



KanCare Ombudsman Report

Quarter 2, 2020 (based on calendar year)

April 1 – June 30, 2020

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KanCare Ombudsman Office

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II. Highlights/Dashboard

A. Initial Contacts for 2nd quarter down (page 5)

Contacts to the KanCare Ombudsman Office are down by approximately 47% compared to last quarter (1st quarter). If you refer to the Medicaid Issues chart on page 17, you will see that Medicaid Eligibility Issues went from 206 in first quarter to 63 in second quarter. That is about a 69% decrease from first to second quarter.

The KanCare Clearinghouse data also shows a significant decrease in contacts from first quarter to second quarter (-55%) which we agree is due to the COVID-19 pandemic.

B. New avenue for outreach – Future Changes (page 26)

The KanCare Ombudsman Office has recently collaborated with the IRIS team. IRIS is an acronym for Integrated Referral and Intake System, a web-based communication tool designed to help organizations connect families to community resources. It was developed by the Center for Public Partnerships & Research at the University of Kansas.

We are connected to all of the IRIS sites. Those sites are partnered with many providers in their area. Since we are now part of their referral team, they can refer people with KanCare issues to us more easily. Many of the organizations may not have been aware of us or known how to contact us. I believe this will increase our contacts significantly once these organizations are aware of us as a new partner.

III. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid beneficiaries and applicants, with a priority on individuals participating in long-term supports and 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 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 and social media during Quarter 2 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 KanCare Ombudsman second quarter contacts have dropped significantly. If you note the second chart below, it shows that the KanCare Clearinghouse contacts have also dropped significantly during second quarter.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
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	477		

	Q4/2019	Q1/2020	Q2/2021	+/- %
CH contacts	126,682	128,033	57,720	-55%

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.

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.

Both Satellite office were closed the second week of March due to COVID-19 and remained closed during all of second quarter. 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.

We are hoping to have the Johnson County satellite office back open in August and the Wichita satellite office in September.

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 2nd quarter, 2020 is down dramatically. Most events were cancelled due to COVID-19.

	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Outreach	49	23	14	8	74	16

For the full listing of outreach events, see Appendix A on page 23.

VI. Data by Ombudsman Office

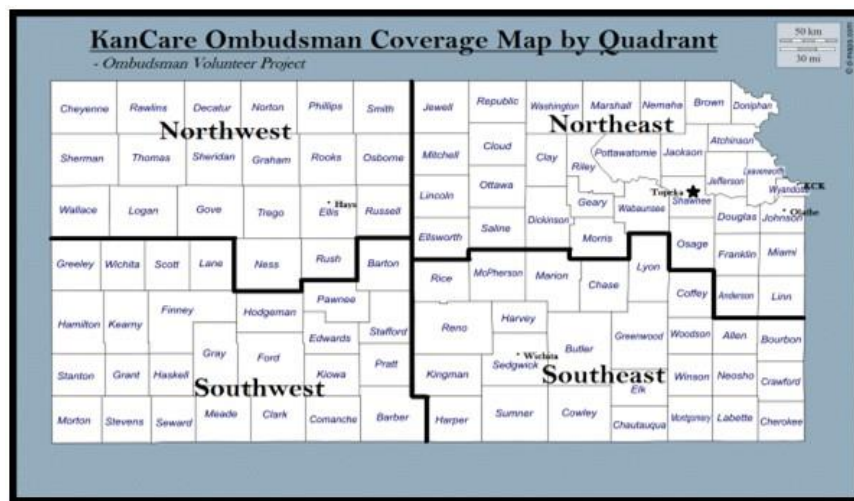
The data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, issue category, action taken and priority.

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 Johnson County 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 8) and the population density of Kansas (see map on page 8).

Ombudsman Office Calls by Region

REGION	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Northwest	7	20	11	8	15	4
Northeast	184	210	174	183	158	89
Southwest	20	24	17	17	16	11
Southeast	208	129	126	172	171	104
Unknown	633	706	739	532	544	257
Out of State	16	8	4	3	2	12
Total	1,068	1,097	1,071	915	906	477

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. The bottom line number for Medicaid is creeping up due to COVID-19. It is my understanding that members are not being dropped at this time due to COVID-19.

Region	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2021
Northeast	205,267	179,011	188,184	189,133	193,061	199,226
Southeast	185,683	160,821	169,598	170,237	174,330	180,611
Northwest	13,240	11,575	12,163	12,223	12,550	12,964
Southwest	40,073	34,613	36,291	36,472	36,984	38,200
Total	444,263	386,020	406,236	408,065	416,925	431,001

Qtr. 2, 2020 Data from June 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 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. The Johnson County office receives 913, 785 and 816 area code calls. The Wichita office receives 620 and 316 area code calls. All other toll-free calls go to the Main office (Topeka) in addition to direct calls to staff.

Starting March week 2 and through most of second quarter, the Wichita Volunteer Project Specialist covered the Wichita phones. The KanCare Ombudsman covered the Topeka and Johnson County phones and all emails during April, May and half of June. Mid-June the Ombudsman Assistant began assisting with calls including Wichita; the Wichita project specialist focused on training of four new volunteers (virtual ZOOM training).

Contacts by Office	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q1/2020
Main - Topeka	561	620	733	537	540	362
Olathe	166	213	212	182	142	0
Wichita	333	264	126	196	221	112
Total	1,060	1,097	1,071	915	903	474

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.

There has been no face-to-face assistance during second quarter. This is due to all **volunteers** in satellite office being at home (high risk category).

Contact Method	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Telephone	898	948	956	794	773	355
Email	152	138	107	109	114	117
Letter	1	5	2	1	5	4
Face-to-Face Meeting	12	6	5	8	11	0
Other	5	0	0	1	0	1
Social Media	0	0	1	2	3	0
CONTACT METHOD TOTAL	1,068	1,097	1,071	915	906	477

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, questions on how to become a provider in Kansas, etc. The provider contacts that are not for an individual member, we forward to KDHE.

CALLER TYPE	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Provider	93	69	112	65	70	63
Consumer	920	939	901	794	773	374
MCO Employee	8	11	1	7	3	6
Other Type	47	78	57	49	60	34
CALLER TYPE TOTAL	1,068	1,097	1,071	915	906	477

E. Data by Program Type

The top program types that we received calls for in second quarter were Physical Disability waiver, the Intellectual Development Disability waiver and nursing facility concerns.

Five program types were added at the end of August 2019:

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

PROGRAM TYPE	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
PD	40	32	21	29	32	25
I/DD	30	36	37	20	23	23
FE	25	20	43	37	34	19
AUTISM	3	4	1	2	1	1
SED	5	7	13	10	5	3
TBI	13	11	7	12	7	4
TA	5	7	7	10	6	5
WH	2	5	1	2	0	1
MFP	0	0	0	1	0	1
PACE	2	1	2	4	1	0
MENTAL HEALTH	2	5	2	5	3	8
SUB USE DIS	1	0	2	1	0	0
NURSING FACILITY	33	27	27	48	39	29
FOSTER CARE	0	0	0	0	0	1
MEDIKAN	0	0	9	3	2	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1	5	3	2
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	3	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	161	155	173	192	156	123

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:

- 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.
- 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.)

It is worth noting that although total contacts have gone down dramatically, the HCBS and Long Term Care contacts have remained steady.

PRIORITY	Q3/2019	Q4/2019	Q1/2020	Q2/2020
HCBS	39	61	66	65
Long Term Care / MF	12	24	25	26
Urgent Medical Need	13	33	24	8
Urgent	23	29	22	12
Life Threatening	6	8	8	0
PRIORITIES TOTAL	93	155	145	111

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:

1. Medicaid Issues
2. Home and Community Based Services/Long Term Supports and Services (HCBS/LTSS),
3. Other Issues.

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

1. Medicaid Issues

The top issues are Medicaid Application assistance and General Medicaid issues/questions. Note that Medicaid Eligibility Issues and Medicaid Status updates decreased significantly (- 67% and - 77%) from first to second quarter. The chart on page 5 shows that the Clearinghouse has also experienced a significant decrease in calls (-55%) as well which explains that in general, there has been a decrease in calls regarding eligibility and renewals.

MEDICAID ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Access to Providers (usually Medical)	11	14	26	15	11	3
Appeals/Fair Hearing questions/issues	17	12	10	12	24	8
Background Checks	2	1	0	1	0	0
Billing	30	29	54	35	25	16
Care Coordinator Issues	18	5	15	16	19	3
Change MCO	12	10	4	6	7	3
Choice Info on MCO	7	8	3	3	4	2
Coding Issues	15	11	9	4	8	2
Consumer said Notice not received	6	7	3	6	3	0
Cultural Competency	0	0	1	0	0	1
Data Requests	2	4	0	1	4	4
Dental	11	6	6	6	4	7
Division of Assets	8	11	13	12	10	8
Durable Medical Equipment	4	5	3	2	3	9
Grievances Questions/Issues	12	19	26	36	32	11
Help understanding mail (NOA)	0	0	3	6	9	4
MCO transition	0	0	1	3	2	0
Medicaid Application Assistance	171	137	130	171	150	113
Medicaid Eligibility Issues	152	145	147	188	206	63
Medicaid Fraud	1	4	3	2	1	2
Medicaid General Issues/questions	273	254	183	199	188	89
Medicaid info (status) update	124	175	149	188	150	35
Medicaid Renewal	56	119	84	51	51	3
Medical Card issues	0	0	1	9	9	6

Medicare Savings Plan Issues	22	29	62	78	49	22
MediKan issues	0	0	4	3	3	0
Moving to / from Kansas	20	17	18	17	19	7
Medical Services	18	10	13	18	24	19
Pain management issues	5	1	0	2	0	2
Pharmacy	18	16	10	11	12	11
Pregnancy issues	0	0	5	5	5	2
Prior authorization issues	0	0	1	1	2	2
Refugee/Immigration/SOBRA issues	0	0	3	10	3	0
Respite	1	0	0	1	0	0
Spend Down Issues	29	21	34	33	28	17
Transportation	11	9	14	9	9	6
Working Healthy	3	5	5	6	0	1
MEDICAID ISSUES TOTAL	1059	1084	1043	1166	1074	481

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	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Client Obligation	22	19	27	14	14	10
Estate Recovery	4	9	10	9	3	3
HCBS Eligibility issues	35	33	46	61	51	34
HCBS General Issues	62	47	65	68	60	55
HCBS Reduction in hours of service	6	3	3	0	5	3
HCBS Waiting List	6	7	8	6	2	0
Nursing Facility Issues	36	39	54	49	39	26
HCBS/LTSS ISSUES TOTAL	171	157	213	207	174	131

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	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Abuse / neglect complaints	8	6	4	3	8	10
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	0	1	2	1	1
Affordable Care Act Calls	5	5	3	4	3	7
Community Resources needed	0	0	3	6	8	10
Domestic Violence concerns	0	0	1	0	0	0
Foster Care issues	0	0	1	2	6	4
Guardianship	1	1	2	6	4	5
Homelessness	0	0	1	3	2	3
Housing Issues	5	5	7	4	1	7
Medicare related Issues	18	15	18	23	16	17
Social Security Issues	16	15	19	7	16	15
Used Interpreter	0	0	0	6	1	5
X-Other	134	119	114	85	137	91
Z Thank you	408	399	350	400	335	218
Z Unspecified	97	110	137	99	75	47
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	692	675	661	650	613	440

There may be multiple selections for a member/contact.

H. Data by Managed Care Organization – See Appendix B

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. During most of second quarter there were two people answering the contacts rather than three offices, volunteers and staff. In June, a third person returned to work and the Wichita person began training of a VISTA volunteer, an intern and two Johnson County volunteers, all through zoom. The Topeka office took over the responsibility for all contacts at that point.

The reduction in staff/volunteers to return contacts can be seen with the large increase in percentage of calls that took 3-7 days to return.

<u>Quarter</u> <u>yr.</u>	<u>Nbr</u> <u>Contacts</u>	<u>%</u> <u>Responded</u> <u>0-2 Days</u>	<u>%</u> <u>Responded</u> <u>in 3-7 Days</u>	<u>%</u> <u>Response</u> <u>8 or More</u> <u>Days</u>
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%
Q2/2020	475	60%	37%	3%

Chart reflects calendar day response time.

2. Organizational final 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.

These two charts show Q1 and Q2 for comparison sake. Notice that Q2 has an increase in the amount 7-30 days for resolution versus Q1. Many organizations were affected by COVID-19; these results help provide a picture of the impact.

Q2/2020

Nbr Referrals	Referred to	% Responde d 0-2 Days	% Responde d 3-7 Days	% Responde d 7-30 Days	% Responde d 31 or More Days
13	Clearinghouse	100%	0%	0%	0%
3	DCF	33%	33%	33%	0%
1	KDADS-Behavior Health	100%	0%	0%	0%
8	KDADS-HCBS	88%	0%	13%	0%
2	KDADS-Health Occ. Cred.	50%	50%	0%	0%
30	KDHE-Eligibility	60%	20%	17%	3%
6	KDHE-Program Staff	83%	0%	17%	0%
4	KDHE-Provider Contact	50%	50%	0%	0%
1	KMAP	100%	0%	0%	0%
6	Aetna	17%	33%	33%	17%
9	Sunflower	33%	33%	33%	0%
12	UnitedHealthcare	33%	58%	8%	0%

Nbr Referrals	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 7-30 Days	% Responded 31 or More Days
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%
1	KMAP	100%	0%	0%	0%
2	Aetna	50%	50%	0%	0%
11	Sunflower	27%	27%	27%	18%
12	UnitedHealthcare	50%	33%	8%	8%

3. Action Taken by KanCare Ombudsman Office to resolve requests

81% (or 4 out of 5) of initial contacts were resolved by providing some type of resource. For example, the KanCare Ombudsman office:

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

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	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Questions/Issue Resolved (No Resources)	94	85	69	58	68	51
Used Contact or Resources/Issue Resolved	837	871	909	768	713	356
Closed (No Contact)	126	123	79	62	50	31
ACTION TAKEN RESOLUTION TYPE TOTAL	1,057	1,079	1,057	888	831	438

There may be multiple selections for a member/contact

4. 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	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Provided Resources	567	537	682	663	555	333
Mailed/Email Resources	151	123	152	168	113	73
ACTION TAKEN ADDITIONAL HELP TOTAL	718	660	834	831	668	406

There may be multiple selections for a member/contact.

5. Ombudsman Office Resolution of Issues

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

During second quarter the percentage for closing cases in 0-2 days went down dramatically, from 74% in Qtr. 1 to 46% in Qtr. 2. This is due to reduced staff and closed offices during the second quarter.

<u>Quarter/Year</u>	<u>Number Contacts</u>	<u>Avg Days To Completion</u>	<u>% Completed 0-2 Days</u>	<u>% Completed in 3-7 Days</u>	<u>% Completed 8 or More Days</u>
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%
Q2/2020	394	5	46%	32%	22%

VIII. Enhancements and Future Changes

A. Changes in the KanCare Ombudsman Office

1. Staff

The KanCare Ombudsman Volunteer Coordinator position is currently open. Due to COVID-19, there is a state hiring freeze 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 support and supervise the volunteers in this location.

2. Johnson County Satellite office

The move of the Johnson County Satellite office is complete. It has moved from the Catholic Charities office in Olathe to the Department of Children and Families office in Overland Park.

3. Reopening of Satellite offices

The Johnson County and Wichita satellite offices may open in August/September. The determination of the opening date is based on:

- the county COVID-19 rate of cases (increasing or decreasing)
- when DCF (Overland Park) and WSU (Wichita) staff to return to the offices

B. New avenue for outreach – Future Changes

The KanCare Ombudsman Office has recently collaborated with the IRIS team. IRIS is an acronym for Integrated Referral and Intake System, a web-based communication tool designed to help organizations connect families to community resources. It was developed by the Center for Public Partnerships & Research at the University of Kansas.

We are connected to all of the IRIS sites. Those sites are partnered with many providers in their area. Since we are now part of their referral team, they can refer people with KanCare issues to us more easily. Many of the organizations may not have been aware of us or known how to contact us. I believe this will increase our contacts significantly once these organizations are aware of us as a new partner.

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

- April - WSU CEI staff and Ombudsman VISTA maintained contact with program staff at community partners RSVP and SHICK.
- 5/5 – WSU CEI staff responded to emailed questions from staff at South Central Kansas Area Agency on Aging regarding Medicaid application processes
- 5/6 – WSU CEI staff attended CPAAA networking meeting (via WebEx)
- 5/11 – WSU Ombudsman VISTA emailed with RSVP program staff

B. Outreach through Print Media and Social Media

- April – Wichita Ombudsman VISTA made 4 Facebook posts or updates
- WSU CEI Communications staff highlighted Ombudsman work and VISTA engagement with the following Facebook post, dated April 29:
<https://www.facebook.com/wsucei/photos/a.10151031618448819/10157986812823819/?type=3&theater>
- Wichita Ombudsman VISTA made 3 Facebook posts during this transition to a new VISTA volunteer.

C. Outreach through Collaboration and Training

- 4/13 – WSU CEI staff provided KanCare resources to social worker at Wichita VA Hospital
- WSU Ombudsman VISTA continued daily, in-depth training with WSU CEI staff throughout June. With training, the VISTA began seriously addressing work tasks outlined in her VISTA Assignment Description (VAD). Tasks included building and revising an existing Ombudsman Office directory of statewide partners who offer KanCare application assistance in-person. The WSU CEI staff and VISTA together spent approximately 4 hours addressing this very long-term task.
- 6/3 – WSU CEI staff attended CPAAA networking meeting (via WebEx)
- 6/16 – WSU CEI staff and VISTA met with Lindsay Galindo of KU's Center for Public Partnerships and Research to discuss the Integrated Referral and Intake System (IRIS). This software enables communities in over 20 Kansas counties to make connections and referrals for Kansas residents. In June, the Ombudsman team discussed becoming this referral system and decided to pursue involvement. WSU CEI staff continued communication with Ms. Galindo accordingly.

X. Appendix B – Information by Managed Care Organization

A. Aetna-Issue Categories

MEDICAID ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Access to Providers (usually Medical)	2	2	4	5	0	1
Appeals/Fair Hearing questions/issues	0	1	1	0	2	1
Background Checks	0	0	0	0	0	0
Billing	3	0	5	4	2	2
Care Coordinator Issues	10	1	4	4	0	0
Change MCO	4	3	2	2	4	0
Choice Info on MCO	2	0	2	2	1	0
Coding Issues	1	0	1	1	0	0
Consumer said Notice not received	0	1	0	0	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	3	0	2	2	1	0
Division of Assets	0	0	0	1	0	0
Durable Medical Equipment	1	2	2	0	1	2
Grievances Questions/Issues	2	2	4	3	4	3
Help understanding mail (NOA)	0	0	0	0	0	0
MCO transition	0	0	1	2	0	0
Medicaid Application Assistance	2	1	1	2	0	0
Medicaid Eligibility Issues	5	7	2	5	1	1
Medicaid Fraud	0	0	0	0	0	0
Medicaid General Issues/questions	16	18	5	9	4	2
Medicaid info (status) update	4	1	4	5	4	4
Medicaid Renewal	1	12	3	2	3	0
Medical Card issues	0	0	0	0	0	0
Medicare Savings Plan Issues	2	1	1	3	3	0
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	0	0	1	1	0	0

Medical Services	3	4	4	3	2	2
Pain management issues	0	1	0	0	0	1
Pharmacy	4	3	1	2	1	0
Pregnancy issues	0	0	0	0	0	0
Prior authorization issues	0	0	0	0	0	0
Refugee/Immigration/SOBR A issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	1	3	2	3	2	2
Transportation	4	0	4	5	1	1
Working Healthy	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	70	63	56	66	36	22

There may be multiple selections for a member/contact.

HCBS/LTSS ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Client Obligation	2	3	2	2	0	0
Estate Recovery	0	0	0	0	0	0
HCBS Eligibility issues	5	3	3	7	0	0
HCBS General Issues	7	5	7	6	0	5
HCBS Reduction in hours of service	0	0	1	0	0	1
HCBS Waiting List	2	0	0	1	0	0
Nursing Facility Issues	0	1	3	2	3	1
HCBS/LTSS ISSUES TOTAL	16	12	16	18	3	7

OTHER ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Abuse / neglect complaints	0	0	0	0	1	2
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	0	0	0	0	1
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	1
Guardianship	0	0	0	0	0	0
Homelessness	0	0	0	0	0	0
Housing Issues	0	0	1	0	0	0
Medicare related Issues	0	1	4	2	1	0
Social Security Issues	1	1	1	0	0	0
Used Interpreter	0	0	0	0	0	0
X-Other	14	6	6	3	3	6
Z Thank you	26	32	28	23	9	10
Z Unspecified	1	1	3	3	0	0
OTHER ISSUES TOTAL	42	41	43	31	14	20

B. Aetna -Program Type

PROGRAM TYPE	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
PD	3	2	1	2	1	2
I/DD	1	4	2	1	0	2
FE	2	1	3	2	0	0
AUTISM	0	0	0	0	0	0
SED	0	1	0	2	0	1
TBI	2	3	2	2	0	0
TA	2	1	2	1	0	2
WH	0	0	0	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	0	2	0	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	0	2	1	2	2	2
FOSTER CARE	0	0	0	0	0	1
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	10	14	13	12	3	10

There may be multiple selections for a member/contact.

C. Sunflower–Issue Category

MEDICAID ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Access to Providers (usually Medical)	4	3	5	2	2	0
Appeals/Fair Hearing questions/issues	1	3	0	0	4	2
Background Checks	0	0	0	0	0	0
Billing	4	7	6	2	2	1
Care Coordinator Issues	2	4	5	4	6	1
Change MCO	2	1	1	0	0	1
Choice Info on MCO	1	1	0	1	0	1
Coding Issues	4	3	0	0	0	0
Consumer said Notice not received	0	0	0	0	0	0
Cultural Competency	0	0	1	0	0	0
Data Requests	0	0	0	0	1	1
Dental	0	2	0	0	1	1
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	0	0	0	0	1	2
Grievances Questions/Issues	0	6	6	4	6	3
Help understanding mail (NOA)	0	0	0	0	2	1
MCO transition	0	0	0	0	0	0
Medicaid Application Assistance	1	0	1	2	3	0
Medicaid Eligibility Issues	14	5	3	10	5	1
Medicaid Fraud	0	0	0	0	0	1
Medicaid General Issues/questions	18	6	7	9	12	2
Medicaid info (status) update	4	8	4	9	6	1
Medicaid Renewal	4	10	6	6	3	0
Medical Card issues	0	0	1	0	2	1
Medicare Savings Plan Issues	0	0	2	2	1	0
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	1	0	0	0	2	0
Medical Services	5	3	2	5	6	2
Pain management issues	1	0	0	0	0	0

Pharmacy	6	2	0	2	0	1
Pregnancy issues	0	0	0	2	0	0
Prior authorization issues	0	0	0	0	0	1
Refugee/Immigration/SOBR A issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	2	0	3	3	3	0
Transportation	2	1	2	2	3	2
Working Healthy	1	0	1	0	0	0
MEDICAID ISSUES TOTAL	77	65	56	65	71	26

There may be multiple selections for a member/contact.

HCBS/LTSS ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Client Obligation	1	0	4	1	2	0
Estate Recovery	0	0	0	0	0	0
HCBS Eligibility issues	5	5	6	4	1	0
HCBS General Issues	7	9	6	8	7	9
HCBS Reduction in hours of service	2	1	0	0	1	2
HCBS Waiting List	1	1	1	1	0	0
Nursing Facility Issues	0	1	1	0	1	0
HCBS/LTSS ISSUES TOTAL	16	17	18	14	12	11

There may be multiple selections for a member/contact.

OTHER ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Abuse / neglect complaints	0	0	1	0	1	0
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	1
Affordable Care Act Calls	0	1	0	0	0	0
Community Resources needed	0	0	0	0	0	1
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0
Guardianship	0	0	0	0	1	0
Homelessness	0	0	0	0	0	1
Housing Issues	0	0	0	0	0	1
Medicare related Issues	1	0	0	1	2	1
Social Security Issues	0	0	0	0	0	1
Used Interpreter	0	0	0	0	0	0
X-Other	10	8	5	5	9	6
Z Thank you	34	29	23	29	24	14
Z Unspecified	3	4	2	1	0	1
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	48	42	31	36	37	27

There may be multiple selections for a member/contact.

D. Sunflower-Program Type

PROGRAM TYPE	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
PD	2	5	5	4	4	5
I/DD	5	4	4	2	0	2
FE	3	2	6	2	1	1
AUTISM	0	0	1	0	1	0
SED	0	0	0	1	0	1
TBI	4	2	0	2	1	1
TA	1	0	2	1	1	1
WH	1	1	0	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	0	1	0	2	1	0
FOSTER CARE	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	1	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	16	15	18	15	9	11

There may be multiple selections for a member/contact.

E. UnitedHealthcare-Issue Category

MEDICAID ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Access to Providers (usually Medical)	2	2	4	2	1	0
Appeals/Fair Hearing questions/issues	1	1	1	0	4	2
Background Checks	0	1	0	0	0	0
Billing	1	2	4	3	4	2
Care Coordinator Issues	5	0	1	4	6	0
Change MCO	2	3	0	3	2	1
Choice Info on MCO	0	1	0	0	1	1
Coding Issues	3	1	1	0	1	0
Consumer said Notice not received	0	0	1	1	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	3	1	1	0	0	0
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	2	1	1	1	1	3
Grievances Questions/Issues	4	0	2	4	6	1
Help understanding mail (NOA)	0	0	0	0	0	0
MCO transition	0	0	0	0	1	0
Medicaid Application Assistance	2	0	0	0	0	1
Medicaid Eligibility Issues	11	9	4	0	4	2
Medicaid Fraud	0	0	0	0	0	0
Medicaid General Issues/questions	20	10	10	4	8	1
Medicaid info (status) update	9	10	3	3	9	1
Medicaid Renewal	2	6	3	3	1	0
Medical Card issues	0	0	0	2	2	1
Medicare Savings Plan Issues	0	0	1	0	0	0
MediKan issues	0	0	1	0	0	0
Moving to / from Kansas	0	0	0	0	0	0

Medical Services	2	0	1	0	3	3
Pain management issues	2	0	0	0	0	0
Pharmacy	2	4	3	0	2	2
Pregnancy issues	0	0	0	0	0	0
Prior authorization issues	0	0	1	0	1	0
Refugee/Immigration/SOB RA issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	4	2	1	2	2	0
Transportation	1	2	1	1	3	2
MEDICAID ISSUES TOTAL	78	57	45	33	62	23

There may be multiple selections for a member/contact.

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HCBS/LTSS ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Client Obligation	2	1	2	0	0	0
Estate Recovery	0	0	0	1	0	0
HCBS Eligibility issues	4	2	1	3	2	0
HCBS General Issues	12	8	4	4	8	1
HCBS Reduction in hours of service	3	0	0	0	1	0
HCBS Waiting List	2	0	2	1	0	0
Nursing Facility Issues	2	0	3	3	4	0
HCBS/LTSS ISSUES TOTAL	25	11	12	12	15	1

There may be multiple selections for a member/contact.

OTHER ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
Abuse / neglect complaints	0	0	0	0	0	0
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	0	0	0	0	1
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0
Guardianship	0	0	0	0	0	0
Homelessness	0	0	0	0	0	0
Housing Issues	0	1	0	0	1	0
Medicare related Issues	2	0	0	1	1	1
Social Security Issues	0	0	1	0	0	0
Used Interpreter	0	0	0	0	0	0
X-Other	11	7	2	2	5	2
Z Thank you	49	29	22	14	18	8
Z Unspecified	2	1	2	5	0	1
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	64	38	27	22	25	13

There may be multiple selections for a member/contact.

F. UnitedHealthcare-Program Type

PROGRAM TYPE	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020
PD	10	5	2	5	3	1
I/DD	6	10	1	0	1	0
FE	4	3	3	1	3	0
AUTISM	1	0	0	0	0	0
SED	2	1	0	0	0	1
TBI	2	0	1	0	2	1
TA	0	1	0	0	1	0
WH	0	0	0	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	1	0	0	0	1
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	2	1	2	5	3	0
FOSTER CARE	0	0	0	0	0	0
MEDIKAN	0	0	1	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	1	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	27	22	10	12	14	5

There may be multiple selections for a member/contact.