



# KanCare Ombudsman Report

**Quarter 1, 2021** (based on calendar year)

**January 1 – March 31, 2021**

Data downloaded 4/12/2021

## KanCare Ombudsman Office

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## II. Highlights/Dashboard

A. **KanCare Ombudsman contacts;** continue at a decreased rate during the pandemic.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2019	1,060	1,097	1,071	915
2020	903	478	562	601
2021	564			

B. **KanCare Ombudsman Office Response time to members:** continues to increase as we recover from the pandemic.

Quarter yr.	Nbr Contacts	% Responded 0-2 days	% Responded 3-7 days	% Responded 8 or more days
Q1/2020	905	92%	4%	4%
Q2/2020	476	60%	37%	3%
Q3/2020	562	87%	12%	2%
Q4/2020	601	84%	15%	1%
Q1/2021	564	88%	12%	0%

C. **Community Resources by County;** are now posted on the KanCare Ombudsman webpages. All counties will be completed by May.

PicPic

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Home / Ombudsman / Community Resources by County

### Community Resources by County

Community Resources include information for medical, food, transportation and shelter along with information and referral.

This information is provided as a community service and does not constitute endorsement. This is not an exhaustive list of resources. Not all counties are available yet. As they become available, they will be added to the list.

The Community Resources by county are made available through a partnership with the University of St. Mary's internship program with the Health Information Management program. Our sincerest thanks to the many interns/volunteers who have created and updated these resources.

**Counties in Alphabetical Order**

a - e	f - li	lo - re	ri - w
Allen	Finney	Logan	Rice County
Anderson	Ford	Lyon	Riley County
Atchison	Franklin	Marion	Rooks County
Barber	Geary	Marshall	Rush County
Barton	Gove	McPherson	Russell County

### 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 KanCare Ombudsman office helps with:

- Answers to questions
- Resolving issues
- Understanding letters from KanCare
- Responding when you disagree with a decision or change
- Completing an application or renewal
- Filing a complaint (grievance)
- Filing an appeal or fair hearing
- Learning about in-home services, also called Home and Community Based Services (HCBS)

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 to the Ombudsman’s Office

#### A. Initial Contacts

The KanCare Ombudsman Office was available to members and applicants of KanCare (Medicaid) by phone, email, written communication, social media and the Integrated Referral and Intake System (IRIS) during first quarter of 2021.

The KanCare Ombudsman Office has helped KanCare members and applicants since the inception of KanCare in January 2013. Starting in November of 2015, the KanCare Ombudsman office began a volunteer program to assist with answering calls and helping with applications. There are two satellite offices; Wichita and Kansas City.

The last several quarters of contacts are down; we believe it is due to COVID-19.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
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	478	562	601
2021	564			

The chart below shows one example of other organizations that also had a significant decrease in calls during the COVID-19 pandemic. According to this information it appears that the Clearinghouse contacts have a similar decrease to first quarter last year as the KanCare Ombudsman office.

	Q4	Q1	Q2	% +/- Q2 vs Q1, 2020	Q3	Q4	Q1	% +/- Q1, 2021 vs Q1, 2020
KanCare Ombuds. Contacts	915	903	478	-47%	562	601	564	-38%
CH contacts	126,682	128,033	57,720	-55%	57,425	59,161	81,398	-36%

## B. Accessibility through the KanCare Ombudsman Volunteer Program

The KanCare Ombudsman Office has two satellite office for the volunteer program; one in Kansas City metro area and one in Wichita. The volunteers in both satellite offices answer KanCare questions, help with issues and assist with filling out KanCare applications (during COVID-19, by phone only).

During first quarter, there have been volunteers assisting in the offices (2 in each office, one volunteer in training in the KC office). we also had three volunteers in training for the Wichita office. They continue their training into second quarter. Both satellite offices have COVID-19 protocol for people in the buildings and the number of people in the buildings have been very limited. Calls are covered by volunteers in the satellite offices, and when there is a gap in coverage, the Topeka staff cover the phones.

Office	Volunteer Hours	# of Volunteers	# of hours covered/wk.	Area Codes covered
Kansas City Office	Mon.: 9 am - 12:30 pm Tues. 12:30 - 4 pm Friday: 10 am – 1:30 pm	3	10.5	Northern Kansas Area Codes 785, 913, 816
Wichita Office	Monday 9 am – 12:30 pm Tues. 9 am – 12:30 pm	2	6	Southern Kansas Area Codes 316, 620

Information As of April 2021

## V. Outreach by KanCare Ombudsman Office

The KanCare Ombudsman Office is responsible to help members, applicants and providers understand the KanCare application process, benefits and services, and provide training and outreach to community organizations. The office does this through resources provided on the KanCare Ombudsman web pages, resources provided with contacts to members, applicants and providers, and outreach through conferences, conference calls, video calls, social media, and in-person contacts.

The below chart shows the outreach efforts by the KanCare Ombudsman Office.

	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Outreach	74	16	96	57	49

For the full listing of outreach, see Appendix A.

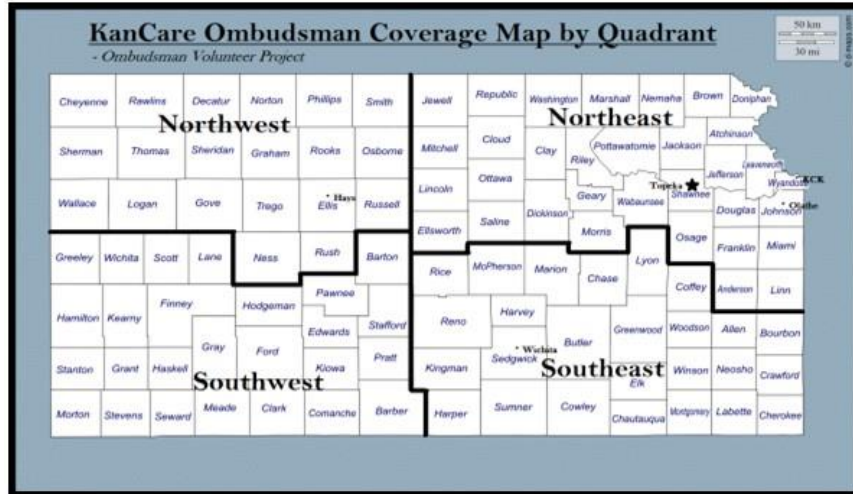
## VI. Data by KanCare Ombudsman Office

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 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 Kansas City 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 unless people call the direct number for the satellite offices (found on KanCare Ombudsman web pages under [Contact Us](#)).
- The chart, by region, shows that most KanCare Ombudsman calls come from the Northeast and Southeast part of Kansas.

#### KanCare Ombudsman Office

REGION	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Northwest	15	4	1	5	10
Northeast	158	90	50	69	80
Southwest	16	11	6	8	16
Southeast	171	104	36	84	59
Unknown	544	257	464	435	399
Out of State	2	12	5	0	0
<b>Total</b>	<b>906</b>	<b>478</b>	<b>562</b>	<b>601</b>	<b>564</b>



## 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.

### Medicaid

Region	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Northeast	193,061	199,226	207,371	212,844	218,205
Southeast	174,330	180,611	188,171	193,347	198,235
Northwest	12,550	12,964	13,507	13,928	14,310
Southwest	36,984	38,200	39,667	40,724	41,958
<b>Total</b>	<b>416,925</b>	<b>431,001</b>	<b>448,716</b>	<b>460,843</b>	<b>472,708</b>

## 3. Kansas Population Density

This map 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.

This chart is 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 Office 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 Kansas City 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 first quarter, calls to the KanCare Ombudsman toll free number were handled by volunteers. When there was no volunteer coverage for the day, the Ombudsman Assistant or the Volunteer Coordinator took the toll free number calls.

Contacts by Office	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Main - Topeka	540	362	534	438	387
Johnson County	142	0	1	58	74
Wichita	221	112	26	105	103
<b>Total</b>	<b>903</b>	<b>474</b>	<b>561</b>	<b>601</b>	<b>564</b>

## C. Data by Contact Method

The contact method most used continues to be telephone and email. The “Other” category includes the use of the Integrated Referral and Intake System (IRIS), a tool designed to encourage warm handoffs among community partners, keeping providers updated along the way.

Contact Method	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Telephone	773	356	464	511	472
Email	114	117	90	83	85
Letter	5	4	6	2	1
Face-to-Face Meeting	11	0	0	0	0
Other	0	1	1	5	2
Social Media	3	0	1	0	4
<b>CONTACT METHOD TOTAL</b>	<b>906</b>	<b>478</b>	<b>562</b>	<b>601</b>	<b>564</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, school social workers, lawyers and students/researchers, etc. looking for data.

Provider issues are a combination of providers calling to assist a member or applicant having issues, or a provider with claims issues, questions on how to become a provider in Kansas, etc. The provider contacts that are not for an individual member, are forwarded to KDHE.

<b>CALLER TYPE</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Provider	70	63	63	58	61
Consumer	773	375	451	497	464
MCO Employee	3	6	5	8	2
Other Type	60	34	43	38	37
<b>CALLER TYPE TOTAL</b>	<b>906</b>	<b>478</b>	<b>562</b>	<b>601</b>	<b>564</b>

## E. Data by Program Type

Nursing facility issues continue to be the top concern within the Program Type calls received. The calls, in general, were on the following concerns:

- KanCare application questions/assistance/eligibility
- Nursing facility complaints (referred to Long Term Care Ombudsman or KDADS complaint hotline)
- Concerns about medical services, or policies of nursing facility (including concerns about patient liability)

PROGRAM TYPE	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
PD	32	25	35	12	9
I/DD	23	23	16	12	9
FE	34	19	27	16	13
AUTISM	1	1	2	3	0
SED	5	3	2	3	1
TBI	7	4	9	3	5
TA	6	5	2	1	1
WH	0	1	0	0	0
MFP	0	1	0	0	0
PACE	1	0	0	1	0
MENTAL HEALTH	3	8	2	1	3
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	39	29	9	22	24
FOSTER CARE	0	1	0	0	1
MEDIKAN	2	0	0	3	2
INSTITUTIONAL TRANSITION FROM LTC/NF	3	2	3	2	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	1	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>156</b>	<b>123</b>	<b>108</b>	<b>79</b>	<b>70</b>

There may be multiple selections for a member/contact.

## F. Data by Priorities

This is data collection started 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	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
HCBS	66	65	36	30	21
Long Term Care / MF	25	27	12	15	14
Urgent Medical Need	24	8	9	11	9
Urgent	22	12	13	18	14
Life Threatening	8	0	1	4	2
<b>PRIORITIES TOTAL</b>	<b>145</b>	<b>112</b>	<b>71</b>	<b>78</b>	<b>60</b>

## 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 Issues (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 Medicaid issues are Medicaid General issues, Medicaid Application assistance, Medicaid Eligibility Issues and Medicaid Info/status.

<b>MEDICAID ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Access to Providers (usually Medical)	11	3	1	9	9
Appeals/Fair Hearing questions/issues	23	8	10	15	12
Background Checks	0	0	0	0	0
Billing	25	16	20	30	37
Care Coordinator Issues	19	3	4	7	7
Change MCO	7	3	8	6	6
Choice Info on MCO	4	2	1	2	1
Coding Issues	8	2	8	3	8
Consumer said Notice not received	3	0	1	2	1
Cultural Competency	0	1	0	0	1
Data Requests	4	4	1	1	6
Dental	4	7	5	3	4
Division of Assets	10	8	7	4	11
Durable Medical Equipment	3	9	2	5	3
Grievances Questions/Issues	33	11	10	22	18
Help understanding mail (NOA)	9	4	7	8	11
MCO transition	2	0	1	0	0
Medicaid Application Assistance	150	114	118	132	123
Medicaid Eligibility Issues	206	63	109	99	108
Medicaid Fraud	1	2	3	3	3
Medicaid General Issues/questions	188	89	103	123	141
Medicaid info (status) update	150	35	107	97	90
Medicaid Renewal	51	3	9	20	13
Medical Card issues	9	6	9	10	10
Medicare Savings Plan Issues	49	22	15	46	31
MediKan issues	3	0	2	8	5
Moving to / from Kansas	19	7	14	14	2
Medical Services	24	19	12	17	22
Pain management issues	0	2	0	1	1
Pharmacy	12	11	4	7	10
Pregnancy issues	5	2	9	22	30
Prior authorization issues	2	2	1	4	4
Refugee/Immigration/SOBRA issues	3	0	1	1	2
Respite	0	0	0	0	2
Spend Down Issues	28	17	23	27	19
Transportation	9	6	0	8	5
Working Healthy	0	1	0	2	2
<b>MEDICAID ISSUES TOTAL</b>	<b>1074</b>	<b>482</b>	<b>625</b>	<b>758</b>	<b>758</b>

There may be multiple selections for a member/contact.

## 2. HCBS/LTSS Issues

The top issues for this group are HCBS General Issues, HCBS eligibility issues and nursing facility issues.

HCBS/LTSS ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Client Obligation	14	10	6	8	13
Estate Recovery	3	3	12	17	3
HCBS Eligibility issues	51	34	54	40	30
HCBS General Issues	60	55	55	48	45
HCBS Reduction in hours of service	5	3	15	4	3
HCBS Waiting List	2	0	12	11	4
Nursing Facility Issues	39	26	29	45	26
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>174</b>	<b>131</b>	<b>183</b>	<b>173</b>	<b>124</b>

There may be multiple selections for a member/contact.

## 3. Other Issues

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

OTHER ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Abuse / neglect complaints	8	10	9	7	6
ADA Concerns	0	0	1	0	1
Adoption issues	1	1	0	2	0
Affordable Care Act Calls	3	7	1	4	4
Community Resources needed	8	10	2	4	11
Domestic Violence concerns	0	0	1	2	0
Foster Care issues	6	4	3	1	2
Guardianship	4	5	2	3	3
Homelessness	2	3	4	2	2
Housing Issues	1	7	12	5	5
Medicare related Issues	16	17	11	25	14
Social Security Issues	16	15	18	21	14
Used Interpreter	1	5	4	4	4
X-Other	137	91	181	218	207
Z Thank you	335	218	270	282	334
Z Unspecified	75	47	40	70	25
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>613</b>	<b>440</b>	<b>559</b>	<b>650</b>	<b>632</b>

There may be multiple selections for a member/contact.

## H. Data by Managed Care Organization (MCO) – 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. KanCare Ombudsman Office response to members/applicants

The Ombudsman Office goal is to respond to a contact within two business days. During the COVID-19 pandemic, our goal changed to responding within 3-4 business days. We went back to answering calls within two business days during first quarter. This was due to the addition of our Volunteer Coordinator who is experienced in taking calls and fills in when volunteers are not available.

Quarter yr.	Nbr Contacts	% Responded 0-2 days	% Responded 3-7 days	% Responded 8 or more days
Q1/2020	905	92%	4%	4%
Q2/2020	476	60%	37%	3%
Q3/2020	562	87%	12%	2%
Q4/2020	601	84%	15%	1%
Q1/2021	564	88%	12%	0%



## 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.

Quarter yr. : Q1/2021					
Nbr Referrals	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 7-30 Days	% Responded 31 or More Days
50	Clearinghouse	94%	2%	4%	0%
1	DCF	100%	0%	0%	0%
3	KDADS-HCBS	100%	0%	0%	0%
16	KDHE-Eligibility	44%	44%	60%	60%
4	KDHE-Program Staff	50%	50%	0%	0%
7	KDHE-Provider Contact	29%	43%	28%	0%
3	KMAP	100%	0%	0%	0%
4	Aetna	50%	25%	0%	25%
6	Sunflower	50%	17%	33%	0%
6	UnitedHealthcare	50%	50%	0%	0%

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

Action Taken Resolution Type	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Questions/Issue Resolved (No Resources)	70	51	8	16	27
Used Contact or Resources/Issue Resolved	715	361	514	535	491
Closed (No Contact)	55	31	31	39	39
<b>ACTION TAKEN RESOLUTION TYPE TOTAL</b>	<b>840</b>	<b>443</b>	<b>553</b>	<b>590</b>	<b>557</b>

Action Taken Additional Help	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021
Provided Resources	558	339	317	342	254
Mailed/Email Resources	114	73	85	118	90
<b>ACTION TAKEN ADDITIONAL HELP TOTAL</b>	<b>672</b>	<b>412</b>	<b>402</b>	<b>460</b>	<b>344</b>

There may be multiple selections for a member/contact

### 4. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue had a dip in second quarter due to COVID and only one person answering the phone. The office is back up to the 70% during the third, fourth, and first quarter.

Quarter yr.	Nbr Contacts	Avg Days To Completion	% Completed 0-2 Days	% Completed in 3-7 Days	% Completed 8 or More Days
Q1/2020	804	5	74%	10%	16%
Q2/2020	404	7	46%	31%	23%
Q3/2020	534	4	76%	13%	11%
Q4/2020	570	5	70%	17%	13%
Q1/2021	540	3	73%	17%	11%

## VIII. Enhancements and Future Changes

### A. Community Resources by County

KanCare Ombudsman Office has created county level basic resources on the KanCare Ombudsman webpages. The resources cover medical, food, shelter, transportation and local and regional general resources.

The Community Resources by county are made available through a partnership with the University of St. Mary's Health Information Management internship program. Our sincerest thanks to the many interns/volunteers who have created and updated these resources.

The resources will be reviewed and updated on a rotating 18 month schedule with the continued assistance of college intern volunteers. There are a few counties still being worked on by interns. Those should be completed in May.

The next step in this project will be to contact state and community based organizations and request they add this resource to their website and provide it to people they are serving. We will use University of St. Mary's Interns to begin this phase of the project with Summer or Fall Interns. <https://kancare.ks.gov/kancare-ombudsman-office/community-resources-by-county> An example of the resource is available as Appendix C.

HOME ABOUT KANCARE ▾ CONSUMERS ▾ PROVIDERS ▾ OMBUDSMAN ▾ POLICIES AND REPORTS ▾ CONTACT US

Home / Ombudsman / Community Resources by County

## Community Resources by County

Community Resources include information for medical, food, transportation and shelter along with information and referral.

This information is provided as a community service and does not constitute endorsement. This is not an exhaustive list of resources. Not all counties are available yet. As they become available, they will be added to the list.

The Community Resources by county are made available through a partnership with the University of St. Mary's internship program with the Health Information Management program. Our sincerest thanks to the many interns/volunteers who have created and updated these resources.

### Counties in Alphabetical Order

a - e	f - li	lo - re	ri - w
Allen	Finney	Logan	Rice County
Anderson	Ford	Lyon	Riley County
Atchison	Franklin	Marion	Rooks County
Barber	Geary	Marshall	Rush County
Barton	Gove	McPherson	Russell County

## IX. Appendix A: Outreach by KanCare Ombudsman Office

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

### A. Outreach through Education and Collaboration

- 1/6: WSU CEI staff attended the virtual Central Plains Area Agency on Aging monthly networking meeting.
- 1/8: WSU CEI staff attended a networking meeting with representatives from the statewide ADRC resource center and the No Wrong Door program.
- 1/8: WSU CEI staff registered for the WSU POWER Social Work March virtual conference.
- 1/20: WSU CEI staff attended the Butler County Early Childhood Taskforce monthly networking meeting.
- 1/21: WSU CEI staff attended the Healthier Greenwood County Coalition monthly networking meeting.
- 1/21 WSU CEI staff attended the SG Co IRIS network quarterly meeting.
- 1/27: WSU CEI staff and practicum student met with Nicole Dietrich of SEK KansasWorks, based in Emporia, to discuss resources and networking; staff subsequently mailed 2 packages of brochures to the Emporia SEK KansasWorks office.
- 2/3: WSU CEI staff attended the virtual Central Plains Area Agency on Aging monthly networking meeting
- 2/3: WSU CEI staff spoke with Cairn Health (Wichita) Director Aaron Walker to discuss Medicaid education and staff collaboration
- 2/3: WSU CEI staff spoke with Home For Life (Wichita) Parkinson's Occupational Therapist, Shana Gatschet to share Ombudsman phone number
- 2/9: WSU CEI staff and practicum student met with Catholic Charities Veteran's Outreach program staff
- 2/11: WSU CEI staff spoke with LTCSolutions Insurance (Wichita area) Mary Halsig to share resources on Medicare and Medicaid
- 2/11: WSU CEI practicum student attended Healthier Lyon County Coalition virtual meeting
- 2/17: WSU CEI staff attended Butler County Early Childhood Taskforce Coalition virtual meeting
- 2/18: WSU CEI staff attended Healthier Greenwood County Coalition virtual meeting
- 2/18: WSU CEI staff emailed with Greenwood County Hospital staff about KanCare Ombudsman flyers, phone number, and resources
- 2/19/21, *Volunteer Coordinator met with Shannon Olson from KSOR to discuss the collaboration history between the two offices.*
- 2/22: WSU CEI staff spoke with Home Health and Hospice of KS staff to arrange a car in a St. Patrick's Day parade

- 2/22: WSU CEI practicum student established email contact with staff at several regional Veterans' support organizations, including
  - Wichita Vet Center
  - Veterans' Coalition
  - Vet-to-Vet Support Command
  - Central Kansas Veteran Community Partnership
- 2/22: As a result of Veterans' outreach, WSU CEI staff added the Ombudsman Office as a resource on the Veterans' Providers Coalition of Sedgwick County website, at <https://vpcsc.org/vpcsc-resource-page-3/>
- 2/23/21, *Volunteer Coordinator attended the WYCO IRIS Current Partners meeting*
- 2/26: As a result of Veterans' outreach, WSU CEI staff and practicum student attended the monthly networking virtual meeting through Vet-to-Vet Support Command. This meeting included at least 20 other attendees.
- 3/1: WSU CEI staff emailed Medicaid resources to Mary Halsig of LT Care Solutions (Wichita).
- 3/3: WSU CEI staff attended Central Plains Area Agency on Aging monthly networking meeting via Zoom.
- 3/3: WSU CEI staff emailed Medicaid resources to Wichita-area DCF worker (as a result of CPAAA networking meeting).
- 3/3: WSU CEI staff emailed contact information to ADRC staff for their resource updates (as a result of CPAAA networking meeting).
- 3/4: WSU CEI staff spoke with staff at Emporia CrossWinds Counseling regarding social work licensing requirements for Medicaid/Medicare.
- 3/4: WSU CEI staff joined a private Facebook page for the Wichita-area Veteran's Support group.
- 3/5: WSU CEI staff virtually staffed an exhibit booth at the WSU POWER Social Work Conference, providing resources to 6 attendees in the fields of early childhood development, disability resources, nursing facility social work, and general social work practice.
- 3/5-3/17: WSU CEI staff coordinated with CPAAA network to participate in St. Patrick's Day car parade that included at least 20 other cars/floats. Subsequently toured 24 senior living facilities with a car banner with Ombudsman information. Facilities were located in the Wichita area, including Andover, Bel Aire, and Goddard.
- 3/8: WSU CEI staff responded to resource request from IRIS partner at SG Co Health Department.
- 3/9: WSU CEI staff worked with Cairn Health Executive Director Aaron Walker to plan networking efforts. Subsequently on 3/31, WSU CEI staff and MSW practicum students met virtually with Aaron Walker and Cairn Health MSW practicum student to discuss resource sharing and collaboration.
- 3/11: WSU CEI staff emailed Sarah Long at South Central Kansas Area Agency on Aging and subsequently mailed Ombudsman brochures.

- 3/15: WSU CEI staff responded to Medicaid policy questions from staff at Central Plains Area Agency on Aging.
- 3/18: WSU CEI staff attended Healthier Greenwood County Coalition meeting via Zoom.
- 3/22: WSU CEI staff and Kerrie Bacon emailed United MCO community relations staff regarding Medicaid COVID-19 policy and member outreach.
- 3/26: WSU CEI staff and practicum student Britt Doerner attended SG County-area Veteran's Support virtual networking meeting.
- 3/26: WSU CEI staff emailed Allen County Multi-Agency Team requesting information on networking meetings.
- 3/30-4/1: Volunteer Coordinator and WSU CEI staff exhibited at the Kansas Governor's Public Health Conference via the Pathable online conference platform. There were over 400 attendees. This conference resulted in:
  - 88 unique booth visits, 209 total booth visits
  - 37 document views
  - 7 requests for follow up (to be addressed in April)
  - 1 live networking meeting with Greenwood County Health Department personnel, resulting in mailed Ombudsman brochures
  - 1 chat exchange with Douglas County Health Department regarding Medicaid renewal extensions
  - Poll results and resource downloads -- Refer to the Addenda for specific resources and poll questions we made available to attendees.
- 3/31: WSU CEI staff mailed brochures to Kindred Hospice in Hutchison.

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

- January; Wichita Ombudsman VISTA and WSU CEI staff focused approximately 6 hours on Facebook design & posting plans. February will see a renewal of regular Facebook posts, once roles and routines are re-established.
- January; WSU CEI staff emailed with the editor of the Wichita Riverside neighborhood newsletter to include recruitment & general outreach information in upcoming editions, which resulted in the publication of our brochure in the January issue.
- January; WSU CEI staff maintained listings in statewide resource referral websites [www.1800childrenks.org](http://www.1800childrenks.org) and [www.findhelp.org](http://www.findhelp.org).
- February; Wichita Ombudsman practicum student and WSU CEI staff focused approximately 10 hours on Facebook design & posting plans.
- February; WSU CEI staff maintained listings in statewide resource referral websites [www.1800childrenks.org](http://www.1800childrenks.org) and [www.findhelp.org](http://www.findhelp.org).
- March; Wichita Ombudsman practicum student and WSU CEI staff focused approximately 7 hours on Facebook design & posting plans.

## X. Appendix B: Managed Care Organization (MCO) Data

### A. Aetna

<b>MEDICAID ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Access to Providers (usually Medical)	0	1	0	3	0
Appeals/Fair Hearing questions/issues	1	1	0	1	0
Background Checks	0	0	0	0	0
Billing	2	2	2	5	2
Care Coordinator Issues	0	0	1	1	1
Change MCO	4	0	1	2	1
Choice Info on MCO	1	0	0	0	0
Coding Issues	0	0	0	0	0
Consumer said Notice not received	0	0	1	0	0
Cultural Competency	0	0	0	0	0
Data Requests	0	0	0	0	0
Dental	1	0	1	0	0
Division of Assets	0	0	0	0	0
Durable Medical Equipment	1	2	1	2	0
Grievances Questions/Issues	5	3	1	1	0
Help understanding mail (NOA)	0	0	1	0	0
MCO transition	0	0	0	0	0
Medicaid Application Assistance	0	0	0	2	0
Medicaid Eligibility Issues	1	1	1	4	2
Medicaid Fraud	0	0	0	0	0
Medicaid General Issues/questions	4	2	1	5	3
Medicaid info (status) update	4	4	1	3	3
Medicaid Renewal	3	0	0	1	1
Medical Card issues	0	0	1	0	0
Medicare Savings Plan Issues	3	0	0	1	1
MediKan issues	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0
Medical Services	2	2	2	3	2
Pain management issues	0	1	0	1	0
Pharmacy	1	0	0	1	0
Pregnancy issues	0	0	0	0	1
Prior authorization issues	0	0	1	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	2	2	2	1	0
Transportation	1	1	0	1	0
Working Healthy	0	0	0	1	0
<b>MEDICAID ISSUES TOTAL</b>	<b>36</b>	<b>22</b>	<b>18</b>	<b>40</b>	<b>17</b>

<b>HCBS/LTSS ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Client Obligation	0	0	0	0	2
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	0	0	0	0	0
HCBS General Issues	0	5	2	2	0
HCBS Reduction in hours of service	0	1	0	0	0
HCBS Waiting List	0	0	0	0	0
Nursing Facility Issues	3	1	2	0	1
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>3</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>3</b>

<b>OTHER ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Abuse / neglect complaints	1	2	1	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	1	0	0	0
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	1	0	0	0
Guardianship	0	0	0	0	0
Homelessness	0	0	0	1	0
Housing Issues	0	0	1	1	0
Medicare related Issues	1	0	0	1	0
Social Security Issues	0	0	0	0	0
Used Interpreter	0	0	0	0	0
X-Other	3	6	4	5	5
Z Thank you	9	10	4	15	7
Z Unspecified	0	0	0	1	0
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>14</b>	<b>20</b>	<b>10</b>	<b>24</b>	<b>12</b>



<b>PROGRAM TYPE</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
PD	1	2	1	1	1
I/DD	0	2	0	1	0
FE	0	0	0	0	0
AUTISM	0	0	0	0	0
SED	0	1	0	0	0
TBI	0	0	2	0	0
TA	0	2	0	0	0
WH	0	0	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	2	2	0	0	0
FOSTER CARE	0	1	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1	0	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>3</b>	<b>10</b>	<b>4</b>	<b>2</b>	<b>2</b>

## B. Sunflower

<b>MEDICAID ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Access to Providers (usually Medical)	2	0	0	2	2
Appeals/Fair Hearing questions/issues	4	2	1	8	1
Background Checks	0	0	0	0	0
Billing	2	1	4	7	5
Care Coordinator Issues	6	1	0	1	0
Change MCO	0	1	3	0	0
Choice Info on MCO	0	1	0	1	0
Coding Issues	0	0	1	1	0
Consumer said Notice not received	0	0	0	1	0
Cultural Competency	0	0	0	0	0
Data Requests	1	1	0	0	0
Dental	1	1	0	0	0
Division of Assets	0	0	0	0	0
Durable Medical Equipment	1	2	1	0	0
Grievances Questions/Issues	6	3	0	4	4
Help understanding mail (NOA)	2	1	0	1	1
MCO transition	0	0	0	0	0
Medicaid Application Assistance	3	0	0	1	0
Medicaid Eligibility Issues	5	1	1	0	1
Medicaid Fraud	0	1	0	0	0
Medicaid General Issues/questions	12	2	0	2	2
Medicaid info (status) update	6	1	2	2	1
Medicaid Renewal	3	0	0	0	0
Medical Card issues	2	1	0	1	1
Medicare Savings Plan Issues	1	0	0	0	0
MediKan issues	0	0	0	0	0
Moving to / from Kansas	2	0	0	0	0
Medical Services	6	2	1	4	4
Pain management issues	0	0	0	0	0
Pharmacy	0	1	0	0	0
Pregnancy issues	0	0	0	1	0
Prior authorization issues	0	1	0	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	3	0	0	1	1
Transportation	3	2	0	0	0
Working Healthy	0	0	0	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>71</b>	<b>26</b>	<b>14</b>	<b>38</b>	<b>23</b>

<b>HCBS/LTSS ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Client Obligation	2	0	0	1	1
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	1	0	3	1	3
HCBS General Issues	7	9	7	3	4
HCBS Reduction in hours of service	1	2	2	2	0
HCBS Waiting List	0	0	1	0	0
Nursing Facility Issues	1	0	2	2	2
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>12</b>	<b>11</b>	<b>15</b>	<b>9</b>	<b>10</b>

<b>OTHER ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Abuse / neglect complaints	1	0	0	0	0
ADA Concerns	0	0	0	0	0
Adoption issues	0	1	0	1	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	1	0	0	0
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	0	0	0	0
Guardianship	1	0	0	0	2
Homelessness	0	1	0	0	0
Housing Issues	0	1	1	1	0
Medicare related Issues	2	1	0	0	2
Social Security Issues	0	1	0	0	1
Used Interpreter	0	0	0	0	0
X-Other	9	6	6	7	4
Z Thank you	24	14	12	14	19
Z Unspecified	0	1	0	1	1
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>37</b>	<b>27</b>	<b>19</b>	<b>24</b>	<b>29</b>

<b>PROGRAM TYPE</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
PD	4	5	5	0	1
I/DD	0	2	2	0	2
FE	1	1	1	3	1
AUTISM	1	0	1	0	0
SED	0	1	0	0	0
TBI	1	1	0	0	2
TA	1	1	0	1	0
WH	0	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	0	0	1	1
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	1	0	1	1	0
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>7</b>	<b>8</b>

## C. United Healthcare

<b>MEDICAID ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Access to Providers (usually Medical)	1	0	0	3	0
Appeals/Fair Hearing questions/issues	4	2	1	1	0
Background Checks	0	0	0	0	0
Billing	4	2	3	3	2
Care Coordinator Issues	6	0	2	3	0
Change MCO	2	1	1	1	0
Choice Info on MCO	1	1	0	0	0
Coding Issues	1	0	0	0	0
Consumer said Notice not received	0	0	0	0	0
Cultural Competency	0	0	0	0	0
Data Requests	0	0	0	0	0
Dental	0	0	0	0	0
Division of Assets	0	0	0	0	0
Durable Medical Equipment	1	3	0	1	1
Grievances Questions/Issues	6	1	0	3	3
Help understanding mail (NOA)	0	0	0	0	1
MCO transition	1	0	0	0	0
Medicaid Application Assistance	0	1	0	1	1
Medicaid Eligibility Issues	4	2	1	3	2
Medicaid Fraud	0	0	0	0	0
Medicaid General Issues/questions	8	1	1	2	4
Medicaid info (status) update	9	1	0	2	2
Medicaid Renewal	1	0	0	0	1
Medical Card issues	2	1	0	2	0
Medicare Savings Plan Issues	0	0	0	1	0
MediKan issues	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0
Medical Services	3	3	5	1	1
Pain management issues	0	0	0	0	0
Pharmacy	2	2	2	3	0
Pregnancy issues	0	0	0	0	0
Prior authorization issues	1	0	0	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	2	0	1	3	0
Transportation	3	2	0	3	0
Working Healthy	0	0	0	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>62</b>	<b>23</b>	<b>17</b>	<b>37</b>	<b>18</b>

<b>HCBS/LTSS ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
Client Obligation	0	0	1	1	0
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	2	0	2	2	2
HCBS General Issues	8	1	5	7	3
HCBS Reduction in hours of service	1	0	5	2	1
HCBS Waiting List	0	0	0	0	1
Nursing Facility Issues	4	0	0	2	0
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>15</b>	<b>1</b>	<b>13</b>	<b>14</b>	<b>7</b>

<b>OTHER ISSUES</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</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	1	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	1	0	0
Housing Issues	1	0	0	1	0
Medicare related Issues	1	1	0	1	1
Social Security Issues	0	0	1	1	0
Used Interpreter	0	0	0	0	0
X-Other	5	2	8	8	5
Z Thank you	18	8	12	15	8
Z Unspecified	0	1	0	1	1
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>25</b>	<b>13</b>	<b>22</b>	<b>27</b>	<b>15</b>

<b>PROGRAM TYPE</b>	<b>Q1/2020</b>	<b>Q2/2020</b>	<b>Q3/2020</b>	<b>Q4/2020</b>	<b>Q1/2021</b>
PD	3	1	5	4	1
I/DD	1	0	0	1	1
FE	3	0	4	1	0
AUTISM	0	0	0	0	0
SED	0	1	0	0	0
TBI	2	1	1	2	0
TA	1	0	1	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	3	0	0	0	0
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	0	1	1	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>14</b>	<b>5</b>	<b>12</b>	<b>9</b>	<b>3</b>
<b>PROGRAM TYPE TOTAL</b>	<b>27</b>	<b>22</b>	<b>10</b>	<b>12</b>	<b>14</b>

# Appendix B: Community Resource Guide



A quick guide to basic services available in **Lincoln County**, Kansas

Information is provided as a community service and does not necessarily constitute endorsement. This is not a complete list of resources; information is updated annually.

## Medical

### Local Health Services/Clinics

Lincoln County Hospital .....	(785) 524-4403
Mitchell County Hospital Health Systems, Beloit .....	(785) 738-2266
Lincoln County Public Health Department, Lincoln .....	(785) 524-5003
Mitchell County Health Department, Beloit .....	(785) 738-5053
North Central Kansas Home Health Services, Beloit .....	(785) 738-5175
Pregnancy Service Center, Salina .....	(785) 823-1484
Salina Family Healthcare Center, Salina .....	(785) 825-7251

### Mental Health

Central Kansas Mental Health Center, Salina .....	(785) 823-6322
JayDoc Free Clinic, Kansas City .....	(913) 387-1202
National Alliance on Mental Illness (NAMI) .....	(800) 539-2660
National Suicide Prevention Lifeline .....	(800) 273-8255
Saint Francis Ministries .....	(800) 423-1342
Salina Family Healthcare Center, Salina .....	(785) 825-7251

### Dental Services

JayDoc Free Clinic, Kansas City .....	(913) 387-1202
Kansas Donated Dental Services Online Application .....	<a href="https://dentallifeline.org/kansas/">https://dentallifeline.org/kansas/</a>
Kansas Donated Dental Services .....	(785) 273-1900 or (888) 870-2066
Kansas Mission of Mercy Dental Project .....	<a href="http://www.ksdentalfoundation.org/patients/">http://www.ksdentalfoundation.org/patients/</a>
Kansas Neurological Institute, Topeka .....	(785) 296-5377
Kansas State Farmworker Health Program, Topeka .....	(785) 296-2671
Marian Dental Clinic, Topeka .....	(785) 233-2800
Salina Emergency Aid/Food Bank, Salina .....	(785) 827-7111
Salina Family Healthcare Center, Salina .....	(785) 826-9017
Smiles Change Lives (discounted braces) .....	<a href="https://www.smileschangelives.org/">https://www.smileschangelives.org/</a>



Smiles for Success ..... <https://smilesforsuccess.org/>

## Eye Care

EyeCare America ..... (877) 887-6327  
JayDoc Free Clinic, Kansas City ..... (913) 387-1202  
Kansas City Free Eye Clinic, KCMO Online Application ..... [www.kcfreeeyeclinic.org](http://www.kcfreeeyeclinic.org)  
Kansas City Free Eye Clinic, KCMO ..... (816) 471-4673  
Lions Club International (provides free eye exams and eyeglasses to qualified participants) ..... (316) 773-2100  
Salvation Army, Salina (Vision USA) ..... (785) 823-2251  
Salvation Army, Topeka (Vision USA) ..... (785) 233-9648  
See To Learn (3 year-olds) ..... (800) 960-3937

## Prescription Services

Needy Meds (helps with cost of medicine) ..... [www.needy meds.org](http://www.needy meds.org)  
Prescription Assistance Program ..... [www.KansasDrugCard.com](http://www.KansasDrugCard.com)  
Rx Assist (helps with cost of medicine) ..... [www.rxassist.org](http://www.rxassist.org)  
Salina Emergency Aid/Food Bank, Salina ..... (785) 827-7111  
Salina Family Healthcare Center, Salina ..... (785) 452-3900

## Assistive Equipment

Assistive Technology for Kansans ..... (800) 526-3648  
KEE Reuse Program (supply or exchange medical equipment for adults and children) ..... (800) 526-3648

## Other Health Services

KanCare/Medicaid eligibility and renewal, KanCare Clearinghouse ..... (800) 792-4884  
KanCare application, benefits and assistance ..... [www.kancare.ks.gov](http://www.kancare.ks.gov)  
KanCare Ombudsman office ..... (855) 643-8180  
..... [www.KanCareOmbudsman.ks.gov](http://www.KanCareOmbudsman.ks.gov)  
Kansas Special Health Care Needs (SHCN) Program (infants to age 21) ..... (785) 826-6600  
Kansas State Farmworker Health Program, Topeka ..... (785) 296-2671  
Ryan White Program (HIV/STI help) ([www.kdheks.gov/sti\\_hiv/ryan\\_white\\_care.htm](http://www.kdheks.gov/sti_hiv/ryan_white_care.htm)) ..... (316) 293-2652  
Senior Health Insurance Counseling for Kansas (SHICK) ..... (800) 860-5260

## Information and Referral

### Local Resources

American Red Cross, Salina ..... (785) 827-3644  
Birthright ..... (800) 550-4900  
Catholic Charities, Salina ..... (785) 825-0208

Disability Planning Organization of Kansas, Inc., Salina .....	(785) 823-3173
Lincoln Senior Center, Lincoln .....	(785) 524-4738
Planned Parenthood, Wichita .....	(316) 263-7575
Salina Emergency Aid/Food Bank, Salina .....	(785) 827-7111
Salina Rescue Mission, Salina .....	(785) 823-2610
Salvation Army, Salina .....	(785) 823-2251
United Way .....	2-1-1
United Way, Salina .....	(785) 827-1312

## Regional/State Organizations

Aging and Disability Resource Center (ADRC), Manhattan .....	(785) 776-9294
Area Agency on Aging, Salina .....	(785) 823-1277
Disability Planning Organization of Kansas (DPOK), Salina .....	(785) 823-3173
Kansas Commission on Veterans Affairs, Salina .....	(785) 823-2862
Kansas Department for Children and Families, Salina ( <a href="http://www.dcf.ks.gov">www.dcf.ks.gov</a> ) .....	(785) 826-8000
Kansas Elder Law Hotline .....	(888) 353-5337
Kansas Legal Services .....	(620) 225-4041
Long Term Care Ombudsman .....	(877) 662-8362
Operation Homefront (Military Families) .....	(877) 264-3968
Saint Francis Ministries .....	(800) 423-1342
Social Security Administration, Salina .....	(877) 405-3494
Urban League of Kansas .....	(316) 262-2463
West Central Missouri Community Action Agency .....	(800) 293-3532

## Food

Catholic Charities, Salina .....	(785) 825-0208
Emmanuel Foursquare Church, Salina .....	(785) 825-1943
Lincoln Senior Center, Lincoln (TEFAP) .....	(785) 524-4738
National Hunger Hotline .....	(866) 3-HUNGRY
Salina Emergency Aid/Food Bank, Salina .....	(785) 827-7111
Salina Rescue Mission, Salina .....	(785) 823-2610
Saline County Salina Senior Center, Salina .....	(785) 827-9818
Salvation Army, Salina .....	(785) 823-2251
Sylvan Grove Senior Center, Sylvan Grove (TEFAP) .....	(785) 526-7469
United Methodist Church, Lincoln .....	(785) 524-4000
Yachad Food Pantry, Overland Park (Kosher) .....	(913) 649-4852

## Transportation

Disabled American Veterans (VA appointments) .....	(913) 651-2402
Lincoln County Public Transportation, Lincoln .....	(785) 384-0015
OCCK Transportation, Salina .....	(785) 826-1583

## Shelter

### Homeless Shelters/Transitional Housing

Ashby House, Salina .....	(785) 826-4935
Homeless Shelter Hotline.....	(816) 474-4599
Salina Rescue Mission, Salina .....	(785) 823-2610
U.S. Department of Veteran Affairs, VASH Voucher Program for Veterans .....	(877) 424-3838

### Rent & Utilities

Catholic Charities, Salina .....	(785) 825-0208
Kansas Community Action Partnership, Topeka .....	(785) 836-4500
Kansas Lifeline Program (low cost telephone service).....	(800) 662-0027
Low Income Energy Assistance Program (LIEAP).....	(800) 432-0043
Salina Emergency Aid/Food Bank, Salina .....	(785) 827-7111
Salvation Army, Salina .....	(785) 823-2251

### Landlord Issues

Housing and Credit Counseling (Landlord and tenant issues) ( <a href="http://www.hcci-ks.org">www.hcci-ks.org</a> ) .....	(800) 383-0217
Kansas Housing Resources Corporation ( <a href="http://www.kshousingcorp.org">www.kshousingcorp.org</a> ) .....	(785) 217-2001
Kansas Legal Services .....	(800) 723-6953
Urban League of Kansas .....	(316) 262-2463

### Housing

American Red Cross, Salina .....	(785) 827-3644
Kansas Community Action Partnership, Topeka.....	(785) 836-4500
Kansas Housing Assistance Program .....	<a href="http://www.kshap.org">www.kshap.org</a>
Kansas Housing Resources Corporation (includes weatherization assistance) .....	(785) 217-2001
.....	<a href="http://www.kshousingcorp.org">www.kshousingcorp.org</a>
Kansas Rural Development .....	(785) 271-2700
Salina Housing Authority, Salina .....	(785) 827-0441
U.S. Department of Veteran Affairs, VASH Voucher Program for Veterans .....	(877) 424-3838
Urban League of Kansas .....	(316) 262-2463

## Other Resources

Kansas Department of Health and Environment ([KDHE](#)) [Resource Tool Kit](#)

[Kansas Commission on Disability Concerns \(KCDC\)](#) Choose “Life Resources” or “Youth” at top of page.