



KanCare Ombudsman Report

Quarter 3, 2020 (based on calendar year)

July 1 – September 30, 2020

Data downloaded 10/26/2020

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II. Highlights/Dashboard

A. Volunteer program starting back up in small steps

The KanCare Ombudsman Volunteer program has two volunteers starting back at the Johnson County office in October. There are three new volunteers starting their mentoring process in October; one in Olathe and two in Wichita. Once the new volunteers are trained, it will help with overall coverage of the phones.

With volunteer coverage starting up, but at a small level in both offices, we have needed to create new protocols for communicating between the three offices to make sure no contacts fall through the cracks. The protocol has been updated weekly so far based on team and volunteer feedback.

B. Outreach increased dramatically

The KanCare Ombudsman Team contacted all of the community partners involved with the 14 Integrated Referral and Intake System (IRIS) Community Champions in Kansas, either through email or mail, to introduce them to our organization and how we may be able to help the people they are working with. (see page 6 and Appendix A)

	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020	Q3/2020
Outreach	49	23	14	8	74	16	96

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 3 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 Office third quarter contacts are up somewhat from second quarter, but still down compared to first 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	561	

- Compared to first quarter, the Clearinghouse contacts continue to be down by 55%. The KanCare Ombudsman contacts have improved from 47% down in second quarter to 38% down in third quarter. We attribute this to outreach done in third quarter through Facebook and the IRIS program.

	Q4, 2019	Q1, 2020	Q2, 2020	% +/- Q2 vs. Q1, 2020	Q3, 2020	% +/- vs Q3 vs. Q1, 2020
KanCare Ombudsman Contacts	915	903	477	-47%	561	-38%
CH contacts	126,682	128,033	57,720	-55%	57,428	-55%

B. Accessibility through the KanCare Ombudsman Volunteer Program

The Kancare Ombudsman Office has two satellite offices; one in Overland Park 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 and third 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 and Wichita office staff.

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 third quarter, 2020 is up due to Facebook and IRIS outreach. The number for third quarter includes the 41 (August) and 35 (September) contacts to IRIS Community partners through email or mailed letters of introduction.

	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020	Q3/2020
Outreach	49	23	14	8	74	16	96

For the full listing of outreach events, see Appendix A on page 21.

VI. Data by Ombudsman Office

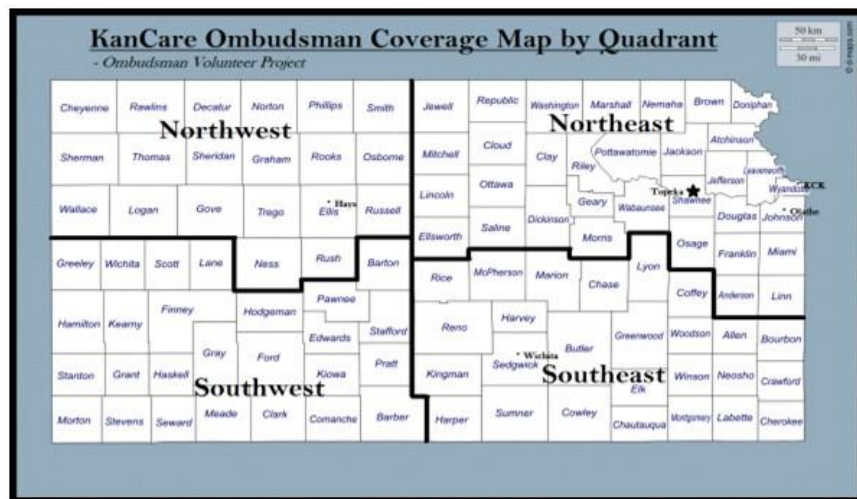
The data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, issue category, action taken and priority.

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.
- During COVID-19, with satellite offices closed, most calls are being handled by the Topeka staff.



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). This chart shows the contacts to the KanCare Ombudsman Office by region.

Ombudsman Office Calls by Region

The increase in unknown calls during third quarter is due to reduced staff to handle calls and less time available for pulling this documentation.

REGION	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020	Q3/2020
Northwest	7	20	11	8	15	4	1
Northeast	184	210	174	183	158	90	47
Southwest	20	24	17	17	16	11	6
Southeast	208	129	126	172	171	104	36
Unknown	633	706	739	532	544	257	466
Out of State	16	8	4	3	2	12	5
Total	1,068	1,097	1,071	915	906	478	561

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. Most Medicaid members are not being dropped at this time due to COVID-19, so the bottom line number is increasing each quarter.

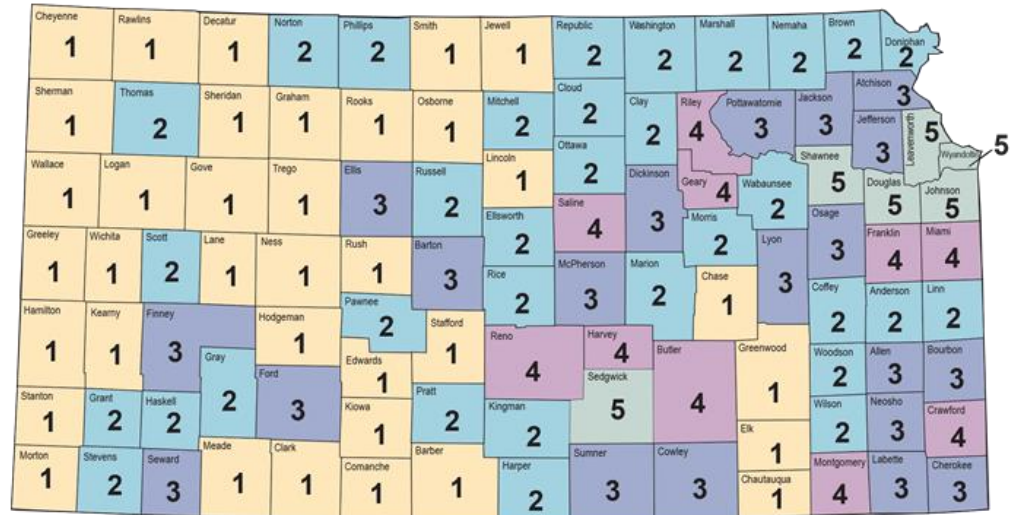
Region	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2021	Q3/2022
Northeast	205,267	179,011	188,184	189,133	193,061	199,226	207,371
Southeast	185,683	160,821	169,598	170,237	174,330	180,611	188,171
Northwest	13,240	11,575	12,163	12,223	12,550	12,964	13,507
Southwest	40,073	34,613	36,291	36,472	36,984	38,200	39,667
Total	444,263	386,020	406,236	408,065	416,925	431,001	448,716

Data from September 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.

During third quarter, the Ombudsman Assistant covered most Olathe and Wichita contacts while 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	Q2/2020	Q3/2020
Main - Topeka	561	620	733	537	540	362	534
Johnson County	166	213	212	182	142	0	1
Wichita	333	264	126	196	221	112	26
Total	1,060	1,097	1,071	915	903	474	561

C. Data by Contact Method

Contact method continues to be mostly by phone and then email.

Contact Method	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020	Q3/2020
Telephone	898	948	956	794	773	355	464
Email	152	138	107	109	114	117	89
Letter	1	5	2	1	5	4	6
Face-to-Face Meeting	12	6	5	8	11	0	0
Other	5	0	0	1	0	1	1
Social Media	0	0	1	2	3	0	1
CONTACT METHOD TOTAL	1,068	1,097	1,071	915	906	477	561

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	Q3/2020
Provider	93	69	112	65	70	63	63
Consumer	920	939	901	794	773	374	450
MCO Employee	8	11	1	7	3	6	5
Other Type	47	78	57	49	60	34	43
CALLER TYPE TOTAL	1,068	1,097	1,071	915	906	477	561

E. Data by Program Type

The top program types that we received calls for in third quarter were Physical Disability waiver and the Frail Elderly waiver.

PROGRAM TYPE	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020	Q3/2020
PD	40	32	21	29	32	25	35
I/DD	30	36	37	20	23	23	16
FE	25	20	43	37	34	19	26
AUTISM	3	4	1	2	1	1	2
SED	5	7	13	10	5	3	2
TBI	13	11	7	12	7	4	9
TA	5	7	7	10	6	5	2
WH	2	5	1	2	0	1	0
MFP	0	0	0	1	0	1	0
PACE	2	1	2	4	1	0	0
MENTAL HEALTH	2	5	2	5	3	8	2
SUB USE DIS	1	0	2	1	0	0	0
NURSING FACILITY	33	27	27	48	39	29	9
FOSTER CARE	0	0	0	0	0	1	0
MEDIKAN	0	0	9	3	2	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1	5	3	2	3
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	3	0	1	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	161	155	173	192	156	123	107

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.)

PRIORITY	Q3/2019	Q4/2019	Q1/2020	Q2/2020	Q3/2020
HCBS	39	61	66	65	35
Long Term Care / MF	12	24	25	26	12
Urgent Medical Need	13	33	24	8	8
Urgent	23	29	22	12	13
Life Threatening	6	8	8	0	1
PRIORITIES TOTAL	93	155	145	111	69

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 Medicaid Eligibility issues. Note that the contacts to the KanCare Ombudsman Office regarding Medicaid General Issues and Medicaid Information/Status updates are starting to rise again after a significant decrease in second quarter. The chart on page 5 shows that the Clearinghouse is maintaining the significant decrease in calls from first quarter (-55%).

MEDICAID ISSUES	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020	Q3/2020
Access to Providers (usually Medical)	11	14	26	15	11	3	1
Appeals/Fair Hearing questions/issues	17	12	10	12	23	8	9
Background Checks	2	1	0	1	0	0	0
Billing	30	29	54	35	25	16	20
Care Coordinator Issues	18	5	15	16	19	3	4
Change MCO	12	10	4	6	7	3	8
Choice Info on MCO	7	8	3	3	4	2	1
Coding Issues	15	11	9	4	8	2	8
Consumer said Notice not received	6	7	3	6	3	0	1
Cultural Competency	0	0	1	0	0	1	0
Data Requests	2	4	0	1	4	4	1
Dental	11	6	6	6	4	7	5
Division of Assets	8	11	13	12	10	8	7
Durable Medical Equipment	4	5	3	2	3	9	2
Grievances Questions/Issues	12	19	26	36	33	11	10
Help understanding mail (NOA)	0	0	3	6	9	4	7
MCO transition	0	0	1	3	2	0	1
Medicaid Application Assistance	171	137	130	171	150	114	118
Medicaid Eligibility Issues	152	145	147	188	206	63	109
Medicaid Fraud	1	4	3	2	1	2	3
Medicaid General Issues/questions	273	254	183	199	188	89	103
Medicaid info (status) update	124	175	149	188	150	35	107
Medicaid Renewal	56	119	84	51	51	3	9
Medical Card issues	0	0	1	9	9	6	9
Medicare Savings Plan Issues	22	29	62	78	49	22	15
MediKan issues	0	0	4	3	3	0	2
Moving to / from Kansas	20	17	18	17	19	7	14
Medical Services	18	10	13	18	24	19	12
Pain management issues	5	1	0	2	0	2	0
Pharmacy	18	16	10	11	12	11	4
Pregnancy issues	0	0	5	5	5	2	9
Prior authorization issues	0	0	1	1	2	2	1
Refugee/Immigration/SOBRA issues	0	0	3	10	3	0	1
Respite	1	0	0	1	0	0	0
Spend Down Issues	29	21	34	33	28	17	23
Transportation	11	9	14	9	9	6	0
Working Healthy	3	5	5	6	0	1	0
MEDICAID ISSUES TOTAL	1059	1084	1043	1166	1074	482	624

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	Q3/2020
Client Obligation	22	19	27	14	14	10	6
Estate Recovery	4	9	10	9	3	3	12
HCBS Eligibility issues	35	33	46	61	51	34	54
HCBS General Issues	62	47	65	68	60	55	55
HCBS Reduction in hours of service	6	3	3	0	5	3	14
HCBS Waiting List	6	7	8	6	2	0	12
Nursing Facility Issues	36	39	54	49	39	26	29
HCBS/LTSS ISSUES TOTAL	171	157	213	207	174	131	182

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	Q3/2020
Abuse / neglect complaints	8	6	4	3	8	10	9
ADA Concerns	0	0	0	0	0	0	1
Adoption issues	0	0	1	2	1	1	0
Affordable Care Act Calls	5	5	3	4	3	7	1
Community Resources needed	0	0	3	6	8	10	2
Domestic Violence concerns	0	0	1	0	0	0	1
Foster Care issues	0	0	1	2	6	4	3
Guardianship	1	1	2	6	4	5	2
Homelessness	0	0	1	3	2	3	4
Housing Issues	5	5	7	4	1	7	12
Medicare related Issues	18	15	18	23	16	17	11
Social Security Issues	16	15	19	7	16	15	18
Used Interpreter	0	0	0	6	1	5	4
X-Other	134	119	114	85	137	91	181
Z Thank you	408	399	350	400	335	218	268
Z Unspecified	97	110	137	99	75	47	40
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	692	675	661	650	613	440	557

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
- information on resources provided
- 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 improved numbers reflect one staff member solely working on returning calls and assisting callers.

<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%
Q3/2020	561	86%	12%	2%

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.

Q3/2020

Nbr Referrals	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 7-30 Days	% Responded 31 or More Days
40	Clearinghouse	100%	0%	0%	0%
3	DCF	67%	0%	33%	0%
-	KDADS-Behavior Health	0%	0%	0%	0%
7	KDADS-HCBS	86%	0%	0%	14%
1	KDADS-Health Occ. Cred.	100%	0%	0%	0%
11	KDHE-Eligibility	46%	9%	36%	9%
2	KDHE-Program Staff	100%	0%	0%	0%
4	KDHE-Provider Contact	50%	25%	25%	0%
-	KMAP	0%	0%	0%	0%
5	Aetna	60%	20%	20%	0%
8	Sunflower	38%	12%	50%	0%
9	UnitedHealthcare	78%	11%	11%	0%

3. Action Taken by KanCare Ombudsman Office to resolve requests

93% (which is will above 4 out of 5) initial contacts were resolved by providing some type of resource. For example, the KanCare Ombudsman office:

- contacted another organization to ask assistance in resolving 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	Q3/2020
Questions/Issue Resolved (No Resources)	94	85	69	58	68	51	8
Used Contact or Resources/Issue Resolved	837	871	909	768	713	356	510
Closed (No Contact)	126	123	79	62	50	31	31
ACTION TAKEN RESOLUTION TYPE TOTAL	1,057	1,079	1,057	888	831	438	549

There may be multiple selections for a member/contact

4. Referred Beneficiary to an Organization for Assistance

This chart shows when information/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	Q3/2020
Provided Resources	567	537	682	663	555	333	316
Mailed/Email Resources	151	123	152	168	113	73	84
ACTION TAKEN ADDITIONAL HELP TOTAL	718	660	834	831	668	406	400

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 third quarter the percentage for closing cases in 0-2 days went back to a normal measurement compared to fourth and first quarter. This is due to one staff returning to work and reduced number of contacts.

<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%
Q3/2020	524	3	78%	13%	9%

VIII. Enhancements and Future Changes

A. Changes in the KanCare Ombudsman Office

1. Staff

The KanCare Ombudsman Volunteer Coordinator position is currently open. 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 Johnson County Satellite office was not open during third quarter. During October we had two volunteers return and a new volunteer starting.

3. Wichita Satellite office

The Wichita Satellite office was not open during third quarter. During October we have two new volunteers starting.

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

- 7/1 – WSU CEI staff and VISTA attended CPAAA networking meeting (via WebEx); WSU CEI staff are on the CPAAA schedule to present information about the Ombudsman Office and volunteer opportunities at the October CPAAA meeting.
- 7/29 – WSU CEI staff emailed with the United Way of the Plains Emergency Assistance Provider coordinator with a program update and general greeting.
- Throughout July, KanCare Ombudsman Team worked with Lindsay Galindo of KU's Center for Public Partnerships and Research to implement engagement with 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 July, the Ombudsman Office staff signed user agreements and began communicating with IRIS "community champions" in each IRIS community. As a result, WSU CEI staff made direct connection with the director of Child Care Aware of Eastern Kansas, located in Topeka. WSU CEI staff compiled introductory emails as IRIS/KU staff sent them throughout July. By the end of the month, WSU CEI staff made plans to target each community champion with outreach information. These efforts were set to begin in August.
- 8/5: WSU CEI staff and VISTA attended CPAAA networking meeting (via WebEx); WSU CEI staff are on the CPAAA schedule to present information about the Ombudsman Office and volunteer opportunities at the October CPAAA meeting.
- 8/14: WSU CEI staff responded to NE KS DCF staff request for resources via email.
- Throughout August, KanCare Ombudsman Team worked to establish engagement with the Integrated Referral and Intake System (IRIS). Letters of introduction and KanCare Ombudsman brochures were mailed to about half of the IRIS communities and email connections made with several others. As a result, the KanCare Ombudsman team connected with the following community agencies:
 - Barton County Health Department (email & USPS)
 - Sedgwick County Health Department
 - Wichita KU Medical School
 - Spring River Mental Health (SE Kansas)
 - Hays Area Children's Center
 - Johnson County Dept of Health and Environment
 - Mitchell County Regional Medical Foundation
 - Riley County Health Department
 - Saline County Health Department (email & USPS)
 - Child Care Aware of Eastern Kansas
 - Wyandotte County-area KU Medical School

- Franklin County Health Department
 - Harvey County Health Department
 - Hutchinson Community Foundation
 - Reno County Health Department
 - Geary County-area KU Center for Public Policy and Research
 - 20th Judicial Court Services
 - 20th Judicial Court Services Juvenile
 - Barton County Community College
 - Central KS Community Corrections
 - Journey to Resolve Poverty (Barton County)
 - Kansas Children's Service League
 - Stafford County Health Department
 - Sunflower Early Education Services
 - The Center for Counseling and Consultation
 - USD 428
 - USD 440
 - USD 373 - Chisolm Middle School
 - Cooper Early Education Center
 - Halstead Public Library
 - Healthy Families (Newton)
 - Kansas Big Brothers Big Sisters (Harvey County)
 - Peace Connections
 - Baby Talk ICT
 - Free State Healthcare
 - Healthy Babies
 - Holy Family Medical
 - Human Kind
 - KS KIDS
 - The Treehouse
 - The Village ICT
- 9/2: WSU CEI staff mailed updated brochures to community partners with previous relationships or special requests. These included personnel at South Central KS Area Agency on Aging and Disability Resource Center, Derby Senior Services Center, and Planeview Senior Services Center.
 - 9/24: WSU CEI staff, practicum student, and VISTA attended Sedgwick County CDDO quarterly networking/education meeting via Zoom.
 - WSU CEI staff emailed with coordinators of Healthier Lyon County Community Coalition, Butler County Early Childhood Coalition, and Greenwood County Community Coalition. Staff has been included in invitations to future meetings.
 - Continuing from August, KanCare Ombudsman Team worked to establish engagement with the Integrated Referral and Intake System (IRIS). This software enables communities in over 20 Kansas counties to make connections and referrals

for Kansas residents. As a result, connections were made with the following 43 community agencies:

- o Chanute KANSASWORKS
 - o Cherokee County Health Dept
 - o Child Care Link
 - o Community Access Center SEK
 - o Crawford County Health Dept
 - o Greenbush Education
 - o Holy Cross Hutchinson
 - o Horizons Mental Health Center
 - o Human Kind Wichita
 - o Independence KANSASWORKS
 - o Interfaith Ministries Hutchinson
 - o KCSL
 - o KS Kids SG Co
 - o K-State Research & Extension SEK
 - o Labette County Health Dept
 - o Mother to Mother Ministry
 - o My Family – SEK
 - o Neosho County Health Dept
 - o New Beginnings
 - o Parents as Teachers Greenbush
 - o Pittsburg KANSASWORKS
 - o Prairie Independent Living Resource Center
 - o Reno County Government departments,
including Health Dept and Juvenile Corrections
 - o Safe Families for Children
 - o SEK CAP Early Childhood
 - o St Francis Ministries
 - o TECH Inc
 - o The Salvation Army Pittsburg
 - o The Treehouse Wichita
 - o Topeka Head Start
 - o USD 308
 - o USD 309
 - o USD 445 Parents as Teachers
 - o Vie Medical Clinic
 - o Wilson County Health Dept
- KanCare Ombudsman Team attended the following IRIS community meetings:
 - o 9/14: Shawnee County Early Childhood Coalition IRIS meeting (presented)
 - o 9/22: SEK funding network & brainstorming meeting
 - o 9/24: Sedgwick County IRIS quarterly network meeting

- WSU CEI staff coordinated with Aetna Community Outreach staff to highlight the KanCare Ombudsman Office in an upcoming Aetna newsletter (i.e. November).

B. Outreach through Print Media and Social Media

- July 2020 - Wichita Ombudsman VISTA and WSU CEI staff focused approximately 12 hours on Facebook design & posting plans. These efforts addressed volunteer recruitment/recognition and community outreach. **Please refer to Addendum of Outreach – below) for details; note that the boosted post concerned general community outreach promoting KanCare Ombudsman services.**
- August 2020 - Wichita Ombudsman VISTA and WSU CEI staff focused approximately 26 hours on Facebook design & posting plans. These efforts addressed volunteer recruitment/recognition and community/KanCare member outreach.
 - Wichita Ombudsman VISTA made 6 Facebook posts:
 - 8/6: 2020 Prosperity Tour: 31 people reached, 3 engagements
 - 8/7: Title V Grant: 29 people reached, 2 engagements
 - 8/13: Brain Injury Waiver Age Update: 486 people reached, 47 engagements
 - 8/19: 2020 Census reminder: 71 people reached, 4 engagements
 - 8/25: MCO changes & selections: 24 people reached, 4 engagements
 - 8/27: Volunteer Appreciation/Recruitment: 24 people reached, 1 engagement
- September 2020 - Wichita Ombudsman VISTA and WSU CEI staff focused approximately 26 hours on Facebook design & posting plans. These efforts addressed volunteer recruitment/recognition and community outreach.
- WSU CEI staff emailed staff at Wichita/Sedgwick County area newsletter “The Active Age,” to be included in that publication’s annual directory of services affecting the 55 years and older population.

C. Outreach through Collaboration and Training

- August 13, KanCare Long Term Care agency meeting; reported on activities.
- September 10, KanCare Long Term Care agency meeting; reported on activities.
- September 28, Provided Quarter 2 KanCare Ombudsman report to Bethell Joint Committee on HCBS and KanCare Oversight.
- KanCare Liaison Training continues to be available through video presentation (YouTube) through the [KanCare Ombudsman Community Training web page](#). The various videos have had anywhere from 39 to 177 views since their posting in March 2020.

D. Facebook Addendum

Facebook Report – The Before and After Picture of Boosting a Post on FB

1. What is an “engagement” on Facebook?

An engagement on Facebook could be what we’re most familiar with, such as likes or reactions, comments, or shares. However, an engagement can also include tags, or any other action related to that post on our page. Simply viewing the post is counted as an engagement but is also referred to as “people reached”.

2. What is our average reach on a non-boosted post?

For the purposes of this question, I went back to the month of June (06/22/20) and looked at our post regarding the VISTA opening in Johnson County. This post reached only 23 views with 4 actual engagements. This means 23 individuals saw this post but only 4 “liked/reacted, commented, shared or tagged” someone in this post.

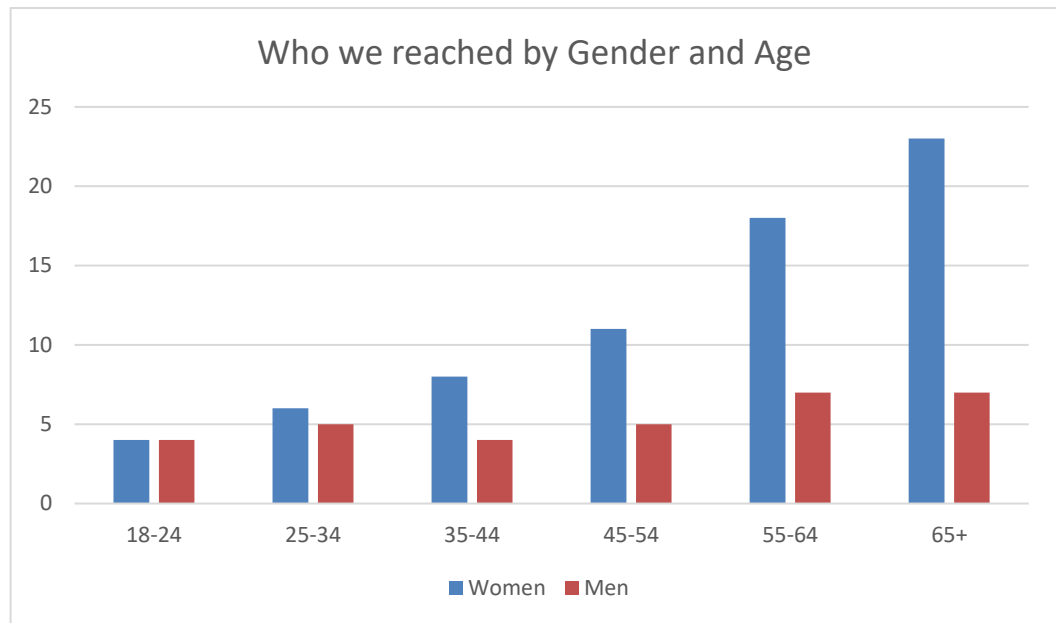
*Our lifetime total likes only changed, during this month, from 114 to 119. So, we’re only looking at about 5 likes gained during this time.

3. What was our reach on this boosted post?

The post we boosted, started in July (07/20/20) and reached a staggering 12,167 people. Of these 12,167 people, we had 734 engagements on this post. 391 of those engagements were likes/reactions, comments, and shares. Because we spent \$200 to boost this specific post, we paid roughly \$.51 per like/reaction, comment and share. Most of the comments were individuals tagging other individuals, to come look at the post. Most of the reactions were just regular “likes”.

4. What were the demographics for the individuals this post reached?

For this post, we hoped to reach an audience of men and women, living in Kansas, over the age of 18. Below is a chart highlighting the difference between gender and the different age groups, over the age of 18, that we reached on this post. The Y-axis represents the percent each section made up of our total people reached. The X-Axis represents the ages and the gender of the individual accessing the post.



5. What were the agencies, if any, that this post reached?

Of the shares, I saw that at least 3 of these shares were from other agencies. The three that I found were:

- Three Rivers Inc.
- Kansas Council on Developmental Disabilities
- Kansas Commission on Disability Concerns

6. Lastly, how much did our incoming calls increase during the time of this boosted post?

Kerrie Bacon reported the following call volume data:

July wk. 1	July wk. 2	July wk. 3 <i>(Post ran during this week)</i>	July wk. 4	Aug wk. 1
25	40	45	42	44

Unfortunately, we did not see a large increase in call volume at the time the post was boosted. We will leave this to be interpreted by Kerrie Bacon and other KanCare Ombudsman Staff. All-staff conversations have included discussions around other general KanCare trends, including the fact that Clearinghouse seems to have experienced a decrease in call volume as well. This indicates a system-wide pattern that is not exclusive to the KanCare Ombudsman Office.

Note: the average over the rest of the quarter (from July week 3 to the end of September) was 45.

E. Aetna-Issue Categories

MEDICAID ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Access to Providers (usually Medical)	2	2	4	5	0	1	0
Appeals/Fair Hearing questions/issues	0	1	1	0	1	1	0
Background Checks	0	0	0	0	0	0	0
Billing	3	0	5	4	2	2	2
Care Coordinator Issues	10	1	4	4	0	0	1
Change MCO	4	3	2	2	4	0	1
Choice Info on MCO	2	0	2	2	1	0	0
Coding Issues	1	0	1	1	0	0	0
Consumer said Notice not received	0	1	0	0	0	0	1
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	0
Dental	3	0	2	2	1	0	1
Division of Assets	0	0	0	1	0	0	0
Durable Medical Equipment	1	2	2	0	1	2	1
Grievances Questions/Issues	2	2	4	3	5	3	1
Help understanding mail (NOA)	0	0	0	0	0	0	1
MCO transition	0	0	1	2	0	0	0
Medicaid Application Assistance	2	1	1	2	0	0	0
Medicaid Eligibility Issues	5	7	2	5	1	1	1
Medicaid Fraud	0	0	0	0	0	0	0
Medicaid General Issues/questions	16	18	5	9	4	2	1
Medicaid info (status) update	4	1	4	5	4	4	1
Medicaid Renewal	1	12	3	2	3	0	0
Medical Card issues	0	0	0	0	0	0	1
Medicare Savings Plan Issues	2	1	1	3	3	0	0
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	0	0	1	1	0	0	0
Medical Services	3	4	4	3	2	2	2
Pain management issues	0	1	0	0	0	1	0
Pharmacy	4	3	1	2	1	0	0
Pregnancy issues	0	0	0	0	0	0	0
Prior authorization issues	0	0	0	0	0	0	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	1	3	2	3	2	2	2
Transportation	4	0	4	5	1	1	0
Working Healthy	0	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	70	63	56	66	36	22	18

There may be multiple selections for a member/contact.

HCBS/LTSS ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Client Obligation	2	3	2	2	0	0	0
Estate Recovery	0	0	0	0	0	0	0
HCBS Eligibility issues	5	3	3	7	0	0	0
HCBS General Issues	7	5	7	6	0	5	2
HCBS Reduction in hours of service	0	0	1	0	0	1	0
HCBS Waiting List	2	0	0	1	0	0	0
Nursing Facility Issues	0	1	3	2	3	1	2
HCBS/LTSS ISSUES TOTAL	16	12	16	18	3	7	4

There may be multiple selections for a member/contact.

OTHER ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Abuse / neglect complaints	0	0	0	0	1	2	1
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	0	0	0	0	1	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	1	0
Guardianship	0	0	0	0	0	0	0
Homelessness	0	0	0	0	0	0	0
Housing Issues	0	0	1	0	0	0	1
Medicare related Issues	0	1	4	2	1	0	0
Social Security Issues	1	1	1	0	0	0	0
Used Interpreter	0	0	0	0	0	0	0
X-Other	14	6	6	3	3	6	4
Z Thank you	26	32	28	23	9	10	4
Z Unspecified	1	1	3	3	0	0	0
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	42	41	43	31	14	20	10

There may be multiple selections for a member/contact.

F. Aetna -Program Type

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

There may be multiple selections for a member/contact.

G. Sunflower–Issue Category

MEDICAID ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Access to Providers (usually Medical)	4	3	5	2	2	0	0
Appeals/Fair Hearing questions/issues	1	3	0	0	4	2	1
Background Checks	0	0	0	0	0	0	0
Billing	4	7	6	2	2	1	4
Care Coordinator Issues	2	4	5	4	6	1	0
Change MCO	2	1	1	0	0	1	3
Choice Info on MCO	1	1	0	1	0	1	0
Coding Issues	4	3	0	0	0	0	1
Consumer said Notice not received	0	0	0	0	0	0	0
Cultural Competency	0	0	1	0	0	0	0
Data Requests	0	0	0	0	1	1	0
Dental	0	2	0	0	1	1	0
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	0	0	0	0	1	2	1
Grievances Questions/Issues	0	6	6	4	6	3	0
Help understanding mail (NOA)	0	0	0	0	2	1	0
MCO transition	0	0	0	0	0	0	0
Medicaid Application Assistance	1	0	1	2	3	0	0
Medicaid Eligibility Issues	14	5	3	10	5	1	1
Medicaid Fraud	0	0	0	0	0	1	0
Medicaid General Issues/questions	18	6	7	9	12	2	0
Medicaid info (status) update	4	8	4	9	6	1	2
Medicaid Renewal	4	10	6	6	3	0	0
Medical Card issues	0	0	1	0	2	1	0
Medicare Savings Plan Issues	0	0	2	2	1	0	0
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	1	0	0	0	2	0	0
Medical Services	5	3	2	5	6	2	1
Pain management issues	1	0	0	0	0	0	0
Pharmacy	6	2	0	2	0	1	0
Pregnancy issues	0	0	0	2	0	0	0
Prior authorization issues	0	0	0	0	0	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	2	0	3	3	3	0	0
Transportation	2	1	2	2	3	2	0
Working Healthy	1	0	1	0	0	0	0
MEDICAID ISSUES TOTAL	77	65	56	65	71	26	14

There may be multiple selections for a member/contact.

HCBS/LTSS ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Client Obligation	1	0	4	1	2	0	0
Estate Recovery	0	0	0	0	0	0	0
HCBS Eligibility issues	5	5	6	4	1	0	3
HCBS General Issues	7	9	6	8	7	9	7
HCBS Reduction in hours of service	2	1	0	0	1	2	2
HCBS Waiting List	1	1	1	1	0	0	1
Nursing Facility Issues	0	1	1	0	1	0	2
HCBS/LTSS ISSUES TOTAL	16	17	18	14	12	11	15

There may be multiple selections for a member/contact.

OTHER ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Abuse / neglect complaints	0	0	1	0	1	0	0
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	1	0
Affordable Care Act Calls	0	1	0	0	0	0	0
Community Resources needed	0	0	0	0	0	1	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0	0
Guardianship	0	0	0	0	1	0	0
Homelessness	0	0	0	0	0	1	0
Housing Issues	0	0	0	0	0	1	1
Medicare related Issues	1	0	0	1	2	1	0
Social Security Issues	0	0	0	0	0	1	0
Used Interpreter	0	0	0	0	0	0	0
X-Other	10	8	5	5	9	6	6
Z Thank you	34	29	23	29	24	14	11
Z Unspecified	3	4	2	1	0	1	0
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	48	42	31	36	37	27	18

There may be multiple selections for a member/contact.

H. Sunflower-Program Type

PROGRAM TYPE	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
PD	2	5	5	4	4	5	5
I/DD	5	4	4	2	0	2	2
FE	3	2	6	2	1	1	1
AUTISM	0	0	1	0	1	0	1
SED	0	0	0	1	0	1	0
TBI	4	2	0	2	1	1	0
TA	1	0	2	1	1	1	0
WH	1	1	0	0	0	0	0
MFP	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	0	1	0	2	1	0	1
FOSTER CARE	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	1	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	16	15	18	15	9	11	10

There may be multiple selections for a member/contact.

I. UnitedHealthcare-Issue Category

MEDICAID ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Access to Providers (usually Medical)	2	2	4	2	1	0	0
Appeals/Fair Hearing questions/issues	1	1	1	0	4	2	0
Background Checks	0	1	0	0	0	0	0
Billing	1	2	4	3	4	2	3
Care Coordinator Issues	5	0	1	4	6	0	2
Change MCO	2	3	0	3	2	1	1
Choice Info on MCO	0	1	0	0	1	1	0
Coding Issues	3	1	1	0	1	0	0
Consumer said Notice not received	0	0	1	1	0	0	0
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	0
Dental	3	1	1	0	0	0	0
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	2	1	1	1	1	3	0
Grievances Questions/Issues	4	0	2	4	6	1	0
Help understanding mail (NOA)	0	0	0	0	0	0	0
MCO transition	0	0	0	0	1	0	0
Medicaid Application Assistance	2	0	0	0	0	1	0
Medicaid Eligibility Issues	11	9	4	0	4	2	1
Medicaid Fraud	0	0	0	0	0	0	0
Medicaid General Issues/questions	20	10	10	4	8	1	1
Medicaid info (status) update	9	10	3	3	9	1	0
Medicaid Renewal	2	6	3	3	1	0	0
Medical Card issues	0	0	0	2	2	1	0
Medicare Savings Plan Issues	0	0	1	0	0	0	0
MediKan issues	0	0	1	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	0	0
Medical Services	2	0	1	0	3	3	5
Pain management issues	2	0	0	0	0	0	0
Pharmacy	2	4	3	0	2	2	2
Pregnancy issues	0	0	0	0	0	0	0
Prior authorization issues	0	0	1	0	1	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	4	2	1	2	2	0	1
Transportation	1	2	1	1	3	2	0
Working Healthy	0	1	0	0	0	0	0
MEDICAID ISSUES TOTAL	78	57	45	33	62	23	16

There may be multiple selections for a member/contact.

HCBS/LTSS ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Client Obligation	2	1	2	0	0	0	1
Estate Recovery	0	0	0	1	0	0	0
HCBS Eligibility issues	4	2	1	3	2	0	2
HCBS General Issues	12	8	4	4	8	1	5
HCBS Reduction in hours of service	3	0	0	0	1	0	4
HCBS Waiting List	2	0	2	1	0	0	0
Nursing Facility Issues	2	0	3	3	4	0	0
HCBS/LTSS ISSUES TOTAL	25	11	12	12	15	1	12

There may be multiple selections for a member/contact.

OTHER ISSUES	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
Abuse / neglect complaints	0	0	0	0	0	0	0
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	0	0	0	0	1	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0	0
Guardianship	0	0	0	0	0	0	0
Homelessness	0	0	0	0	0	0	1
Housing Issues	0	1	0	0	1	0	0
Medicare related Issues	2	0	0	1	1	1	0
Social Security Issues	0	0	1	0	0	0	1
Used Interpreter	0	0	0	0	0	0	0
X-Other	11	7	2	2	5	2	8
Z Thank you	49	29	22	14	18	8	11
Z Unspecified	2	1	2	5	0	1	0
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	64	38	27	22	25	13	21

There may be multiple selections for a member/contact.

J. UnitedHealthcare-Program Type

PROGRAM TYPE	Q1/19	Q2/19	Q3/19	Q4/19	Q1/20	Q2/20	Q3/20
PD	10	5	2	5	3	1	5
I/DD	6	10	1	0	1	0	0
FE	4	3	3	1	3	0	3
AUTISM	1	0	0	0	0	0	0
SED	2	1	0	0	0	1	0
TBI	2	0	1	0	2	1	1
TA	0	1	0	0	1	0	1
WH	0	0	0	0	0	0	0
MFP	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	0	1	0	0	0	1	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	2	1	2	5	3	0	0
FOSTER CARE	0	0	0	0	0	0	0
MEDIKAN	0	0	1	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	1	0	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	27	22	10	12	14	5	11

There may be multiple selections for a member/contact.