



KanCare Ombudsman Report

Quarter 3, 2021 (based on calendar year)

July 1 – September 30, 2021

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II. Highlights/Dashboard

A. Contacts gradually increasing

Contacts with the KanCare Ombudsman Office are gradually increasing. The numbers are still not back up to contacts before COVID pandemic numbers. The chart below shows the gradual increase since the significant drop in quarter 2 of 2020.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2020	903	478	562	601
2021	564	591	644	

The percentage down from first quarter of 2020 is only down 29% in third quarter this year compared to the initial drop of 47%.

	Q4 2019	Q1 2020	Q2 2020	% +/- Q2, 2020 vs Q1, 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	% +/- Q3, 2021 vs Q1, 2020
KanCare Ombuds. Contacts	915	903	478	-47%	562	601	564	591	644	-29%

B. Outreach up significantly

Due to the outreach by our two AmeriCorps VISTA volunteers, our outreach during 3rd quarter is significantly up. The VISTA volunteers are contacting community organizations across the state to see if they provide KanCare application assistance and use that opportunity to explain about the KanCare Ombudsman Office, our services and offer copies of our brochure.

	Q1/2020	Q2/2020	Q3/2021	Q4/2020	Q1/2021	Q2/2021	Q3/2021
Outreach	74	16	96	57	49	171	317

C. KanCare Ombudsman Survey and Listening Session

The KanCare Ombudsman Office has a survey to be available in October and November (four weeks) to get feedback about how well the office is doing its job. Five Listening Sessions are scheduled in November to provide stakeholders the opportunity to hear from the KanCare Ombudsman Office and provide direct feedback. Information on the survey and listening sessions is available on the [KanCare Ombudsman web pages](#). The results from the survey and listening session will be provided in the KanCare Ombudsman Annual Report.

III. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid members and applicants, with a priority on individuals participating in long-term supports and services through KanCare. The KanCare Ombudsman Office assists KanCare members 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 third 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 Metro.

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

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	644	

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 2019	Q1 2020	Q2 2020	% +/- Q2, 2020 vs Q1, 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	% +/- Q3, 2021 vs Q1, 2020
KanCare Ombuds. Contacts	915	903	478	-47%	562	601	564	591	644	-29%
CH contacts	126,682	128,033	57,720	-55%	57,425	59,161	81,398	64,852	65,156	-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 and one in Wichita. The volunteers in both satellite offices answer KanCare questions, help with issues and assist with filling out KanCare applications (by phone only during the COVID-19 pandemic).

During third quarter, there have been volunteers assisting in the offices: two in each office and two volunteers in training (one in each office). The new volunteers will continue their training into fourth quarter. Both satellite offices follow 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 Metro 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 September 2021

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
- outreach through presentations, conferences, conference calls, video calls, social media, and in-person contacts.

The large increase in contacts for third quarter continues to be directly related to our AmeriCorps VISTA volunteers. They are in the process of updating our KanCare Application Assistance Guide that lists organizations that help with filling out KanCare applications. They are checking current organizations on the list and 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	Q3/2021
Outreach	74	16	96	57	49	171	317

For the full listing of outreach, see Appendix A.

VI. Data by KanCare Ombudsman Office

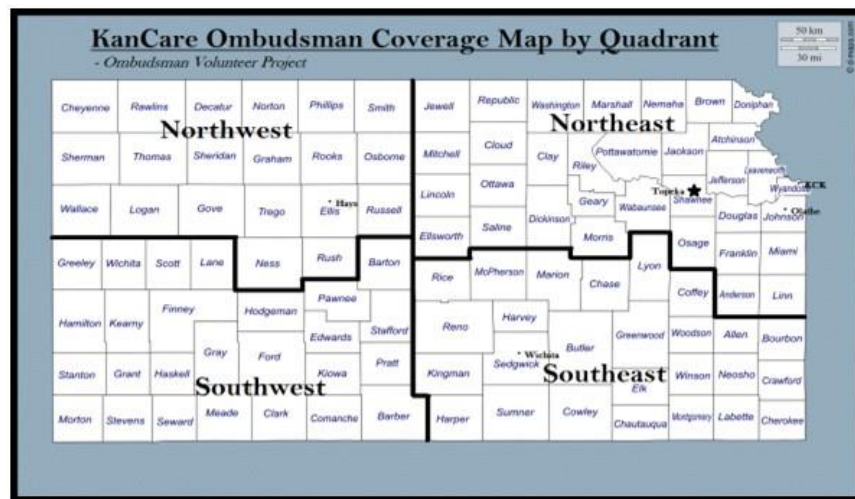
The data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, issue categories, action taken, and priority.

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).

The chart, by region, shows that most KanCare Ombudsman contacts come from the Northeast and Southeast part of Kansas.



- 785, 913 and 816 area code toll-free calls go to the Kansas City Metro Satellite office.
- 316 and 620 area code toll-free 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.
- Emails to the KanCare.Ombudsman@ks.gov go to the Topeka office.

2. KanCare/Medicaid members by Region

This chart shows the **KanCare/Medicaid population** by the KanCare Ombudsman regions. Most of the Medicaid population is in the eastern two regions. Most Medicaid members are not being dropped at this time due to COVID-19, so the total Medicaid number is increasing each quarter.

KanCare Ombudsman Office

REGION	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021
Northwest	15	4	1	5	10	7	8
Northeast	158	90	50	69	80	145	94
Southwest	16	11	6	8	16	19	12
Southeast	171	104	36	84	59	133	96
Unknown	544	257	464	435	399	286	433
Out of State	2	12	5	0	0	1	1
Total	906	478	562	601	564	591	644

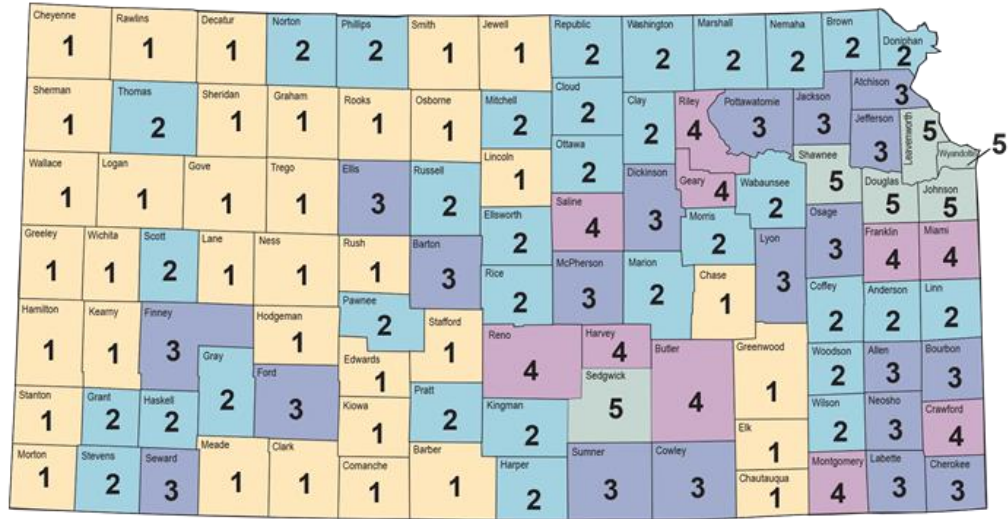
Medicaid

Region	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021
Northeast	193,061	199,226	207,371	212,844	218,205	222,688	227,276
Southeast	174,330	180,611	188,171	193,347	198,235	202,161	206,092
Northwest	12,550	12,964	13,507	13,928	14,310	14,409	14,817
Southwest	36,984	38,200	39,667	40,724	41,958	42,834	43,910
Total	416,925	431,001	448,716	460,843	472,708	482,092	492,095

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 map is based on 2015 Census data. [Kansas Population Density map](#) show population 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

During third quarter, we had the assistance of volunteers in the satellite offices at least 2-3 days per week (including new volunteers being mentored on the phones). When there was no volunteer coverage for the day, the Ombudsman Administrative Specialist or the Ombudsman Volunteer Coordinator took the toll-free number calls.

Contacts by Office	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021
Main - Topeka	540	362	534	438	387	432	458
Kansas City Metro	142	0	1	58	74	90	104
Wichita	221	112	26	105	103	69	82
Total	903	474	561	601	564	591	644

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	Q3/2021
Telephone	773	356	464	511	473	449	510
Email	114	117	90	83	86	139	126
Letter	5	4	6	2	1	1	1
Face-to-Face Meeting	11	0	0	0	0	0	3
Other	0	1	1	5	2	1	3
Social media	3	0	1	0	4	2	1
CONTACT METHOD TOTAL	906	478	562	601	566	592	644

D. Data by Caller Type

Most contacts are consumers which includes members, family, friends, etc. The “Other type” callers are usually state employees, school social workers, lawyers and students/researchers looking for data, etc.

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/Health Care Finance (KDHE/HCF.)

CALLER TYPE	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021
Provider	70	63	63	58	62	100	82
Consumer	773	375	451	497	465	434	476
MCO Employee	3	6	5	8	2	4	10
Other Type	60	34	43	38	37	54	76
CALLER TYPE TOTAL	906	478	562	601	566	592	644

E. Data by Program Type

Frail Elderly waiver and Nursing facility issues continue as the top program concerns within the Program Type contacts received.

PROGRAM TYPE	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021
PD	32	25	35	12	9	14	11
I/DD	23	23	16	12	9	17	8
FE	34	19	27	16	13	23	23
AUTISM	1	1	2	3	0	2	1
SED	5	3	2	3	1	1	1
TBI	7	4	9	3	5	6	6
TA	6	5	2	1	1	1	0
WH	0	1	0	0	0	1	0
MFP	0	1	0	0	0	1	1
PACE	1	0	0	1	0	1	0
MENTAL HEALTH	3	8	2	1	3	1	8
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	39	29	9	22	24	20	15
FOSTER CARE	0	1	0	0	1	0	1
MEDIKAN	2	0	0	3	2	1	2
INSTITUTIONAL TRANSITION FROM LTC/NF	3	2	3	2	1	1	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	1	0	1	1	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	156	123	108	79	70	91	77

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 – a case that needs a higher level of attention.
- 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	Q3/2021
HCBS	66	65	36	30	21	33	28
Long Term Care / MF	25	27	12	15	14	22	18
Urgent Medical Need	24	8	9	11	9	15	8
Urgent	22	12	13	18	15	30	23
Life Threatening	8	0	1	4	2	2	0
PRIORITIES TOTAL	145	112	71	78	61	102	77

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 Info/status, and Medicaid Eligibility Issues. There has been an increase in Medicaid Application Assistance and Medicaid info (status) update since last quarter.

MEDICAID ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021
Access to Providers (usually Medical)	11	3	1	9	9	11	11
Appeals/Fair Hearing questions/issues	23	8	10	15	12	15	7
Background Checks	0	0	0	0	0	0	2
Billing	25	16	20	30	38	35	43
Care Coordinator Issues	19	3	4	7	7	6	4
Change MCO	7	3	8	6	6	3	2
Choice Info on MCO	4	2	1	2	1	4	3
Coding Issues	8	2	8	3	8	3	1
Consumer said Notice not received	3	0	1	2	1	2	1
Cultural Competency	0	1	0	0	1	2	0
Data Requests	4	4	1	1	6	5	19
Dental	4	7	5	3	4	5	6
Division of Assets	10	8	7	4	11	10	4
Durable Medical Equipment	3	9	2	5	3	7	11
Grievances Questions/Issues	33	11	10	22	18	13	12
Help understanding mail (NOA)	9	4	7	8	11	24	19
MCO transition	2	0	1	0	0	1	0
Medicaid Application Assistance	150	114	118	132	123	104	129
Medicaid Eligibility Issues	206	63	109	99	108	88	110
Medicaid Fraud	1	2	3	3	3	2	3
Medicaid General Issues/questions	188	89	103	123	142	173	176
Medicaid info (status) update	150	35	107	97	90	86	126
Medicaid Renewal	51	3	9	20	13	6	3
Medical Card issues	9	6	9	10	10	12	24
Medicare Savings Plan Issues	49	22	15	46	31	21	28
MediKan issues	3	0	2	8	5	5	4
Moving to / from Kansas	19	7	14	14	2	12	10
Medical Services	24	19	12	17	22	25	20
Pain management issues	0	2	0	1	1	3	3
Pharmacy	12	11	4	7	10	10	7
Pregnancy issues	5	2	9	22	30	38	23
Prior authorization issues	2	2	1	4	4	7	5
Refugee/Immigration/SOBRA issues	3	0	1	1	2	2	2
Respite	0	0	0	0	2	2	0
Spend Down Issues	28	17	23	27	19	19	21
Transportation	9	6	0	8	5	14	12
Working Healthy	0	1	0	2	2	2	1
MEDICAID ISSUES TOTAL	1074	482	625	758	760	777	852

There may be multiple selections for a member/contact.

2. HCBS/LTSS Issues

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

HCBS/LTSS ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021
Client Obligation	14	10	6	8	14	10	7
Estate Recovery	3	3	12	17	3	9	9
HCBS Eligibility issues	51	34	54	40	30	51	44
HCBS General Issues	60	55	55	48	45	54	43
HCBS Reduction in hours of service	5	3	15	4	3	2	1
HCBS Waiting List	2	0	12	11	4	4	5
Nursing Facility Issues	39	26	29	45	26	38	35
HCBS/LTSS ISSUES TOTAL	174	131	183	173	125	168	144

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	Q3/2021
Abuse / neglect complaints	8	10	9	7	7	13	10
ADA Concerns	0	0	1	0	1	1	0
Adoption issues	1	1	0	2	0	3	3
Affordable Care Act Calls	3	7	1	4	4	1	3
Community Resources needed	8	10	2	4	11	6	6
Domestic Violence concerns	0	0	1	2	0	0	1
Foster Care issues	6	4	3	1	2	2	10
Guardianship	4	5	2	3	3	5	5
Homelessness	2	3	4	2	2	4	0
Housing Issues	1	7	12	5	5	9	4
Medicare related Issues	16	17	11	25	14	17	20
Social Security Issues	16	15	18	21	14	15	15
Used Interpreter	1	5	4	4	4	2	5
X-Other	137	91	181	218	207	54	49
Z Thank you	335	218	270	282	335	346	355
Z Unspecified	75	47	40	70	26	31	22
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	613	440	559	650	635	509	508

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:

1. response rates for the KanCare Ombudsman office (Responding to members)
2. response rates to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office
3. information on resources provided (Action Taken)
4. how contacts are resolved (Resolution of Issues)

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 Metro Satellite office when volunteers are not available.

	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%	36%	4%
Q3/2020	562	86%	12%	2%
Q4/2020	601	84%	15%	1%
Q1/2021	566	88%	12%	0%
Q2/2021	592	89%	10%	1%
Q3/2021	644	87%	12%	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.

Qtr. 3, 2021

	Nbr Referrals	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 7-30 Days	% Responded 31 or More Days
Clearinghouse	45	98%	0%	2%	0%
KDADS-Behavior Health	2	50%	50%	0%	0%
KDADS-HCBS	5	40%	20%	20%	20%
KDADS-Health Occ. Cred.	1	100%	0%	0%	0%
KDHE-Eligibility	12	42%	25%	33%	0%
KDHE-Program Staff	1	0%	0%	100%	0%
KDHE-Provider Contact	5	80%	20%	0%	0%
KMAP	3	100%	0%	0%	0%
DCF	3	67%	33%	0%	0%
Aetna	2	50%	50%	0%	0%
Sunflower	9	56%	0%	44%	0%
UnitedHealthcare	14	43%	29%	21%	7%

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	Q3/2021
Questions/Issue Resolved (No Resources)	70	51	8	16	28	19	25
Used Contact or Resources/Issue Resolved	715	361	514	535	495	541	586
Closed (No Contact)	55	31	31	40	40	24	21
ACTION TAKEN RESOLUTION TYPE TOTAL	840	443	553	591	563	584	632
Action Taken Additional Help	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021
Provided Resources	558	339	317	342	260	525	581
Mailed/Email Resources	114	73	85	118	90	131	106
ACTION TAKEN ADDITIONAL HELP TOTAL	672	412	402	460	350	656	687

There may be multiple selections for a member/contact

4. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue has been improving over the last three quarters.

Qtr./Year	Nbr Contacts	Avg Days To Completion	% Completed 0-2 Days	% Completed 3-7 Days	% Completed 8 or More Days
Q1/2020	804	5	74%	9%	17%
Q2/2020	404	7	46%	31%	23%
Q3/2020	537	5	76%	13%	11%
Q4/2020	576	5	69%	17%	14%
Q1/2021	551	5	71%	16%	13%
Q2/2021	573	4	73%	16%	11%
Q3/2021	618	3	75%	15%	10%

VIII. Enhancements and Future Changes

A. Enhancement: Call Handler for Kansas City Metro office

The call handler for the Kansas City Metro Satellite office was put in place in August. This is being done 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 Kansas City Metro Satellite 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 Wichita office.

B. Assistance for People without Insurance

The document, Assistance for People without Insurance was updated in third quarter to include lists of **clinics that provide dental, vision and pharmacy assistance**.

The KanCare Ombudsman office also received feedback that this document is frequently used by state office agency front desks to assist people who call in and do not have health insurance and are not eligible for Medicaid. To view a copy of the updated document, go to the [KanCare Ombudsman website](#).

C. Future: KanCare Ombudsman Survey and Listening Sessions

The KanCare Ombudsman office has a survey and a series of listening sessions scheduled for October/November. The purpose of the survey and listening sessions will be to get stakeholder input into the operation, performance, and suggested enhancements of the KanCare Ombudsman office. The survey is being made available for three weeks, ending on November 12th. There are five listening sessions scheduled for various times on November 16, 17, and 18th. The information provided from the survey and listening sessions will be included in the KanCare Ombudsman annual report.

IX. Appendix A: Outreach by KanCare Ombudsman Office

This is a listing of KanCare Ombudsman Outreach to members, providers and community organizations through conferences, newsletters, social media, training events, direct outreach, and 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.

- Provided KanCare Ombudsman Office report/updates to KanCare Long Term Care monthly meetings
- 7/27/21, attended the WYCO IRIS network meeting and introduced the KanCare Ombudsman Office to attendees (35)
- 7/8: WSU VISTA/practicum student attended Lyon Co area outreach meeting via Zoom
- 7/23: WSU VISTA/practicum student and Community Program Specialist attended Wichita-area Veteran's Outreach networking meeting via Zoom
- 7/26: WSU Community Program Specialist attended Lyon Co Coalition meeting to discuss forming a referral network via www.Healthify.us
- 7/27: WSU Community Program Specialist responded to CPAAA request for resources
- 7/28: WSU Community Program Specialist attended Sedgwick Co IRIS networking meeting
- 7/28: WSU VISTA/practicum student attended CEI Social Media Think Tank collaboration/education meeting
- 7/30: WSU Community Program Specialist attended Sedgwick County CDDO quarterly meeting
- 7/31: WSU Community Program Specialist staffed a vendor table at Mind Fest, the Wichita Journalism Collaborative event on mental health resources; 290 attendees. This event produced contacts & resource sharing with several other area agencies, including Kansas Clubhouse Coalition/Breakthrough Episcopal Social Services, Positive Directions, the Wichita Eagle, The Active Age newspaper, and several local school personnel, therapists, social workers, community members, and students.
- 8/4: VISTA/MSW practicum student attended CPAAA monthly networking meeting via Zoom
- 8/4: WSU CEI staff and VISTA/MSW practicum student represented the Ombudsman Office at Butler County Health Department's annual Baby Jubilee community outreach event in person; WSU CEI staff subsequently emailed Aetna Community Development Coordinator
- 8/6: WSU CEI staff emailed City of Derby Recreation to plan for exhibit at October Health Fair

- 8/6: WSU CEI staff emailed SG Co Health Dept family planning staff and subsequently delivered Ombudsman brochures
- 8/7: WSU CEI staff and VISTA/MSW practicum student represented the Ombudsman Office at the 5th Annual Veteran's Expo via Zoom
- 8/31/21, Presented second quarter report to the KanCare Advisory Council.
- 9/1: WSU CEI staff attended CPAAA monthly networking meeting via Zoom
- 9/1: VISTA/MSW practicum student attended United Way of the Plains Open House
- 9/1: WSU CEI staff emailed with Mary Halsig Long Term Care Solutions
- 9/15: WSU CEI staff attended Butler County Early Childhood Taskforce via Zoom
- 9/15: WSU CEI staff emailed with Corey Yarrow of Families Together
- 9/17: VISTA/MSW practicum student attended monthly Veterans' Outreach Coalition meeting via Zoom
- 9/18: VISTA/MSW practicum student represented Ombudsman Office at Oaklawn Community Event
- 9/18 & 9/22: WSU CEI staff represented Ombudsman Office at Senior Services Pickleball Tournament event
- 9/23/21, Presented testimony and second quarter report to Bethel Joint Committee on HCBS and KanCare Oversight

This is the listing of outreach contacts made by the Johnson County AmeriCorps VISTA. Contacts were called, emailed, and provided KanCare Ombudsman brochures if requested (about 50%).

- 7/1: VISTA contacted the following organizations:
 - Family Center for Healthcare
 - Hoxie Medical Clinic
 - Leavenworth County Health Dept.
 - LINK Inc.
 - Logan County Health Department
 - Mitchell County Health Department
 - Morton County Medical Clinic
 - Pratt Regional Medical Center
 - Smith County Health Department
 - Thomas County Health Department
 - Trego County Health Department
 - Wabaunsee County Health Department
 - Washington County Health Department
- 7/2: VISTA contacted the following organizations:
 - Big Lakes Developmental Center Inc.
 - Brown County Developmental Services Inc.
 - Johnson County Developmental Supports

- Three Rivers Inc.
- 7/6: VISTA contacted the following organizations:
 - Atchison Rehabilitation Services
 - Colby Rehabilitation Services
 - Cottonwood Inc.
 - Goodland Rehabilitation Services
 - Hays Rehabilitation Services
 - Jayhawk AAA
 - Nemaha County Training Center
 - Region 1 LTC Ombudsman
 - Region 2 LTC Ombudsman
 - Region 6 LTC Ombudsman
 - Shawnee County CDDO
 - Tri-Ko. Inc.
 - Twin Valley Developmental Services, Inc
- 7/7: VISTA contacted the following organizations:
 - Assistive Technology, Salina
 - Assistive Technology, Topeka
 - Bert Nash CMHC, Inc.
 - Crosswinds
 - Elizabeth Layton Center
 - Families Together
 - Hetlinger Developmental Services
 - Hiawatha Rehabilitation Services
 - High Plains MHC
 - Johnson County MHC
 - Kansas City Rehabilitation Services
 - Kansas Commission on Veterans Affairs, Atchison
 - Kansas Commission on Veterans Affairs, Colby
 - Kansas Commission on Veterans Affairs, Hays
 - Kansas Commission on Veterans Affairs, Junction City
 - Kansas Commission on Veterans Affairs, Lawrence
 - Kansas Commission on Veterans Affairs, Overland Park
 - Kansas Commission on Veterans Affairs, Salina
 - Kansas Commission on Veterans Affairs, Topeka
 - Kansas Legal Services
 - Lawrence Rehabilitation Services
 - Leavenworth Rehabilitation Services
 - Manhattan Rehabilitation Service
 - Northeast Kansas AAA/ADRC
 - Ottawa Rehabilitation Services
 - Pawnee Mental Health Service

- Positive Connections
- Southeast Kansas MHC
- The Guidance Center
- Topeka Rehabilitation Services
- Valeo Behavioral Health Care
- Wyandotte Center for Community Behavioral Healthcare, Inc.
- 7/8: VISTA contacted the following organizations:
 - Assistive Technology Oakley
 - Brown NEK Multi-County Health Department
 - Central Kansas Mental Health Center
 - Kansas Association of Community Action Centers
 - Disability Planning Org of Kansas
 - Family Service and Guidance Center
 - Independent Connections
 - Jackson NEK Multi-County Health Department
 - Johnson County Department of Health and Environment
 - Kansas Housing Resources Corporation
 - Riverside Resources
 - Salina Rehabilitation Services
 - Score One for Health
 - Topeka Independent Living Resource Center
- 7/9: VISTA contacted the following organizations:
 - Developmental Services of Northwest Kansas
 - East Central Kansas AAA/ADRC
 - Jewell County Health Department
 - Junction City Rehabilitation Services
 - Kanza Mental Health and Guidance Center
 - North Central/Flint Hills AAA/ADRC
 - Northwest Kansas AAA/ADRC
 - Phillipsburg Rehabilitation Services
 - Trego County Hospital
 - Wallace County Health Department
 - Wyandotte/Leavenworth AAA/ADRC
- 7/12: VISTA contacted the following organizations:
 - Atchison Community Health Clinic
 - Atchison Hospital (Amberwell)
 - Cheyenne County Hospital
 - Community Care Ministries
 - Community Health Center of Southeast Kansas
 - Decatur County Health Department
 - Ellis County Hospital/Hays Medical Center
 - Ellsworth County Medical Center

- FHSU Health and Wellness Center
- FHSU Kelly Center
- Hiawatha Community Hospital
- Hiawatha Family Clinic
- Kansas Commission on Veterans Affairs (unspecified)
- Norton County Hospital
- Rooks County Hospital
- Salvation Army, Atchison
- Salvation Army, Hays
- St. Francis Community and Family Services, Hays
- The Leo Center
- White Cloud Indian Health Services
- 7/13: VISTA contacted the following organizations:
 - Advent Health
 - Center of Grace Community Health Screenings
 - Community Health Center Pleasanton
 - F.W. Huston Medical Center
 - Gove County Medical Center
 - Health Partnership Clinic of Johnson County
 - Health Partnership Clinic, Ottawa
 - Independence Inc
 - Jackson County Senior Center
 - Minds Matter
 - Pregnancy Service Center
 - Salina Family Healthcare Center
 - Silver City Health Center, Kansas City
 - St. Vincent Clinic
 - Swope Health West
- 7/14: VISTA contacted the following organizations:
 - Ascension via Christi Hospital, Manhattan
 - Community Healthcare, Corning
 - Community Memorial Healthcare, Marysville
 - Doctors without Delay
 - Duchesne Clinic
 - First Care Clinic
 - Goodland Regional Medical Center
 - Healthcare Resort of Topeka
 - Lafene Health Center, Manhattan
 - Mitchell County Hospital Health Centers
 - Morris County Hospital
 - Nemaha Valley Community Hospital
 - North Central Kansas Home Health Services

- OCCK Inc
- Osawatomie State Hospital
- Riley County Senior Services Center
- Rush County Memorial Hospital
- Shawnee County Health Access
- Shawnee County Medical Society
- Sheridan County Hospital
- Southwest Boulevard Family Health Clinic
- Stormont Vail Hospital
- Vibrant Health
- Wamego Health Center
- 7/15: VISTA contacted the following organizations:
 - Ballard Community Services
 - Catholic Charities of Northeast Kansas
 - Catholic Charities, Hays
 - Catholic Charities, Overland Park
 - Osborne County Hospital
 - Salvation Army, Lawrence
 - United Way, Hays
 - Wyandotte County CDDO
 - Wyandotte County Health Department
- 7/16: VISTA contacted the following organizations:
 - Birthright
 - Colby DCF
 - Community Health Council, Wyandotte County
 - Decatur County Hospital
 - Graham County Hospital
 - Holton Community Hospital
 - Jackson County Resource Center
 - Konza Prairie Community Health
 - Lansing Family Health Center
 - Mercy and Truth Shawnee Clinic
 - Ness County Health Department
 - Planned Parenthood
 - Washington County Hospital
- 7/19: VISTA contacted the following organizations:
 - Anderson County Hospital
 - Clay County Medical Center
 - Hanover Hospital
 - Hillcrest Health Clinic
 - Kansas Commission on Veterans Affairs, Manhattan
 - Ness County Hospital

- Phillips County Health Department
- Phillips County Hospital
- Rawlins County Hospital Clinic/Health Center
- Russell Regional Hospital
- Salvation Army Divisional HQ
- Smith County Memorial Hospital
- THRIVE Allen County
- United Way of Douglas County
- 7/20: VISTA contacted the following organizations:
 - Red Cross Lawrence
- 7/21: VISTA contacted the following organizations:
 - Welcome Central
- 7/22: VISTA contacted the following organizations:
 - Argentine Community Center, Kansas City
 - Latino Leadership Collaborative/El Centro de Servicios
- 7/27: VISTA contacted the following organizations:
 - Rush County Health Department
- 7/28: VISTA contacted the following organizations:
 - Centro Hispano, Lawrence
 - Guadalupe Centers
 - Hispanic Chamber of Commerce, KC
 - Hispanic Economic Development Corporation
 - Iglesia la Fe en Jesuchristo, Kansas City
- 8/4: VISTA contacted the following organizations:
 - Blessed Sacrament Church Hispanic Ministry
 - Centro Biblico El Camino
 - Centro Familiar Cristiano El Encuentro
 - Consulate of Colombia, Chicago
 - Consulate of El Salvador, Aurora, CO
 - Consulate of Honduras, Houston
 - Consulate of Peru, Dallas
 - Consulate of the Dominican Republic, Chicago
 - Mission Adelante
 - New Haven Hispanic Church
- 8/5: VISTA contacted the following organizations:
 - Crosslines Community Outreach, INC
 - DiversityJobs
 - Greater Kansas City Coalition to End Homelessness
 - Heartland Community Connection
 - LatCareers
 - Latino Health for All
 - St. Paul Catholic Church

- WYCO Neighborhood Resource Center
- 8/9: VISTA contacted the following organizations:
 - Consulate of Argentina, Chicago
 - Consulate of Bolivia, Houston
 - Consulate of Chile, Chicago
 - Consulate of Nicaragua, Houston
 - Consulate of Panama, Houston
 - Consulate of Uruguay, Chicago
 - Embassy of Paraguay, Washington, DC
 - HLPAs
 - Puerto Rican Society of Greater Kansas City
- 8/11: VISTA contacted the following organizations:
 - Consulate of Costa Rica, Houston
- 8/12: VISTA contacted the following organizations:
 - Agency for Healthcare Research and Quality
 - Royal Spanish Academy
 - US Department of Education Information and Resource Center
- 8/13: VISTA contacted the following organizations:
 - FosterClub
- 8/16: VISTA contacted the following organizations:
 - La Familia Senior Community Center
 - The Whole Person
- 8/17: VISTA contacted the following organizations:
 - IRC Wichita
- 8/19: VISTA contacted the following organizations:
 - Consulate of Guatemala, Oklahoma City
- 8/20: VISTA contacted the following organizations:
 - Family Caregiver Alliance
- 8/24: VISTA contacted the following organizations:
 - Johnson County AAA
 - The Best Times
- 9/7: VISTA contacted the following organizations:
 - Consulate of Ecuador, Houston
- 9/9: VISTA contacted the following organizations:
 - Heartland Community Connection
 - Juntos
 - Parents as Teachers
 - The Communicator
- 9/16: VISTA contacted the following organizations:
 - El Centro
- 9/17: VISTA contacted the following organizations:

- Paraquad
- 9/22: VISTA contacted the following organizations:
 - Consulate of Mexico, Kansas City
- 9/28: VISTA contacted the following organizations:
 - Health Literacy Media
- 9/30: VISTA contacted the following organizations:
 - Midtown KC Now

This is the listing of outreach contacts made by the Johnson County AmeriCorps VISTA. Contacts were called, emailed, and provided KanCare Ombudsman brochures if requested.

7/7	Independence SKL Resource Center Inc.
7/7	Sedan SKIL Resource Center Inc. (Diana Clanton)
7/8	Christina Blair (Pittsburg SKL Resource)
7/8	HCR Manor Care
7/8	Kaydee Tran (Northeast KS Community Action Partnership)
7/8	Smith County Health Department-Laura Hageman
7/8	Cottonwood Pediatrics
7/8	Goodland Family Health Center-Kim Philips
7/8	Goodland Regional Medical Center-Hal McNerney
7/8	Atchison Senior Village (Julia Henderson-office manager)
7/8	International Rescue Committee-no official contact person
7/8	St Francis ministries (Migration Ministries) (No specific contact person)
7/12	McPherson County Council on Aging
7/12	McPherson Senior Center
7/12	Rice County Council on Aging (Daylene Linville)
7/12	Cherryvale Nursing & Rehab (Victoria White)
7/13	Phillips County Health Department (Renee Campbell or Shirley Mendoza)
7/13	Kiowa District Healthcare (Michael Asebedo)
7/13	Victory Hills Senior Living Community (Jessica Schadel)
7/22	SKIL of Western Kansas

Outreach through Print Media and Social Media

Social Media outreach

- Posts –10 in July
 - Page Likes – increased from 298 (end of June) to 304 (end of July)
 - Highest 28 Days Total Impressions – 1720, increased from 618 in June
 - Highest Number of Engagers/Day – 62, increased from 20 in June
- Posts –10 in August
 - Page Likes – increased from 304 (end of July) to 320 (end of August)
 - Highest 28 Days Total Impressions – 1180, down from 1720 in July
 - Highest Number of Engagers/Day – 62, similar to July
- Posts –12 in September
 - Page Likes were at 320 at the end of August; Facebook changed its analytics and now reports numbers of page followers. At the end of September, our page had 378 followers

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

A. Aetna

MEDICAID ISSUES	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Access to Providers (usually Medical)	0	1	0	3	0	3	1
Appeals/Fair Hearing questions/issues	1	1	0	1	0	1	0
Background Checks	0	0	0	0	0	0	0
Billing	2	2	2	5	2	4	2
Care Coordinator Issues	0	0	1	1	1	0	1
Change MCO	4	0	1	2	1	0	0
Choice Info on MCO	1	0	0	0	0	0	0
Coding Issues	0	0	0	0	0	1	0
Consumer said Notice not received	0	0	1	0	0	1	0
Cultural Competency	0	0	0	0	0	1	0
Data Requests	0	0	0	0	0	0	0
Dental	1	0	1	0	0	0	1
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	1	2	1	2	0	0	0
Grievances Questions/Issues	5	3	1	1	0	1	0
Help understanding mail (NOA)	0	0	1	0	0	0	0
MCO transition	0	0	0	0	0	0	0
Medicaid Application Assistance	0	0	0	2	0	0	0
Medicaid Eligibility Issues	1	1	1	4	2	2	4
Medicaid Fraud	0	0	0	0	0	0	1
Medicaid General Issues/questions	4	2	1	5	3	6	9
Medicaid info (status) update	4	4	1	3	3	2	4
Medicaid Renewal	3	0	0	1	1	1	0
Medical Card issues	0	0	1	0	0	1	3
Medicare Savings Plan Issues	3	0	0	1	1	0	0
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	1	0
Medical Services	2	2	2	3	2	6	4
Pain management issues	0	1	0	1	0	0	1
Pharmacy	1	0	0	1	0	1	2
Pregnancy issues	0	0	0	0	1	0	0
Prior authorization issues	0	0	1	1	0	2	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	2	2	2	1	0	1	3
Transportation	1	1	0	1	0	2	0
Working Healthy	0	0	0	1	0	0	0
MEDICAID ISSUES TOTAL	36	22	18	40	17	37	36

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

OTHER ISSUES	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Abuse / neglect complaints	1	2	1	0	0	0	0
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	1	1
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	1	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	1	0	0	0	0	1
Guardianship	0	0	0	0	0	0	1
Homelessness	0	0	0	1	0	0	0
Housing Issues	0	0	1	1	0	0	0
Medicare related Issues	1	0	0	1	0	0	1
Social Security Issues	0	0	0	0	0	0	0
Used Interpreter	0	0	0	0	0	0	0
X-Other	3	6	4	5	5	0	1
Z Thank you	9	10	4	15	7	18	17
Z Unspecified	0	0	0	1	0	0	3
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	14	20	10	24	12	19	25

PROGRAM TYPE	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
PD	1	2	1	1	1	1	0
I/DD	0	2	0	1	0	1	0
FE	0	0	0	0	0	1	0
AUTISM	0	0	0	0	0	0	0
SED	0	1	0	0	0	0	0
TBI	0	0	2	0	0	0	1
TA	0	2	0	0	0	1	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	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	2	2	0	0	0	0	1
FOSTER CARE	0	1	0	0	0	0	1
MEDIKAN	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1	0	1	1	0
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	3	10	4	2	2	5	3
PRIORITY	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
HCBS	1	5	3	2	1	6	1
Long Term Care / MF	0	2	1	0	0	2	1
Urgent Medical Need	0	0	0	1	1	2	2
Urgent	3	0	1	2	0	3	3
Life Threatening	0	0	0	0	0	0	0
PRIORITIES TOTAL	4	7	5	5	2	13	7

B. Sunflower

MEDICAID ISSUES	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Access to Providers (usually Medical)	2	0	0	2	2	2	1
Appeals/Fair Hearing questions/issues	4	2	1	8	1	2	1
Background Checks	0	0	0	0	0	0	0
Billing	2	1	4	7	5	3	5
Care Coordinator Issues	6	1	0	1	0	1	0
Change MCO	0	1	3	0	0	1	0
Choice Info on MCO	0	1	0	1	0	2	0
Coding Issues	0	0	1	1	0	0	1
Consumer said Notice not received	0	0	0	1	0	0	0
Cultural Competency	0	0	0	0	0	0	0
Data Requests	1	1	0	0	0	0	1
Dental	1	1	0	0	0	0	1
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	1	2	1	0	0	2	2
Grievances Questions/Issues	6	3	0	4	4	2	0
Help understanding mail (NOA)	2	1	0	1	1	1	0
MCO transition	0	0	0	0	0	1	0
Medicaid Application Assistance	3	0	0	1	0	0	0
Medicaid Eligibility Issues	5	1	1	0	1	0	4
Medicaid Fraud	0	1	0	0	0	0	0
Medicaid General Issues/questions	12	2	0	2	2	6	7
Medicaid info (status) update	6	1	2	2	1	2	3
Medicaid Renewal	3	0	0	0	0	0	0
Medical Card issues	2	1	0	1	1	0	2
Medicare Savings Plan Issues	1	0	0	0	0	0	0
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	2	0	0	0	0	0	0
Medical Services	6	2	1	4	4	2	3
Pain management issues	0	0	0	0	0	1	0
Pharmacy	0	1	0	0	0	2	2
Pregnancy issues	0	0	0	1	0	0	0
Prior authorization issues	0	1	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	3	0	0	1	1	0	0
Transportation	3	2	0	0	0	2	3
Working Healthy	0	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	71	26	14	38	23	33	36

HCBS/LTSS ISSUES	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Client Obligation	2	0	0	1	1	1	0
Estate Recovery	0	0	0	0	0	0	0
HCBS Eligibility issues	1	0	3	1	3	2	3
HCBS General Issues	7	9	7	3	4	4	1
HCBS Reduction in hours of service	1	2	2	2	0	0	0
HCBS Waiting List	0	0	1	0	0	1	1
Nursing Facility Issues	1	0	2	2	2	1	0
HCBS/LTSS ISSUES TOTAL	12	11	15	9	10	9	5

OTHER ISSUES	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Abuse / neglect complaints	1	0	0	0	0	0	0
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	1	0	1	0	1	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	1	0	0	0	2	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0	0
Guardianship	1	0	0	0	2	1	0
Homelessness	0	1	0	0	0	0	0
Housing Issues	0	1	1	1	0	2	0
Medicare related Issues	2	1	0	0	2	1	0
Social Security Issues	0	1	0	0	1	0	0
Used Interpreter	0	0	0	0	0	0	0
X-Other	9	6	6	7	4	4	0
Z Thank you	24	14	12	14	19	17	12
Z Unspecified	0	1	0	1	1	0	1
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	37	27	19	24	29	28	13

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

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

C. United Healthcare

MEDICAID ISSUES	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Access to Providers (usually Medical)	1	0	0	3	0	3	3
Appeals/Fair Hearing questions/issues	4	2	1	1	0	4	1
Background Checks	0	0	0	0	0	0	0
Billing	4	2	3	3	3	4	5
Care Coordinator Issues	6	0	2	3	0	2	1
Change MCO	2	1	1	1	0	2	0
Choice Info on MCO	1	1	0	0	0	1	0
Coding Issues	1	0	0	0	0	0	0
Consumer said Notice not received	0	0	0	0	0	0	0
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	1
Dental	0	0	0	0	0	2	1
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	1	3	0	1	1	0	3
Grievances Questions/Issues	6	1	0	3	3	3	3
Help understanding mail (NOA)	0	0	0	0	1	1	0
MCO transition	1	0	0	0	0	0	0
Medicaid Application Assistance	0	1	0	1	1	0	1
Medicaid Eligibility Issues	4	2	1	3	2	1	2
Medicaid Fraud	0	0	0	0	0	1	0
Medicaid General Issues/questions	8	1	1	2	4	9	8
Medicaid info (status) update	9	1	0	2	3	2	5
Medicaid Renewal	1	0	0	0	1	0	0
Medical Card issues	2	1	0	2	0	1	1
Medicare Savings Plan Issues	0	0	0	1	0	2	1
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	1	0
Medical Services	3	3	5	1	1	5	5
Pain management issues	0	0	0	0	0	2	1
Pharmacy	2	2	2	3	0	4	3
Pregnancy issues	0	0	0	0	0	2	0
Prior authorization issues	1	0	0	1	0	2	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	2	0	1	3	1	1	0
Transportation	3	2	0	3	0	3	2
Working Healthy	0	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	62	23	17	37	21	58	49

HCBS/LTSS ISSUES	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Client Obligation	0	0	1	1	0	1	1
Estate Recovery	0	0	0	0	0	0	0
HCBS Eligibility issues	2	0	2	2	2	1	1
HCBS General Issues	8	1	5	7	4	4	4
HCBS Reduction in hours of service	1	0	5	2	1	0	0
HCBS Waiting List	0	0	0	0	1	1	1
Nursing Facility Issues	4	0	0	2	1	2	4
HCBS/LTSS ISSUES TOTAL	15	1	13	14	9	9	11

OTHER ISSUES	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021
Abuse / neglect complaints	0	0	0	0	1	2	2
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	1	0	0	0	2	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0	1
Guardianship	0	0	0	0	0	0	0
Homelessness	0	0	1	0	0	1	0
Housing Issues	1	0	0	1	0	3	0
Medicare related Issues	1	1	0	1	1	2	0
Social Security Issues	0	0	1	1	0	0	0
Used Interpreter	0	0	0	0	0	0	0
X-Other	5	2	8	8	6	2	6
Z Thank you	18	8	12	15	8	23	25
Z Unspecified	0	1	0	1	1	0	2
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	25	13	22	27	17	35	36

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

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