



KanCare Ombudsman Report

Quarter 2, 2021 (based on calendar year)

April 1 – June 30, 2021

Data downloaded 6/19/2021

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II. Highlights/Dashboard

A. Enhancements

1. Call Handler for Topeka office

The call handler was put in place in June. This is being done primarily to better serve those whose primary language is Spanish.

It provides four options for people calling the toll free number and being routed to the Topeka office:

- Spanish – routes to a line that provides how to leave a message in Spanish
- Providers – transfers provider calls to KDHE Health Care Finance front desk and they will be routed to a Provider Manager for assistance.
- Clearinghouse – if callers are trying to reach the KanCare Clearinghouse, they can choose this option and will be routed directly to the toll free number.
- The caller can stay on the line or press zero to get the KanCare Ombudsman office.

The next step is setting up the same call handler options for the Kansas City Satellite office.

2. Outreach:

- A byproduct of the AmeriCorps VISTA application assistance project (see page 19, B.) has been, when they contact these organizations (i.e. Local Public Health Departments, etc.), they are explaining what our organization does, what resources we have available and asking if they would like a packet of our brochures to share with staff and consumers. We have mailed out seven boxes of brochures so far.

	Q1/2020	Q2/2020	Q3/2021	Q4/2020	Q1/2021	Q2/2021
Outreach	74	16	96	57	49	156

3. KanCare Ombudsman Listening Sessions

The KanCare Ombudsman office will be doing a series of listening sessions this fall that will be preceded by a survey. The purpose of the listening sessions will be to get stakeholder input on the operation, performance, and suggested enhancements of the KanCare Ombudsman office.

4. Volunteer Satisfaction Survey

In late April, WSU MSW Practicum Student Britt Doerner worked with CEI and Ombudsman staff to create and distribute a volunteer satisfaction survey. From 4/18-5/1, five volunteers responded via the Qualtrics platform. Results are below. In general, comments were positive regarding their volunteer experience. See Appendix B.

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 \(2019-2023\), Section 36](#) 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 second quarter of 2021.

The KanCare Ombudsman Office has helped KanCare members and applicants since the inception of KanCare in January 2013. Starting in November 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
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	478	562	601
2021	564	591		

The chart below shows an example of one other organization that has had a significant decrease in calls during the COVID-19 pandemic as well. According to this information it appears that the Clearinghouse contacts have a similar decrease to first quarter last year (2020) as the KanCare Ombudsman office.

	Q4	Q1	Q2	% +/- Q2 2020 vs Q1 2020	Q3	Q4	Q1	Q2	% +/- Q2 2021 vs Q1 2020
KanCare Ombuds. Contacts	915	903	478	-47%	562	601	564	591	-35%
CH contacts	126,682	128,033	57,720	-55%	57,425	59,161	81,398	64,852	-49%

B. Accessibility through the KanCare Ombudsman Volunteer Program

The KanCare Ombudsman Office has two satellite offices 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 second quarter, there have been volunteers assisting in the offices (2 in each office, two volunteers in training; one in each office). They continue their training into third 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: 1:00 to 4:00pm Tues: 1:00 to 4:00pm	2	6	Northern Kansas Area Codes 785, 913, 816
Wichita Office	Mon: 9:00 to noon Fri: 9:00 to noon	2	6	Southern Kansas Area Codes 316, 620

Information on KanCare Ombudsman website at the end of June 2021

There were three Education and Resource Volunteer Interns (from St. Mary's University-Leavenworth) that provided assistance during the second quarter on the Community Resource Guides.

V. Outreach by KanCare Ombudsman Office

The KanCare Ombudsman Office is responsible for helping 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 large increase in contacts for second quarter is directly related to our AmeriCorps VISTA volunteers. They have begun the process of updating our KanCare Application Assistance Guide that lists organizations that help with filling out KanCare applications. They are not only checking current organizations on the list, but also contacting all Local Public Health Departments and other community organizations that have the potential to provide that type of assistance. They are explaining what our organization does, what resources we have available and asking if they would like a packet of our brochures to share with staff and consumers. We are very excited about this outreach and hope that it will create new opportunities for collaboration across the state.

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

	Q1/2020	Q2/2020	Q3/2021	Q4/2020	Q1/2021	Q2/2021
Outreach	74	16	96	57	49	171

For the full listing of outreach, see Appendix A.

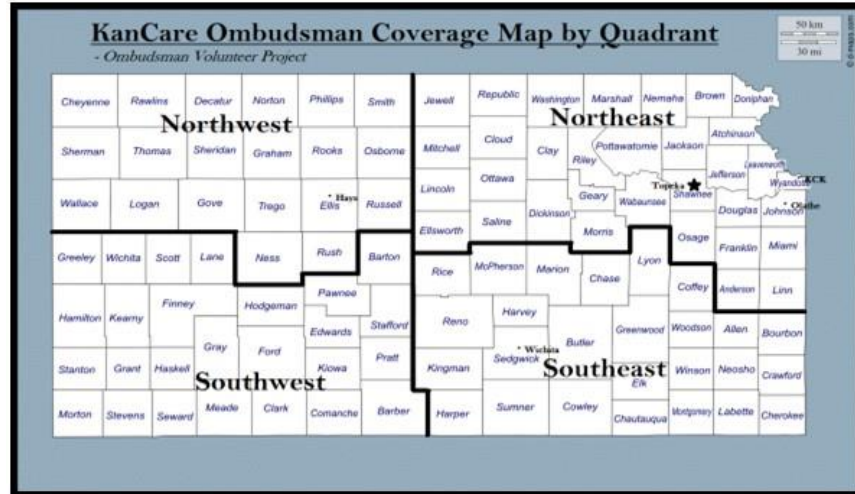
VI. Data by KanCare Ombudsman Office

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

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 (out of state numbers, 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](#)) or call the direct numbers for staff at the Topeka office. Emails to the KanCare.Ombudsman@ks.gov go to the Topeka office.
- The chart, by region, shows that most KanCare Ombudsman contacts come from the Northeast and Southeast part of Kansas.

KanCare Ombudsman Office

REGION	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Northwest	15	4	1	5	10	7
Northeast	158	90	50	69	80	145
Southwest	16	11	6	8	16	19
Southeast	171	104	36	84	59	133
Unknown	544	257	464	435	399	286
Out of State	2	12	5	0	0	1
Total	906	478	562	601	564	591

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.

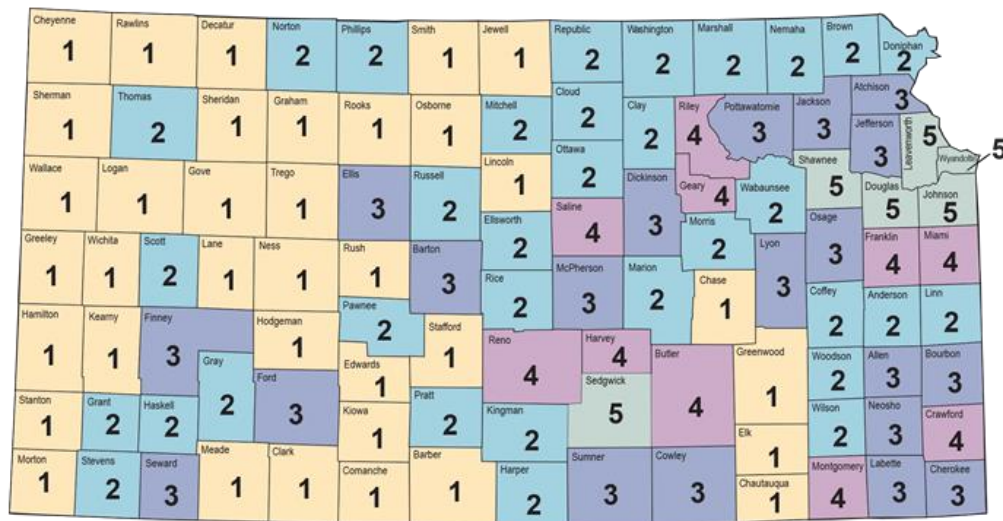
Medicaid

Region	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Northeast	193,061	199,226	207,371	212,844	218,205	222,688
Southeast	174,330	180,611	188,171	193,347	198,235	202,161
Northwest	12,550	12,964	13,507	13,928	14,310	14,409
Southwest	36,984	38,200	39,667	40,724	41,958	42,834
Total	416,925	431,001	448,716	460,843	472,708	482,092

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 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 316 and 620 area code calls. All other toll-free calls go to the Main office (Topeka) in addition to direct calls to staff.

During first quarter, we had the assistance of volunteers in the satellite offices at least 2-3 days per week. 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	Q2/2021
Main - Topeka	540	362	534	438	387	432
Kansas City	142	0	1	58	74	90
Wichita	221	112	26	105	103	69
Total	903	474	561	601	564	591

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	Q2/2021
Telephone	773	356	464	511	473	449
Email	114	117	90	83	86	138
Letter	5	4	6	2	1	1
Face-to-Face Meeting	11	0	0	0	0	0
Other	0	1	1	5	2	1
Social Media	3	0	1	0	4	2
CONTACT METHOD TOTAL	906	478	562	601	566	591

D. Data by Caller Type

Most contacts are consumers which includes beneficiaries, family members, friends, 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/billing issues, questions on how to become a provider in Kansas, etc. The provider contacts that are not for an individual member, are forwarded to Kansas Department of Health and Environment (KDHE.)

CALLER TYPE	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Provider	70	63	63	58	62	99
Consumer	773	375	451	497	465	434
MCO Employee	3	6	5	8	2	4
Other Type	60	34	43	38	37	54
CALLER TYPE TOTAL	906	478	562	601	566	591

E. Data by Program Type

- Frail Elderly waiver and Nursing facility issues were the top program concerns within the Program Type calls received.

PROGRAM TYPE	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
PD	32	25	35	12	9	14
I/DD	23	23	16	12	9	17
FE	34	19	27	16	13	23
AUTISM	1	1	2	3	0	2
SED	5	3	2	3	1	1
TBI	7	4	9	3	5	6
TA	6	5	2	1	1	1
WH	0	1	0	0	0	1
MFP	0	1	0	0	0	1
PACE	1	0	0	1	0	1
MENTAL HEALTH	3	8	2	1	3	1
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	39	29	9	22	24	20
FOSTER CARE	0	1	0	0	1	0
MEDIKAN	2	0	0	3	2	1
INSTITUTIONAL TRANSITION FROM LTC/NF	3	2	3	2	1	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	1	0	1	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	156	123	108	79	70	91

There may be multiple selections for a member/contact.

F. Data by Priorities

This 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	Q2/2021
HCBS	66	65	36	30	21	33
Long Term Care / MF	25	27	12	15	14	22
Urgent Medical Need	24	8	9	11	9	15
Urgent	22	12	13	18	15	30
Life Threatening	8	0	1	4	2	2
PRIORITIES TOTAL	145	112	71	78	61	102

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.

MEDICAID ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Access to Providers (usually Medical)	11	3	1	9	9	11
Appeals/Fair Hearing questions/issues	23	8	10	15	12	15
Background Checks	0	0	0	0	0	0
Billing	25	16	20	30	38	35
Care Coordinator Issues	19	3	4	7	7	6
Change MCO	7	3	8	6	6	3
Choice Info on MCO	4	2	1	2	1	4
Coding Issues	8	2	8	3	8	3
Consumer said Notice not received	3	0	1	2	1	1
Cultural Competency	0	1	0	0	1	2
Data Requests	4	4	1	1	6	5
Dental	4	7	5	3	4	5
Division of Assets	10	8	7	4	11	10
Durable Medical Equipment	3	9	2	5	3	7
Grievances Questions/Issues	33	11	10	22	18	13
Help understanding mail (NOA)	9	4	7	8	11	24
MCO transition	2	0	1	0	0	1
Medicaid Application Assistance	150	114	118	132	123	104
Medicaid Eligibility Issues	206	63	109	99	108	87
Medicaid Fraud	1	2	3	3	3	2
Medicaid General Issues/questions	188	89	103	123	142	173
Medicaid info (status) update	150	35	107	97	90	86
Medicaid Renewal	51	3	9	20	13	6
Medical Card issues	9	6	9	10	10	12
Medicare Savings Plan Issues	49	22	15	46	31	21
MediKan issues	3	0	2	8	5	5
Moving to / from Kansas	19	7	14	14	2	12
Medical Services	24	19	12	17	22	24
Pain management issues	0	2	0	1	1	3
Pharmacy	12	11	4	7	10	10
Pregnancy issues	5	2	9	22	30	38
Prior authorization issues	2	2	1	4	4	7
Refugee/Immigration/SOBRA issues	3	0	1	1	2	2
Respite	0	0	0	0	2	2
Spend Down Issues	28	17	23	27	19	19
Transportation	9	6	0	8	5	14
Working Healthy	0	1	0	2	2	2
MEDICAID ISSUES TOTAL	1074	482	625	758	760	774
OTHER ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021

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	Q2/2021
Client Obligation	14	10	6	8	14	10
Estate Recovery	3	3	12	17	3	9
HCBS Eligibility issues	51	34	54	40	30	51
HCBS General Issues	60	55	55	48	45	54
HCBS Reduction in hours of service	5	3	15	4	3	2
HCBS Waiting List	2	0	12	11	4	4
Nursing Facility Issues	39	26	29	45	26	38
HCBS/LTSS ISSUES TOTAL	174	131	183	173	125	168

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	Q2/2021
Abuse / neglect complaints	8	10	9	7	7	13
ADA Concerns	0	0	1	0	1	1
Adoption issues	1	1	0	2	0	3
Affordable Care Act Calls	3	7	1	4	4	1
Community Resources needed	8	10	2	4	11	6
Domestic Violence concerns	0	0	1	2	0	0
Foster Care issues	6	4	3	1	2	2
Guardianship	4	5	2	3	3	5
Homelessness	2	3	4	2	2	4
Housing Issues	1	7	12	5	5	9
Medicare related Issues	16	17	11	25	14	17
Social Security Issues	16	15	18	21	14	15
Used Interpreter	1	5	4	4	4	2
X-Other	137	91	181	218	207	54
Z Thank you	335	218	270	282	335	346
Z Unspecified	75	47	40	70	26	31
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	613	440	559	650	635	509

There may be multiple selections for a member/contact.

H. Data by Managed Care Organization (MCO) – See Appendix C

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 the goal of answering calls within two business days during first quarter of 2021. This was due to the addition of our Volunteer Coordinator who is experienced in taking calls and assists in the Kansas City Satellite office when volunteers are not available.

Qtr./Year	Number of Contacts	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 8 or More Days
Q1/2020	905	92%	4%	4%
Q2/2020	476	60%	36%	4%
Q3/2020	562	87%	11%	2%
Q4/2020	601	84%	15%	1%
Q1/2021	566	88%	12%	0%
Q2/2021	591	89%	10%	1%

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/year : Q2/2021

Nbr Referrals	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 7-30 Days	% Responded 31 or More Days
42	Clearinghouse	100%	0%	0%	0%
7	DCF	86%	14%	0%	0%
1	KDADS-Behavior Health	100%	0%	0%	0%
6	KDADS-HCBS	83%	0%	17%	0%
1	KDADS-Health Occ. Cred.	100%	0%	0%	0%
14	KDHE-Eligibility	64%	21%	14%	0%
1	KDHE-Program Staff	100%	0%	0%	0%
6	KDHE-Provider Contact	50%	17%	17%	16%
1	KMAP	100%	0%	0%	0%
5	Aetna	80%	0%	20%	0%
10	Sunflower	40%	30%	20%	10%
12	UnitedHealthcare	33%	33%	33%	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	Q2/2021
Questions/Issue Resolved (No Resources)	70	51	8	16	28	19
Used Contact or Resources/Issue Resolved	715	361	514	535	495	536
Closed (No Contact)	55	31	31	40	40	24
ACTION TAKEN RESOLUTION TYPE TOTAL	840	443	553	591	563	579

Action Taken Additional Help	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Provided Resources	558	339	317	342	260	521
Mailed/Email Resources	114	73	85	118	90	131
ACTION TAKEN ADDITIONAL HELP TOTAL	672	412	402	460	350	652

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, 2020 due to COVID and only one person answering the phone.

Qtr./Year	% Completed in 0-2 Days	% Completed in 3-7 Days	% Completed in 8 or More Days
Q1/2020	74%	9%	17%
Q2/2020	46%	31%	23%
Q3/2020	76%	13%	11%
Q4/2020	69%	17%	14%
Q1/2021	71%	16%	13%
Q2/2021	74%	16%	10%

VIII. Enhancements and Future Changes

A. Enhancement: Call Handler for Topeka office

The call handler for the Topeka office was put in place in June. This is being done primarily to better serve those whose primary language is Spanish.

It provides four options for people calling the toll free number and being routed to the Topeka office:

- Spanish – routes to a line that tells how to leave a message in Spanish
- Providers – transfers provider calls to KDHE Health Care Finance front desk to be routed to a Provider Manager for assistance.
- Clearinghouse – if callers are trying to reach the KanCare Clearinghouse, they can choose this option and will be routed directly to the number.
- The caller can stay on the line or press zero to get the KanCare Ombudsman office.

The next step is setting up the same call handler options for the Kansas City office.

B. Volunteer Satisfaction Survey

Our AmeriCorps VISTA volunteer in the Wichita Satellite Office created, sent out, and compiled the results of a volunteer satisfaction survey. There were a couple of areas for improvement and those have already been addressed and are in place. See Appendix B for survey details.

C. Future Project: Application Assistance Guide

AmeriCorps VISTAs in our offices are updating the KanCare Application Assistance Guide that lists community organizations, by county, that help with applications; the county, organization name, the contact number, and the type of applications they assist with (i.e. Children with Families, Elderly and Disabled, etc.). Some organizations only help with Children and Family Applications, some only help with Elderly and Disabled, others help with all. Should be completed during third quarter.

D. Future Project: KanCare Ombudsman Listening Sessions

The KanCare Ombudsman office will be doing a series of listening sessions this fall that will be preceded by a survey. The purpose of the listening sessions will be to get stakeholder input into the operation, performance, and suggested enhancements of the KanCare Ombudsman office.

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

Outreach includes Community events and presentations such as education, networking and referrals.

- 4/7: WSU CEI staff emailed Medicaid resources to Cairn Health of Wichita.
- 4/7: WSU CEI staff attended Central Plains Area Agency on Aging monthly networking meeting via Zoom.
- 4/13: WSU CEI staff emailed Medicaid resources to staff at the following agencies (as a response to request for resources from the March Prevention Conference):
 - Wichita Children's Home
 - Seward Co Health Dept
 - KDHE Farmworker Health Program
 - Flint Hills Community Health Center
- 4/15: WSU CEI staff emailed local United Way of the Plains Emergency Assistance Network Coordinator.
- 4/21: WSU CEI staff attended Butler County Early Childhood Taskforce networking meeting via Zoom.
- 4/22: WSU CEI staff and MSW practicum students met virtually with staff from Wichita & Dodge City offices of KFAN (Kansas Family Advisory Network); subsequently, staff and practicum student Hannah Sexton followed up with mailed & emailed resources and case assistance.
- 4/23: WSU CEI staff and MSW practicum student Britt Doerner attended Veteran's Drive Thru Resource Fair (Wichita), reaching over 50 consumers and over 20 providers. Providers included:
 - Veteran Foreign Wars Auxiliary
 - Wichita Emergency Rental Assistance Program
 - Centers Health Care
 - Salvation Army
 - Catholic Charities
 - Women Veterans Benefits and Services
 - Sunflower Home Health and Hospice
 - Veteran's Upward Bound
 - Serenity Hospice Care
 - Encompass Health Hospice
 - Interim Healthcare
 - Angels Care Home Health
 - Angels Care Hospice
 - Local Heroes Local Support
- 4/29: WSU CEI staff attended Sedgwick County IRIS meeting
- 4/30: WSU CEI staff attended Sedgwick County CDDO quarterly meeting

- 3/30/21-4/1/21, The Volunteer Coordinator attended the Governors Public Health Conference (a three-day event taking place in the first half of the day).
- 4/2/21, The Volunteer Coordinator attended the WYCO IRIS Meeting where she was able to give an office update to 27 attendees.
- 4/19/21, IRIS Meeting with Chelsea Manwarren. Volunteer Coordinator gave more information about our office so that our IRIS needs can better be met.
- 4/22/2021; Provided report and testimony to the Bethell Joint Committee on HCBS and KanCare Oversight
- 5/20/21, Volunteer Coordinator presented at the Virtual CRO Network Meeting hosted by LeeAnne Mullen from WSU CEI.
- 6/2: WSU CEI staff attended Central Plains Area Agency on Aging monthly networking meeting via Zoom.
- 6/16: WSU CEI staff, Kansas City County VISTA, and WSU CEI VISTA/practicum student attended Butler County Early Childhood Taskforce meeting via Zoom. WSU CEI staff subsequently mailed Ombudsman brochures to Butler County Health Department Director Jamie Downs.
- 6/16: WSU CEI staff emailed Teresa Hatfield at Sedgwick County SCHICK offices.
- 6/17: WSU CEI staff submitted registration for Veterans' Outreach Expo virtual event on 8/7.
- 6/23: WSU CEI staff registered for Senior Services of Wichita Heartland 5K exhibitor booth on 9/12.
- 6/23: WSU CEI staff registered for Butler County Health Department Baby Jubilee exhibitor booth on 8/4.
- 6/24: WSU CEI staff emailed Catholic Charities personnel for case assistance.
- 6/25: WSU CEI staff and VISTA/MSW practicum student attended Wichita-area Veteran's Outreach networking meeting via Zoom.
- 6/28: WSU CEI staff emailed Kansas Public Health Collaborative personnel regarding adding Ombudsman materials/outreach presentation to upcoming New Public Health Leaders training (late summer, 2021).
- Provided updates/reports to the KanCare Long Term Care meeting; April, May and June.
- 6/2, Provided event table information at Dodge City Senior Expo, "Walking on Sunshine". Also introduced KanCare Ombudsman Office to all vendors and provided packages of new brochures to those interested.
- 6/24, Provided Q1, 2021 report to KanCare Advisory Council meeting.
- June; **Kansas City VISTA made 104 contacts** with community organizations to ask if they provide application assistance, if so to add them to our list, explain about the KanCare Ombudsman office, ask if they would like a package of KanCare Ombudsman brochures to share with staff and consumers. List of contacts available on request.

B. Outreach through Print Media and Social Media

- April Facebook Posts:
 - 4/1: ABLE Savings account education: 15 people reached, 1 engagement
 - 4/4: Emergency Broadband Benefit Program: 35 people reached, 2 engagements
 - 4/8: April is National Volunteer Month: 48 people reached, 5 engagements
 - 4/9: American Rescue Plan – Marketplace Health Coverage: 12 people reached, 1 engagement
 - 4/10: April is Child Abuse Prevention Month/KCSL education resources: 16 people reached, 0 engagements
 - 4/13: Kansas Emergency Rental/Utility Assistance: 20 people reached, 0 engagements
 - 4/15: Ombudsman Office services: 29 people reached, 4 engagements
 - 4/21: COVID-19 vaccine clinic: 18 people reached, 0 engagements
 - 4/30: New Ombudsman website material – Resources listed by community: 22 people reached, 2 engagements
- May Facebook Posts:
 - 5/10: Celebrate Older Americans Month/Find your local Area Agency on Aging: 32 people reached, 3 engagements
 - 5/17: Stimulus payments won't count as income for 12 months: 30 people reached, 0 engagements
 - 5/19: State Health Survey: 112 reaches, 3 engagements
 - 5/25 COVID vaccines are available at no cost: 23 reaches, 1 engagement
 - 5/28: State Housing assessment survey: 21 reaches, 1 engagement
 - 5/29: Medicaid release forms update reminder: 27 reaches, 1 engagement
 - 5/7: WSU CEI staff attended Central KS IRIS planning meeting via Zoom
 - 5/13: WSU CEI staff attended Healthier Lyon County Coalition meeting via Zoom
 - 5/19: WSU CEI staff attended Butler County Early Childhood Taskforce meeting via Zoom
 - 5/20: WSU CEI staff attended Healthier Greenwood County Coalition meeting via Zoom
 - 5/28: WSU CEI staff attended Wichita-area Veteran's Outreach networking meeting via Zoom
- June Facebook posts:
 - 6/4: Office phones were down – please call us if you didn't hear back: 29 people reached, 1 engagement
 - 6/7: Kansas Prevention Collaborative Connecting Cultures Series: 20 people reached, 2 engagements
 - 6/9: Mental Health & Developmental Disabilities training links: 44 people reached, 6 engagements

- 6/16: Medicare Savings Programs eligibility: 16 people reached, 3 engagements
- 6/18: Medicare and Medicaid Basics Fact Sheets: 29 people reached, 1 engagement

X. Appendix B: Volunteer Satisfaction Survey

In late April, WSU MSW Practicum Student Britt Doerner worked with CEI and Ombudsman staff to create and distribute a volunteer satisfaction survey. From 4/18-5/1, five volunteers responded via the Qualtrics platform. Results are below. In general, comments were positive regarding their volunteer experience.

In regard to showing appreciation, there was a request for starting up education calls. Education calls for volunteers was in the works when the survey was completed. We started monthly education calls for volunteers in May. This also allows the opportunity to talk about how a case may have positively impacted someone's life (without sharing names or personal information).

In regard to improving their experience, the WSU office was updated and made to be more efficient for both volunteers and staff.

1. What happens on a shift, as a Volunteer, that brings you back/feels rewarding/keeps you doing this work?

Helping somebody relieve frustration and access benefits that make their lives a little better
As I've learned more about KanCare I've gained confidence in helping callers with their issues and I've always felt supported when asking our supervisors for help when faced with a new question. The callers generally express their appreciation, especially some of those "special" calls that just need someone to listen to their frustrations. :)
Helping the public wade through the complexities.
The satisfaction of when something we did on a call affected and changed someone's day for some reason. Especially if/when we report something frustrating on behalf of clients such as rude customer service from the Clearinghouse. It is nice that we can be a witness and report such things. It is so refreshing when KanCare has committed some wrong that the consumer got jilted on. Then when it is brought to our attention, we can get it corrected and bring attention to it, so it can't be disregarded or ignored anymore. It feels like the world is balanced again to help someone who gets what they are entitled to.
Working with callers to find answers always feel rewarding, especially when the answers are things that the caller hoped for or needed. Even when the call doesn't end with the answer a caller was hoping for, it still feels powerful to have helped someone find the next step or the next option. My experience has been that people just need something tangible and straightforward to do within the overwhelming system of Medicaid. Helping with that is a really encouraging experience.

2. Do you have any suggestions on how the KanCare Ombudsman Office can improve in showing appreciation to Volunteers?

Providing opportunities to socialize with other volunteers
Kerrie, Lisa, Holly, and Josephine have always been very kind in expressing their appreciation for our time. I personally don't feel this needs improvement.
Sharing examples of where we made a difference.
Hmm. No. I feel very appreciated as a volunteer. I don't feel overlooked or that I am not appreciated by the staff. I don't what else could be done to increase the appreciation.
I feel like "showing appreciation" can mean a lot of different things - I think that starting the monthly volunteer education calls could be a good opportunity to discuss things that we're doing well and/or talk about good things in our lives. I would love a chance to connect to other volunteers in the program and learn about the ways that we each feel appreciation.

3. Overall, how satisfied are you with your experience as a KanCare Ombudsman Volunteer?

Extremely satisfied
Extremely satisfied
Somewhat satisfied
Extremely satisfied
Extremely satisfied

4. What can the KanCare Ombudsman Office do to improve your overall experience as a Volunteer?

Provide more social time with peers, supervisors and other volunteers
I'm comfortable at this time.
I would like us to be able to interact with general public again, but I understand this is out of our hands at the moment.
Again, I can't come up with any ideas. Everyone always seems so grateful and eager to answer questions. I feel so much excitement through my day when I am volunteering. I can't imagine volunteering anywhere else. There is so much information that I learn and definitely appreciate the opportunity to volunteer for the KanCare Ombudsman Office.
I work in the CEI satellite office and I really want to organize that office. That would make me feel a lot more prepared for taking calls - knowing exactly where to find documents I might need, instructions that could be helpful, etc. It's not in disarray right now, but after a year of WFH life, there's definitely an opportunity to freshen that space up.

5. Do you have any suggestions on where to find/recruit new Volunteers?

Churches women's groups
A friend and I were recruited at a volunteer fair at a community library. Maybe see if Wichita, Topeka and WY/JO County areas have any of those on the calendar? Maybe recruit through meetings or flyers at community centers, especially if they have programs that draw retirees with flexible schedules.
Social media platforms like Nextdoor.
I don't know. United Way, Volunteermatch.org, senior centers, or Recreation Center bulletin boards?
I think it could be good to look at recruiting students, both high school and college if possible. This is a great volunteer opportunity and I think that there's potential there. I know that the weekly commitment might be a challenge for some students but it might be worth talking to some school counselors and college advisors maybe?

XI. Appendix C: Managed Care Organization (MCO) Data

A. Aetna

MEDICAID ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Access to Providers (usually Medical)	0	1	0	3	0	2
Appeals/Fair Hearing questions/issues	1	1	0	1	0	0
Background Checks	0	0	0	0	0	0
Billing	2	2	2	5	2	4
Care Coordinator Issues	0	0	1	1	1	0
Change MCO	4	0	1	2	1	0
Choice Info on MCO	1	0	0	0	0	0
Coding Issues	0	0	0	0	0	1
Consumer said Notice not received	0	0	1	0	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	1	0	1	0	0	0
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	1	2	1	2	0	0
Grievances Questions/Issues	5	3	1	1	0	0
Help understanding mail (NOA)	0	0	1	0	0	0
MCO transition	0	0	0	0	0	0
Medicaid Application Assistance	0	0	0	2	0	0
Medicaid Eligibility Issues	1	1	1	4	2	2
Medicaid Fraud	0	0	0	0	0	0
Medicaid General Issues/questions	4	2	1	5	3	6
Medicaid info (status) update	4	4	1	3	3	2
Medicaid Renewal	3	0	0	1	1	1
Medical Card issues	0	0	1	0	0	1
Medicare Savings Plan Issues	3	0	0	1	1	0
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	1
Medical Services	2	2	2	3	2	5
Pain management issues	0	1	0	1	0	0
Pharmacy	1	0	0	1	0	1
Pregnancy issues	0	0	0	0	1	0
Prior authorization issues	0	0	1	1	0	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	2	2	2	1	0	1
Transportation	1	1	0	1	0	2
Working Healthy	0	0	0	1	0	0
MEDICAID ISSUES TOTAL	36	22	18	40	17	31

HCBS/LTSS ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Client Obligation	0	0	0	0	2	0
Estate Recovery	0	0	0	0	0	0
HCBS Eligibility issues	0	0	0	0	0	2
HCBS General Issues	0	5	2	2	0	2
HCBS Reduction in hours of service	0	1	0	0	0	0
HCBS Waiting List	0	0	0	0	0	0
Nursing Facility Issues	3	1	2	0	1	1
HCBS/LTSS ISSUES TOTAL	3	7	4	2	3	5
OTHER ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Abuse / neglect complaints	1	2	1	0	0	0
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	1
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	1	0	0	0	0
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	1	0	0	0	0
Guardianship	0	0	0	0	0	0
Homelessness	0	0	0	1	0	0
Housing Issues	0	0	1	1	0	0
Medicare related Issues	1	0	0	1	0	0
Social Security Issues	0	0	0	0	0	0
Used Interpreter	0	0	0	0	0	0
X-Other	3	6	4	5	5	0
Z Thank you	9	10	4	15	7	17
Z Unspecified	0	0	0	1	0	0
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	14	20	10	24	12	18

PROGRAM TYPE	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
PD	1	2	1	1	1	1
I/DD	0	2	0	1	0	1
FE	0	0	0	0	0	1
AUTISM	0	0	0	0	0	0
SED	0	1	0	0	0	0
TBI	0	0	2	0	0	0
TA	0	2	0	0	0	1
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	0	0	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	2	2	0	0	0	0
FOSTER CARE	0	1	0	0	0	0
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1	0	1	1
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	3	10	4	2	2	5

PRIORITY	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
HCBS	1	5	3	2	1	6
Long Term Care / MF	0	2	1	0	0	2
Urgent Medical Need	0	0	0	1	1	2
Urgent	3	0	1	2	0	3
Life Threatening	0	0	0	0	0	0
PRIORITIES TOTAL	4	7	5	5	2	13

B. Sunflower

MEDICAID ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Access to Providers (usually Medical)	2	0	0	2	2	2
Appeals/Fair Hearing questions/issues	4	2	1	8	1	2
Background Checks	0	0	0	0	0	0
Billing	2	1	4	7	5	3
Care Coordinator Issues	6	1	0	1	0	1
Change MCO	0	1	3	0	0	1
Choice Info on MCO	0	1	0	1	0	2
Coding Issues	0	0	1	1	0	0
Consumer said Notice not received	0	0	0	1	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	1	1	0	0	0	0
Dental	1	1	0	0	0	0
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	1	2	1	0	0	2
Grievances Questions/Issues	6	3	0	4	4	2
Help understanding mail (NOA)	2	1	0	1	1	1
MCO transition	0	0	0	0	0	1
Medicaid Application Assistance	3	0	0	1	0	0
Medicaid Eligibility Issues	5	1	1	0	1	0
Medicaid Fraud	0	1	0	0	0	0
Medicaid General Issues/questions	12	2	0	2	2	6
Medicaid info (status) update	6	1	2	2	1	2
Medicaid Renewal	3	0	0	0	0	0
Medical Card issues	2	1	0	1	1	0
Medicare Savings Plan Issues	1	0	0	0	0	0
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	2	0	0	0	0	0
Medical Services	6	2	1	4	4	2
Pain management issues	0	0	0	0	0	1
Pharmacy	0	1	0	0	0	2
Pregnancy issues	0	0	0	1	0	0
Prior authorization issues	0	1	0	0	0	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	3	0	0	1	1	0
Transportation	3	2	0	0	0	2
Working Healthy	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	71	26	14	38	23	33

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

OTHER ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Abuse / neglect complaints	1	0	0	0	0	0
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	1	0	1	0	1
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	1	0	0	0	2
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0
Guardianship	1	0	0	0	2	1
Homelessness	0	1	0	0	0	0
Housing Issues	0	1	1	1	0	2
Medicare related Issues	2	1	0	0	2	1
Social Security Issues	0	1	0	0	1	0
Used Interpreter	0	0	0	0	0	0
X-Other	9	6	6	7	4	4
Z Thank you	24	14	12	14	19	17
Z Unspecified	0	1	0	1	1	0
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	37	27	19	24	29	28

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

PRIORITY	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
HCBS	10	12	6	5	3	4
Long Term Care / MF	0	0	0	2	1	3
Urgent Medical Need	2	0	2	3	1	5
Urgent	2	4	2	2	1	6
Life Threatening	0	0	1	0	1	1
PRIORITIES TOTAL	14	16	11	12	7	19

C. United Healthcare

MEDICAID ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Access to Providers (usually Medical)	1	0	0	3	0	3
Appeals/Fair Hearing questions/issues	4	2	1	1	0	4
Background Checks	0	0	0	0	0	0
Billing	4	2	3	3	3	4
Care Coordinator Issues	6	0	2	3	0	2
Change MCO	2	1	1	1	0	2
Choice Info on MCO	1	1	0	0	0	1
Coding Issues	1	0	0	0	0	0
Consumer said Notice not received	0	0	0	0	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	0	0	0	0	0	2
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	1	3	0	1	1	0
Grievances Questions/Issues	6	1	0	3	3	3
Help understanding mail (NOA)	0	0	0	0	1	1
MCO transition	1	0	0	0	0	0
Medicaid Application Assistance	0	1	0	1	1	0
Medicaid Eligibility Issues	4	2	1	3	2	1
Medicaid Fraud	0	0	0	0	0	1
Medicaid General Issues/questions	8	1	1	2	4	9
Medicaid info (status) update	9	1	0	2	3	2
Medicaid Renewal	1	0	0	0	1	0
Medical Card issues	2	1	0	2	0	1
Medicare Savings Plan Issues	0	0	0	1	0	2
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	1
Medical Services	3	3	5	1	1	5
Pain management issues	0	0	0	0	0	2
Pharmacy	2	2	2	3	0	4
Pregnancy issues	0	0	0	0	0	2
Prior authorization issues	1	0	0	1	0	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	2	0	1	3	1	1
Transportation	3	2	0	3	0	3
Working Healthy	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	62	23	17	37	21	58

HCBS/LTSS ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
Client Obligation	0	0	1	1	0	1
Estate Recovery	0	0	0	0	0	0
HCBS Eligibility issues	2	0	2	2	2	1
HCBS General Issues	8	1	5	7	4	4
HCBS Reduction in hours of service	1	0	5	2	1	0
HCBS Waiting List	0	0	0	0	1	1
Nursing Facility Issues	4	0	0	2	1	2
HCBS/LTSS ISSUES TOTAL	15	1	13	14	9	9

OTHER ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
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	1	0	0	0	2
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	1	0	0	1
Housing Issues	1	0	0	1	0	3
Medicare related Issues	1	1	0	1	1	2
Social Security Issues	0	0	1	1	0	0
Used Interpreter	0	0	0	0	0	0
X-Other	5	2	8	8	6	2
Z Thank you	18	8	12	15	8	23
Z Unspecified	0	1	0	1	1	0
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	25	13	22	27	17	35

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

PRIORITY	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021
HCBS	6	3	10	6	3	4
Long Term Care / MF	5	0	0	1	0	1
Urgent Medical Need	1	2	1	1	2	0
Urgent	0	1	2	3	2	5
Life Threatening	0	0	0	0	0	0
PRIORITIES TOTAL	12	6	13	11	7	1