADA Concerns	0	0	0	0	0
Adoption issues	0	0	1	2	1
Affordable Care Act Calls	5	5	3	4	3
Community Resources needed	0	0	3	6	8
Domestic Violence concerns	0	0	1	0	0
Foster Care issues	0	0	1	2	6
Guardianship	1	1	2	6	4
Homelessness	0	0	1	3	2
Housing Issues	5	5	7	4	1
Medicare related Issues	18	15	18	23	16
Social Security Issues	16	15	19	7	16
Used Interpreter	0	0	0	6	1
X-Other	134	119	114	85	137
Z Thank you	408	399	350	400	334
Z Unspecified	97	110	137	99	74
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>692</b>	<b>675</b>	<b>661</b>	<b>650</b>	<b>611</b>

There may be multiple selections for a member/contact.

## H. Data by Managed Care Organization – See Appendix B (pages 23-31)

One thing of note with these charts is that all three MCO's had an increase or significant increase in Appeals and Fair Hearings contacts to the Ombudsman Office.

## VII. Action Taken

This section reflects the action taken by the KanCare Ombudsman Office and the related organizations assisting the KanCare Ombudsman Office. This data shows information on:

- response rates for the KanCare Ombudsman office
- response rates to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office
- how contacts are resolved

### A. Responding to Issues

#### 1. Ombudsman Office response to members/applicants

The Ombudsman Office goal is to respond to a contact within two business days. The second week of March, the Volunteer Coordinator left our office for another position. At the same time, our offices were on Administrative Leave for 2 weeks due to COVID-19. These changes are reflected in an increase in response time of “8 or more days” during 1<sup>st</sup> quarter.

<b><u>Quarter yr.</u></b>	<b><u>Nbr Contacts</u></b>	<b><u>% Responded 0-2 Days</u></b>	<b><u>% Responded in 3-7 Days</u></b>	<b><u>% Response 8 or More Days</u></b>
Q1/2019	1,068	88%	11%	1%
Q2/2019	1,096	91%	8%	1%
Q3/2019	1,071	95%	4%	1%
Q4/2019	915	93%	6%	0%
Q1/2020	902	92%	4%	4%

Chart reflects calendar day response time.



**2. Organizational response to Ombudsman requests**

The KanCare Ombudsman office sends requests for review and assistance to various KanCare/related organizations. The following information provides data on the resolution rate for organizations the Ombudsman’s office requests assistance from and the amount of time it takes to resolve.

Qtr. 1, 2020

<b><u>Nbr Referrals</u></b>	<b><u>Referred to</u></b>	<b><u>% Resolved</u></b>	<b><u>% Resolved</u></b>	<b><u>% Resolved</u></b>	<b><u>% Resolved</u></b>
		<b><u>0-2 Days</u></b>	<b><u>3-7 Days</u></b>	<b><u>7-30 Days</u></b>	<b><u>31 + Days</u></b>
84	Clearinghouse	81%	12%	7%	0%
2	DCF	100%	0%	0%	0%
2	KDADS-Behavior Health	50%	50%	0%	0%
10	KDADS-HCBS	100%	0%	0%	0%
1	KDADS-Health Occ. Cred.	100%	0%	0%	0%
50	KDHE-Eligibility	54%	28%	16%	2%
2	KDHE-Program Staff	100%	0%	0%	0%
6	KDHE-Provider Contact	67%	17%	17%	0%
-	KMAP	0%	0%	0%	0%
2	Aetna	50%	50%	0%	0%
10	Sunflower	30%	30%	30%	10%
12	UnitedHealthcare	50%	33%	8%	8%

## B. Resolving requests

### 1. Action Taken by KanCare Ombudsman Office to resolve requests

86% (or 4 out of 5) of initial calls were resolved by providing some type of resource, for example the KanCare Ombudsman office:

- contacted another organization to resolve the issue
- shared resources through mailings
- provided referrals to other organizations, etc.

Note: The totals will not match “Initial Contacts chart” because not all cases are closed at the end of the quarter. This information must be filled in before closing a case.

Action Taken Resolution Type	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20
Questions/Issue Resolved (No Resources)	94	85	69	58	66
Used Contact or Resources/Issue Resolved	837	871	909	768	712
Closed (No Contact)	126	123	79	62	50
<b>ACTION TAKEN RESOLUTION TYPE TOTAL</b>	<b>1,057</b>	<b>1,079</b>	<b>1,057</b>	<b>888</b>	<b>828</b>

There may be multiple selections for a member/contact

### 2. Referred Beneficiary to an Organization for Assistance

This chart provides shows when resources are provided verbally and when resources are emailed or mailed.

Action Taken Additional Help	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20
Provided Resources	567	537	682	663	555
Mailed/Email Resources	151	123	152	168	113
<b>ACTION TAKEN ADDITIONAL HELP TOTAL</b>	<b>718</b>	<b>660</b>	<b>834</b>	<b>831</b>	<b>668</b>

There may be multiple selections for a member/contact.

### 3. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue remained relatively the same over the last four quarters.

During 1<sup>st</sup> qtr. the percentage for closing cases in 0-2 days increased by two percentage points. Our office believes this is due, in part, by reduced staff and closed offices for most of March.

<b>Quarter/Year</b>	<b>Number Contacts</b>	<b>Avg Days to Completion</b>	<b>% Completed 0-2 Days</b>	<b>% Completed in 3-7 Days</b>	<b>% Completed 8 or More Days</b>
Q1/2019	1,051	5	71%	17%	13%
Q2/2019	1,021	4	75%	13%	13%
Q3/2019	1,002	5	75%	10%	15%
Q4/2019	837	5	72%	11%	17%
Q1/2020	788	7	74%	9%	17%

## VIII. Enhancements and Future Changes

### A. Liaison Training

The Volunteer Coordinator completed the project of putting the KanCare Ombudsman Liaison Trainings on YouTube with voice and open captioning. This was a major project that took well over 100 hours. This is community organization training on Medicaid 101 and Line by Line explanation of completing an application.

This on-line training allows our office to continue to provide the Liaison training with reduced staff and also during this period of reduced face-to-face contact.

### B. Changes in the KanCare Ombudsman Office

#### 1. Staff

The KanCare Ombudsman Volunteer Coordinator position is currently open. Due to COVID-19, all hiring has been frozen except for essential staff. Once we are able to hire this position, it will be located in the Johnson County office in order to better supervise the volunteers in this location.

#### 2. Johnson County Satellite Office

Starting July 1, the Satellite Office will be located in the Overland Park DCF office (moving from Catholic Charities in Olathe). This move will allow the staff to have direct internet access to the state services. It will also provide a higher level of health security for staff and volunteers by being able to enter and exit through a back door rather than through the public area.

#### 3. All Offices

Until there is a vaccine for COVID-19, the KanCare Ombudsman offices will not be doing face-to-face application assistance. At that time, we will re-evaluate the policy. **The offices will continue to provide application assistance by phone.**

## **IX. Appendix A - Outreach by Ombudsman's office**

This is a listing of the KanCare Ombudsman Outreach to members and community by way of participation in conferences where members and/or providers attend, newsletters, social media, training events, public comments sessions by the state for KanCare related issues, etc.

### **A. Outreach through Collaboration and Education**

This outreach includes Community Events/Presentations such as education, networking and referrals.

- Bethell KanCare Oversight Committee meeting, Topeka, Feb. 28, 2020; provided annual report (1)
- KanCare Advisory Council Meeting, Topeka, 3/3/2020; provided annual report (1)
- January – WSU CEI Staff made in-person contacts/presentations with the following organizations (28):
  - Central Plains Area Agency on Aging (SG Co)
  - Butler County Child Family Development Task Force, including
  - Thrive! Butler
  - Department of Commerce
  - El Dorado USD 490 schools
  - Big Brothers Big Sisters
  - Butler County Health Department
  - South Central Community Mental Health Center
  - Child Care Aware of Kansas
  - Salvation Army
  - Rainbows United
  - Sunlight Child Advocacy Center
  - South Central Kansas Aging Disability Resource Center (serves 10 Central KS counties)
  - Healthier Greenwood County Coalition, including
  - Crosswinds Counseling Center
  - KansasWorks
  - Healthier Lyon County
  - KDHE
  - Resource Center for Independent Living LY/GW/BU Co
  - Sunlight Child Advocacy Center & Sunshine Children's Home
  - Greenwood County Health Department
  - Greenwood County Hospital
  - Hope Unlimited (Iola: AL/AN/NO/WO Co.s)
  - Neosho County Health Department
  - Montgomery County Health Department
  - Kansas Consumer-Run Organization networking meeting

- Choices Medical Clinic (Wichita)
- Women’s Health Network meeting (Wichita)

**B. Outreach through Print Media and Social Media**

- In total, the WSU VISTA spent approximately 33 hours creating Facebook content and redesign. This included 26 posts this quarter.
- January – WSU CEI Staff emailed contacts at the following organizations (10):
  - Butler County Health Department
  - Kansas Alliance for Drug Endangered Children
  - Treehouse, Inc. (Wichita)
  - Woodlake Senior Residences (Wichita)
  - Sunlight Child Advocacy Center (El Dorado: BU/EK/GW Co.s)
  - Neosho County Health Department
  - Hope Unlimited (Iola: AL/AN/NO/WO Co.s)
  - Kansas Association of Community Access Programs
  - Montgomery County Health Department
  - Sedgwick County Developmental Disability Organization Community Council

**C. Outreach through Collaboration and Training**

- February– WSU CEI Staff made in-person contacts/presentations with the following organizations (8):
  - CPAAA networking meeting
  - Cairn Health (SG Co)
  - GraceMed (statewide)
  - Native American All-Indian Center (SG Co area)
  - United Way Emergency Assistance Providers networking meeting
  - Central Kansas regional Knights of Columbus insurance agents networking meeting
- March – WSU CEI Staff made in-person contacts/presentations with the following organizations:
  - OneCare KS/Medicaid partners
  - CPAAA networking meeting
- The Volunteer Coordinator completed the project of putting the KanCare Ombudsman Liaison Trainings on YouTube with voice and open captioning. This was a major project that took well over 100 hours. This is community organization training on Medicaid 101 and Line by Line explanation of completing an application.

This on-line training allows our office to continue to provide the Liaison training with reduced staff and also during this period of reduced face-to-face contact.

## X. Appendix B – Information by Managed Care Organization

### A. Aetna-Issue Categories

<b>MEDICAID ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Access to Providers (usually Medical)	2	2	4	5	0
Appeals/Fair Hearing questions/issues	0	1	1	0	2
Background Checks	0	0	0	0	0
Billing	3	0	5	4	2
Care Coordinator Issues	10	1	4	4	0
Change MCO	4	3	2	2	4
Choice Info on MCO	2	0	2	2	1
Coding Issues	1	0	1	1	0
Consumer said Notice not received	0	1	0	0	0
Cultural Competency	0	0	0	0	0
Data Requests	0	0	0	0	0
Dental	3	0	2	2	1
Division of Assets	0	0	0	1	0
Durable Medical Equipment	1	2	2	0	1
Grievances Questions/Issues	2	2	4	3	4
Help understanding mail (NOA)	0	0	0	0	0
MCO transition	0	0	1	2	0
Medicaid Application Assistance	2	1	1	2	0
Medicaid Eligibility Issues	5	7	2	5	1
Medicaid Fraud	0	0	0	0	0
Medicaid General Issues/questions	16	18	5	9	4
Medicaid info (status) update	4	1	4	5	4
Medicaid Renewal	1	12	3	2	3
Medical Card issues	0	0	0	0	0
Medicare Savings Plan Issues	2	1	1	3	3
MediKan issues	0	0	0	0	0
Moving to / from Kansas	0	0	1	1	0
Medical Services	3	4	4	3	2
Pain management issues	0	1	0	0	0
Pharmacy	4	3	1	2	1
Pregnancy issues	0	0	0	0	0
Prior authorization issues	0	0	0	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	1	3	2	3	2
Transportation	4	0	4	5	1
Working Healthy	0	0	0	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>70</b>	<b>63</b>	<b>56</b>	<b>66</b>	<b>36</b>

There may be multiple selections for a member/contact.

<b>HCBS/LTSS ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Client Obligation	2	3	2	2	0
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	5	3	3	7	0
HCBS General Issues	7	5	7	6	0
HCBS Reduction in hours of service	0	0	1	0	0
HCBS Waiting List	2	0	0	1	0
Nursing Facility Issues	0	1	3	2	3
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>16</b>	<b>12</b>	<b>16</b>	<b>18</b>	<b>3</b>

There may be multiple selections for a member/contact.

<b>OTHER ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Abuse / neglect complaints	0	0	0	0	1
ADA Concerns	0	0	0	0	0
Adoption issues	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	0	0	0	0
Guardianship	0	0	0	0	0
Homelessness	0	0	0	0	0
Housing Issues	0	0	1	0	0
Medicare related Issues	0	1	4	2	1
Social Security Issues	1	1	1	0	0
Used Interpreter	0	0	0	0	0
X-Other	14	6	6	3	3
Z Thank you	26	32	28	23	9
Z Unspecified	1	1	3	3	0
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>42</b>	<b>41</b>	<b>43</b>	<b>31</b>	<b>14</b>

There may be multiple selections for a member/contact.



**B. Aetna–Program Type**

<b>PROGRAM TYPE</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
PD	3	2	1	2	1
I/DD	1	4	2	1	0
FE	2	1	3	2	0
AUTISM	0	0	0	0	0
SED	0	1	0	2	0
TBI	2	3	2	2	0
TA	2	1	2	1	0
WH	0	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	0	2	0	0
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	0	2	1	2	2
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>10</b>	<b>14</b>	<b>13</b>	<b>12</b>	<b>3</b>

There may be multiple selections for a member/contact.

### C. Sunflower–Issue Category

<b>MEDICAID ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Access to Providers (usually Medical)	4	3	5	2	2
Appeals/Fair Hearing questions/issues	1	3	0	0	4
Background Checks	0	0	0	0	0
Billing	4	7	6	2	2
Care Coordinator Issues	2	4	5	4	6
Change MCO	2	1	1	0	0
Choice Info on MCO	1	1	0	1	0
Coding Issues	4	3	0	0	0
Consumer said Notice not received	0	0	0	0	0
Cultural Competency	0	0	1	0	0
Data Requests	0	0	0	0	1
Dental	0	2	0	0	1
Division of Assets	0	0	0	0	0
Durable Medical Equipment	0	0	0	0	1
Grievances Questions/Issues	0	6	6	4	6
Help understanding mail (NOA)	0	0	0	0	2
MCO transition	0	0	0	0	0
Medicaid Application Assistance	1	0	1	2	3
Medicaid Eligibility Issues	14	5	3	10	5
Medicaid Fraud	0	0	0	0	0
Medicaid General Issues/questions	18	6	7	9	12
Medicaid info (status) update	4	8	4	9	6
Medicaid Renewal	4	10	6	6	3
Medical Card issues	0	0	1	0	2
Medicare Savings Plan Issues	0	0	2	2	1
MediKan issues	0	0	0	0	0
Moving to / from Kansas	1	0	0	0	2
Medical Services	5	3	2	5	6
Pain management issues	1	0	0	0	0
Pharmacy	6	2	0	2	0
Pregnancy issues	0	0	0	2	0
Prior authorization issues	0	0	0	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	2	0	3	3	3
Transportation	2	1	2	2	3
Working Healthy	1	0	1	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>77</b>	<b>65</b>	<b>56</b>	<b>65</b>	<b>71</b>

There may be multiple selections for a member/contact.

<b>HCBS/LTSS ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Client Obligation	1	0	4	1	2
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	5	5	6	4	1
HCBS General Issues	7	9	6	8	7
HCBS Reduction in hours of service	2	1	0	0	1
HCBS Waiting List	1	1	1	1	0
Nursing Facility Issues	0	1	1	0	1
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>14</b>	<b>12</b>

There may be multiple selections for a member/contact.

<b>OTHER ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Abuse / neglect complaints	0	0	1	0	1
ADA Concerns	0	0	0	0	0
Adoption issues	0	0	0	0	0
Affordable Care Act Calls	0	1	0	0	0
Community Resources needed	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	0	0	0	0
Guardianship	0	0	0	0	1
Homelessness	0	0	0	0	0
Housing Issues	0	0	0	0	0
Medicare related Issues	1	0	0	1	2
Social Security Issues	0	0	0	0	0
Used Interpreter	0	0	0	0	0
X-Other	10	8	5	5	9
Z Thank you	34	29	23	29	24
Z Unspecified	3	4	2	1	0
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>48</b>	<b>42</b>	<b>31</b>	<b>36</b>	<b>37</b>

There may be multiple selections for a member/contact.

**D. Sunflower-Program Type**

<b>PROGRAM TYPE</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
PD	2	5	5	4	4
I/DD	5	4	4	2	0
FE	3	2	6	2	1
AUTISM	0	0	1	0	1
SED	0	0	0	1	0
TBI	4	2	0	2	1
TA	1	0	2	1	1
WH	1	1	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	0	1	0	2	1
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>16</b>	<b>15</b>	<b>18</b>	<b>15</b>	<b>9</b>

There may be multiple selections for a member/contact.

## E. UnitedHealthcare-Issue Category

<b>MEDICAID ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Access to Providers (usually Medical)	2	2	4	2	1
Appeals/Fair Hearing questions/issues	1	1	1	0	4
Background Checks	0	1	0	0	0
Billing	1	2	4	3	4
Care Coordinator Issues	5	0	1	4	6
Change MCO	2	3	0	3	2
Choice Info on MCO	0	1	0	0	1
Coding Issues	3	1	1	0	1
Consumer said Notice not received	0	0	1	1	0
Cultural Competency	0	0	0	0	0
Data Requests	0	0	0	0	0
Dental	3	1	1	0	0
Division of Assets	0	0	0	0	0
Durable Medical Equipment	2	1	1	1	1
Grievances Questions/Issues	4	0	2	4	6
Help understanding mail (NOA)	0	0	0	0	0
MCO transition	0	0	0	0	1
Medicaid Application Assistance	2	0	0	0	0
Medicaid Eligibility Issues	11	9	4	0	4
Medicaid Fraud	0	0	0	0	0
Medicaid General Issues/questions	20	10	10	4	8
Medicaid info (status) update	9	10	3	3	9
Medicaid Renewal	2	6	3	3	1
Medical Card issues	0	0	0	2	2
Medicare Savings Plan Issues	0	0	1	0	0
MediKan issues	0	0	1	0	0
Moving to / from Kansas	0	0	0	0	0
Medical Services	2	0	1	0	3
Pain management issues	2	0	0	0	0
Pharmacy	2	4	3	0	2
Pregnancy issues	0	0	0	0	0
Prior authorization issues	0	0	1	0	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	4	2	1	2	2
Transportation	1	2	1	1	3
Working Healthy	0	1	0	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>78</b>	<b>57</b>	<b>45</b>	<b>33</b>	<b>62</b>

There may be multiple selections for a member/contact.

<b>HCBS/LTSS ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Client Obligation	2	1	2	0	0
Estate Recovery	0	0	0	1	0
HCBS Eligibility issues	4	2	1	3	2
HCBS General Issues	12	8	4	4	8
HCBS Reduction in hours of service	3	0	0	0	1
HCBS Waiting List	2	0	2	1	0
Nursing Facility Issues	2	0	3	3	4
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>25</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>15</b>

There may be multiple selections for a member/contact.

<b>OTHER ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
Abuse / neglect complaints	0	0	0	0	0
ADA Concerns	0	0	0	0	0
Adoption issues	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	0	0	0	0
Guardianship	0	0	0	0	0
Homelessness	0	0	0	0	0
Housing Issues	0	1	0	0	1
Medicare related Issues	2	0	0	1	1
Social Security Issues	0	0	1	0	0
Used Interpreter	0	0	0	0	0
X-Other	11	7	2	2	5
Z Thank you	49	29	22	14	18
Z Unspecified	2	1	2	5	0
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>64</b>	<b>38</b>	<b>27</b>	<b>22</b>	<b>25</b>

There may be multiple selections for a member/contact.

## F. UnitedHealthcare-Program Type

<b>PROGRAM TYPE</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>	<b>Q1/20</b>
PD	10	5	2	5	3
I/DD	6	10	1	0	1
FE	4	3	3	1	3
AUTISM	1	0	0	0	0
SED	2	1	0	0	0
TBI	2	0	1	0	2
TA	0	1	0	0	1
WH	0	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	1	0	0	0
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	2	1	2	5	3
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	1	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>27</b>	<b>22</b>	<b>10</b>	<b>12</b>	<b>14</b>

There may be multiple selections for a member/contact.