KanCare Ombudsman Report

Quarter 4, 2021 (based on calendar year)
October 1 – December 31, 2021

Data downloaded 1/7/2022

KanCare Ombudsman Office

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I. Table of Contents

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II. Highlights/Dashboard

A. Contacts:

COVID continues to have an impact on the number of people contacting our office. (p.6)

	Q4 2019	Q1 2020	Q2 2020	% +/- Q2, 2020 vs Q1, 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	% +/- Q4,2021 vs Q1, 2020
KanCare Ombuds. Contacts	915	903	478	-47%	562	601	564	591	644	566	-37%
CH contacts	126,682	128,033	57,720	-55%	57,425	59,161	81,398	64,852	65,156	50,009	-61%

B. Outreach

Outreach continues to be high as AmeriCorps VISTAs finished project with Application Assistance Guide. P(p. 7)

	Q1/2020	Q2/2020	Q3/2021	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Outreach	74	16	96	57	49	171	348	148

C. Data highlight

Medicaid concerns regarding general questions, eligibility, application assistance and status updates continue as top issues. (p. 14)

D. New and updated resources

Our office partnered with the Kansas Department for Children and Families (DCF) to create a Foster Care, Adoption and KanCare Fact Sheet. It has been provided to DCF field staff, and contracted agency staff. Instructions have been given to provide this information to families in the Foster Care system.

Expanded/updated Application Assistance Guide is now a listing by county of locations that provide help with completing KanCare applications. The information provided includes the county, organization name, a contact person (if available), phone number, if language is offered other than English, and which applications they provide help with (Families with Children, Elderly and Disabled, and Medicare Savings Program. The document is 55 pages long, but since it is by county, should be easy to navigate.

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 fourth quarter of 2021.

Initial Contacts is a measurement of the number of people who have contacted our office, not the number of contacts within the time of helping them. Our tracking system is set up to keep the information of all contacts for that person in one file for ease of reviewing a case and maintaining ongoing information on a case. We may help a person who contacts our office with one call, or it may take many emails and phone calls to resolve. This chart shows only the number of people who have contacted us.

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
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	566

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 of 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	Q4 2021	% +/- Q4,2021 vs Q1, 2020
KanCare Ombuds. Contacts	915	903	478	-47%	562	601	564	591	644	566	-37%
CH contacts	126,682	128,033	57,720	-55%	57,425	59,161	81,398	64,852	65,156	50,009	-61%

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 fourth quarter, there have been four volunteers assisting in the offices. In addition, we have two volunteers that have completed their training and are being mentored with taking calls; and we have five volunteers that are in training. 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 to the toll-free number 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: 9:00 to noon Tues: 1:00 to 4:00pm	2	6	Northern Kansas Area Codes 785, 913, 816
Wichita Office	Mon: 9:00 to noon Tues: 9:00 to noon	2	6	Southern Kansas Area Codes 316, 620

As of December 31,2021

V. Outreach by KanCare Ombudsman Office

The KanCare Ombudsman Office is responsible for helping members and applicants understand the KanCare application process, benefits, and services, and provide training and outreach to the managed care organizations, providers, and 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 outreach for fourth quarter continues to be directly related to our AmeriCorps VISTA volunteers. They updated our KanCare Application Assistance Guide that lists organizations that help with filling out KanCare applications. They contacted all Local Public Health Departments and other community organizations that have the potential to provide that type of assistance. The VISTAs explained what our organization does, what resources we have available and asked 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	Q4/2021
Outreach	74	16	96	57	49	171	348	148

For the full listing of outreach, see Appendix A.

VI. Data for the KanCare Ombudsman Office

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 Office 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.
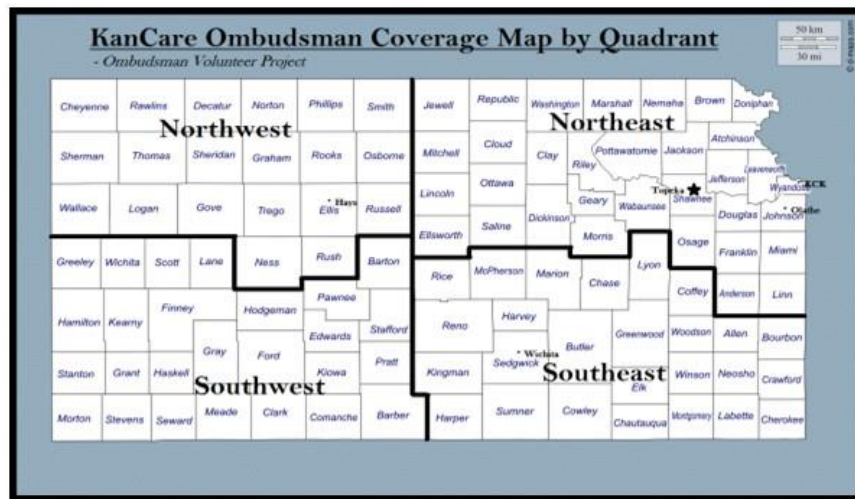
- 785, 913 and 816 area code toll-free calls go to the Kansas City Metro Satellite office.
- 316 and 620 area code toll-free calls go to the Wichita Satellite office.
- The remaining calls, direct calls and complex calls, emails and referrals go to the Topeka (main) office unless people call the direct number for the satellite offices (found on KanCare Ombudsman web pages under Contact Us.)

KanCare Ombudsman Office

REGION	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Northeast	158	90	50	69	80	147	94	80
Southeast	171	104	36	84	60	134	96	93
Northwest	15	4	1	5	10	7	8	8
Southwest	16	11	6	8	16	19	12	14
Unknown	544	257	464	435	400	284	433	368
Out of State	2	12	5	0	0	1	1	3
Total	**906**	**478**	**562**	**601**	**566**	**592**	**644**	**566**

2. Kansas Medicaid members by Region

These charts show the calls by region to the KanCare Ombudsman Office and the **Kansas 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.

Medicaid

Region	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Northeast	193,061	199,226	207,371	212,844	218,205	222,688	227,276	231,064
Southeast	174,330	180,611	188,171	193,347	198,235	202,161	206,092	209,226
Northwest	12,550	12,964	13,507	13,928	14,310	14,409	14,817	15,087
Southwest	36,984	38,200	39,667	40,724	41,958	42,834	43,910	44,639
Total	416,925	431,001	448,716	460,843	472,708	482,092	492,095	500,016

This data includes all Medicaid members; KanCare and Fee for Service members.

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).
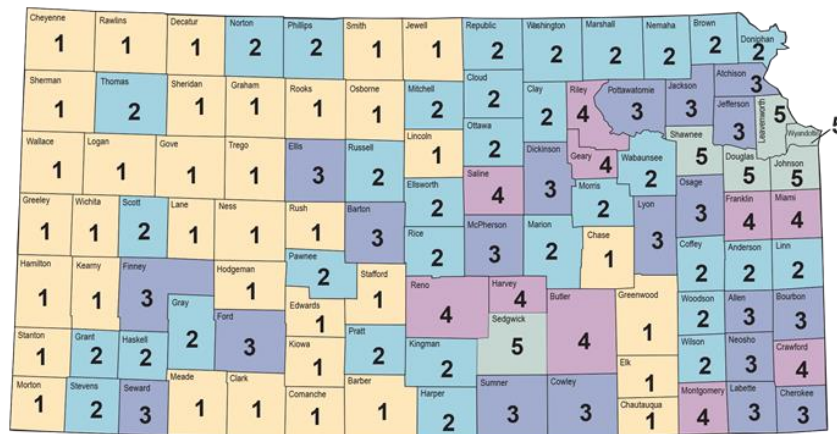
5 Urban - 150+ ppsm
4 Semi-Urban - 40-149.9 ppsm
3 Densely Settled Rural - 20 to 39.9 ppsm
2 Rural - 6 to 19.9 ppsm
1 Frontier - less than 6 ppsm

B.   Data by Office Location

During fourth 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	Q4/2021
Main - Topeka	540	362	534	438	387	432	458	410
Johnson County	142	0	1	58	74	90	104	46
Wichita	221	112	26	105	103	69	82	110
Total	903	474	561	601	564	591	644	566

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	Q4/2021
Telephone	773	356	464	511	473	449	510	446
Email	114	117	90	83	86	139	126	106
Letter	5	4	6	2	1	1	1	3
Face-to-Face Meeting	11	0	0	0	0	0	3	5
Other	0	1	1	5	2	1	3	5
Social Media	3	0	1	0	4	2	1	1
CONTACT METHOD TOTAL	906	478	562	601	566	592	644	566

D.   Data by Caller Type

Most Consumer contacts are from applicants, members, family, friends, etc. The "Other type" callers are usually state employees, school social workers, lawyers and students/researchers looking for data, 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	Q4/2021
Provider	70	63	63	58	62	100	82	60
Consumer	773	375	451	497	465	434	478	447
MCO Employee	3	6	5	8	2	4	10	5
Other Type	60	34	43	38	37	54	74	54
CALLER TYPE TOTAL	906	478	562	601	566	592	644	566

E.   Data by Program Type

Nursing facility issues and Frail Elderly (FE) waiver 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	Q4/2021
PD	32	25	35	12	9	14	11	12
I/DD	23	23	16	12	9	17	8	10
FE	34	19	27	16	13	23	23	16
AUTISM	1	1	2	3	0	2	1	1
SED	5	3	2	3	1	1	1	8
TBI	7	4	9	3	5	6	6	4
TA	6	5	2	1	1	1	0	2
WH	0	1	0	0	0	1	0	0
MFP	0	1	0	0	0	1	1	2
PACE	1	0	0	1	0	1	0	3
MENTAL HEALTH	3	8	2	1	3	1	8	3
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	39	29	9	22	24	20	15	34
FOSTER CARE	0	1	0	0	1	0	1	1
MEDIKAN	2	0	0	3	2	1	2	0
INSTITUTIONAL TRANSITION FROM LTC/NF	3	2	3	2	1	1	0	3
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	1	0	1	1	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	**156**	**123**	**108**	**79**	**70**	**91**	**77**	**99**

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	Q4/2021
HCBS	66	65	36	30	21	33	28	29
Long Term Care / NF	25	27	12	15	14	22	19	34
Urgent Medical Need	24	8	9	11	9	15	8	10
Urgent	22	12	13	18	15	30	24	24
Life Threatening	8	0	1	4	2	2	0	1
PRIORITIES TOTAL	145	112	71	78	61	102	79	98

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, Medicaid Info/status, and Billing Issues.

MEDICAID ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Access to Providers (usually Medical)	11	3	1	9	9	11	11	14
Appeals/Fair Hearing questions/issues	23	8	10	15	12	15	7	5
Background Checks	0	0	0	0	0	0	2	2
Billing	25	16	20	30	38	35	43	45
Care Coordinator Issues	19	3	4	7	7	6	4	6
Change MCO	7	3	8	6	6	3	2	2
Choice Info on MCO	4	2	1	2	1	4	3	4
Coding Issues	8	2	8	3	8	3	1	2
Consumer said Notice not received	3	0	1	2	1	2	1	1
Cultural Competency	0	1	0	0	1	2	0	0
Data Requests	4	4	1	1	6	5	19	11
Dental	4	7	5	3	4	5	6	9
Division of Assets	10	8	7	4	11	10	4	6
Durable Medical Equipment	3	9	2	5	3	7	11	4
Grievances Questions/Issues	33	11	10	22	18	13	12	17
Help understanding mail (NOA)	9	4	7	8	11	24	19	12
MCO transition	2	0	1	0	0	1	0	1
Medicaid Application Assistance	150	114	118	132	123	104	130	133
Medicaid Eligibility Issues	206	63	109	99	108	88	110	102
Medicaid Fraud	1	2	3	3	3	2	3	2
Medicaid General Issues/questions	188	89	103	123	142	173	176	171
Medicaid info (status) update	150	35	107	97	90	86	127	85
Medicaid Renewal	51	3	9	20	13	6	3	3
Medical Card issues	9	6	9	10	10	12	24	20
Medicare Savings Plan Issues	49	22	15	46	31	21	29	30
MediKan issues	3	0	2	8	5	5	4	4
Moving to / from Kansas	19	7	14	14	2	12	10	13
Medical Services	24	19	12	17	22	25	20	11
Pain management issues	0	2	0	1	1	3	3	2
Pharmacy	12	11	4	7	10	10	7	11
Pregnancy issues	5	2	9	22	30	38	23	5
Prior authorization issues	2	2	1	4	4	7	5	7

MEDICAID ISSUES (cont.)	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Refugee/Immigration/SOBRA issues	3	0	1	1	2	2	2	2
Respite	0	0	0	0	2	2	0	1
Spend Down Issues	28	17	23	27	19	19	21	17
Transportation	9	6	0	8	5	14	12	7
Working Healthy	0	1	0	2	2	2	1	2
MEDICAID ISSUES TOTAL	**1074**	**482**	**625**	**758**	**760**	**777**	**855**	**769**

There may be multiple selections for a member/contact.

2. HCBS/LTSS Issues

The top issues for this group are Nursing Facility issues, HCBS eligibility issues, and HCBS General Issues.

HCBS/LTSS ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Client Obligation	14	10	6	8	14	10	7	24
Estate Recovery	3	3	12	17	3	9	9	12
HCBS Eligibility issues	51	34	54	40	30	51	45	46
HCBS General Issues	60	55	55	48	45	54	43	35
HCBS Reduction in hours of service	5	3	15	4	3	2	1	1
HCBS Waiting List	2	0	12	11	4	4	5	3
Nursing Facility Issues	39	26	29	45	26	38	35	51
HCBS/LTSS ISSUES TOTAL	**174**	**131**	**183**	**173**	**125**	**168**	**145**	**172**

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. Medicare Related and Social Security issues were the two top concerns this quarter.

OTHER ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Abuse / neglect complaints	8	10	9	7	7	13	10	17
ADA Concerns	0	0	1	0	1	1	0	1
Adoption issues	1	1	0	2	0	3	3	3
Affordable Care Act Calls	3	7	1	4	4	1	3	2
Community Resources needed	8	10	2	4	11	6	6	11
Domestic Violence concerns	0	0	1	2	0	0	1	1

OTHER ISSUES (cont.)	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Foster Care issues	6	4	3	1	2	2	10	3
Guardianship	4	5	2	3	3	5	5	4
Homelessness	2	3	4	2	2	4	0	6
Housing Issues	1	7	12	5	5	9	4	16
Medicare related Issues	16	17	11	25	14	17	20	26
Social Security Issues	16	15	18	21	14	15	15	25
Used Interpreter	1	5	4	4	4	2	5	4
X-Other	137	91	181	218	207	54	49	55
Z Thank you	335	218	270	282	335	346	355	292
Z Unspecified	75	47	40	70	26	31	22	19
Health Homes	0	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	613	440	559	650	635	509	508	485

There may be multiple selections for a member/contact.

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

VII. Action Taken

This section reflects the action taken by the KanCare Ombudsman Office and the related organizations assisting the KanCare Ombudsman Office. This data shows information on:

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 fourth quarter of 2020.

Qtr./Year	Nmbr. of Contacts	%Responded 0-2 Days	%Responded in 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	87%	12%	1%
Q2/2021	592	89%	10%	1%
Q3/2021	644	87%	12%	1%
Q4/2021	566	87%	11%	2%

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.

Number of Referrals	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 7-30 Days	% Responded 31 or More Days
49	Clearinghouse	100%	0%	0%	0%
2	DCF	50%	0%	50%	0%
6	KDHE-Eligibility	33%	17%	50%	0%
2	KDHE-Program Staff	100%	0%	0%	0%
1	KMAP	100%	0%	0%	0%
5	Aetna	80%	20%	0%	0%
5	Sunflower	40%	0%	40%	20%
3	UnitedHealthcare	100%	0%	0%	0%

3. Action Taken by KanCare Ombudsman Office to resolve requests

Action Taken Resolution Type	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Questions/Issue Resolved (No Resources)	70	51	8	16	28	19	25	30
Used Contact or Resources/Issue Resolved	715	361	514	535	495	542	591	508
Closed (No Contact)	55	31	31	40	40	24	21	18
ACTION TAKEN RESOLUTION TYPE TOTAL	**840**	**443**	**553**	**591**	**563**	**585**	**637**	**556**
Action Taken Additional Help	**Q1/2020**	**Q2/2020**	**Q3/2020**	**Q4/2020**	**Q1/2021**	**Q2/2021**	**Q3/2021**	**Q4/2021**
Provided Resources	558	339	317	342	260	526	585	516
Mailed/Email Resources	114	73	85	118	90	131	107	85
ACTION TAKEN ADDITIONAL HELP TOTAL	**672**	**412**	**402**	**460**	**350**	**657**	**692**	**601**

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 year.

Qtr./Year	Nmbr. Of Contacts	Avg Days To Completion	%Completed 0-2 Days	%Completed in 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	552	5	71%	16%	13%
Q2/2021	578	4	72%	16%	12%
Q3/2021	630	4	74%	15%	11%
Q4/2021	543	3	76%	14%	10%

VIII. Enhancements and Future Changes

A. Enhancement: Call Handler for Wichita office

The call handler for the Wichita Satellite office was put in place in November. 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 Spanish line that tells how to leave a message
- 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.

All three KanCare Ombudsman offices are set up with a call handler.

B. Enhancement: Application Assistance Guide

The AmeriCorps VISTA volunteers did an extensive update to this document. It is now in alphabetical order by county, has resources listed for every county in Kansas and has over 50 pages of places in Kansas that provide KanCare application assistance. The link to find the full document is application-assistance-guide-jan-2022.pdf (ks.gov).

This is a listing of organizations, by county, that provide some KanCare/Kansas Medicaid application assistance. Please call before you go to get information on times available and if services are provided in person or by phone.

County	Organization	Contact Person	Phone	Language Offered other than English	Families with Children	Elderly and Disabled	Medicare Savings Program
Allen	KanCare Ombudsman Office		(855) 643-8180	Language Line	Yes	Yes	Yes

C. Enhancement: Foster Care, Adoption and KanCare fact sheet

The KanCare Ombudsman Office partnered with the Department of Children and Families to create a fact sheet that explains the KanCare process for foster care children/youth, program eligibility, services, along with information on how to avoid losing services, transition living programs and independent living programs for Foster Care youth. It also includes information on how to get assistance if a parent, foster parent, or adoptive parent has questions or concerns. The link to this fact sheet is: [foster-care-and-kancare-fact-sheet.pdf (ks.gov)](foster-care-and-kancare-fact-sheet.pdf)

D. Other Changes: KanCare Ombudsman Office moving to Office of Public Advocates

The KanCare Ombudsman Office has been in Kansas Department of Aging and Disability Services since it was started in 2013. The recent Governor's Executive Order No. 21-27 places the KanCare Ombudsman Office in the new Office of Public Advocates.   This Executive Order determines the following for the KanCare Ombudsman Office going forward.

- The KanCare Ombudsman will be appointed by the Governor for a term of five years.
- The Office of Public Advocates will be attached to the Department of Administration.
- The Secretary of the Department of Administration will provide technical assistance and advice as the Secretary deems reasonable and necessary to assist the Office of Public Advocates and its entities to function as independent state officials or agencies.
- And finally, neither the Secretary of the Department of Administration nor the Department of Administration shall have authority over the Office of Public Advocates.

This transition will take place over the next several months and should be completed by June 30th, 2022, which is the end of the 2022 fiscal year.

E. Future Enhancements

The KanCare Ombudsman Office has partnered with the Kansas Department of Aging and Disability Services (KDADS) Behavior Health team and numerous other stakeholders to put together **a Psychiatric Residential Treatment Facilities (PRTF) fact sheet** with information that clarifies:

- What a PRTF is
- How parents and guardians can avoid using a PRTF
- If a child is escalating, how to get needed help
- Program eligibility requirements
- Appeal and Fair hearing information on eligibility
- Age clarification
- Criteria for the PRTF program
- How to request PRTF services
- What happens once approved
- Information on the waiting list
- How discharge planning works
- Information on transition back to school setting from PRTF
- Appeal process for discharge
- Frequently Asked Questions

We anticipate this will be available sometime during first quarter 2022.

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.

- Extensive outreach was done for the KanCare Ombudsman Office survey and listening sessions.
  - o Used Mail Chimp to send emails to KanCare members, applicants, providers, and Community Based organizations that had been in contact with our office during 2021; over 900 emails sent.
  - o Sent an email invitation/request to KDHE, KDADS, Aetna, Sunflower and United requesting they post the information about our survey and listening sessions through their various communication tools.
  - o Used Facebook Ad (and boosted) to promote the survey and listening sessions. See Social Media Outreach on page 24 for more detail.
  - o Survey available over four weeks in October/November.
  - o There were five listening sessions in November.
  - o Survey is being counted as one outreach. Listening sessions being counted as five outreach events. Full reporting on the Survey and Listening Sessions is available in the 2021 Annual Report.
- 10.1.21, JoCo VISTA met with Aracely van Kirk who manages the Ventanilla de Salud at the Mexican Consulate in Kansas City. Discussed current public health issues and methods of outreach and accessibility.
- 10/4: WSU CEI staff emailed resources to SW Area Agency on Aging
- 10/5: WSU CEI staff emailed with Dr. Rachel Showstack of Alce Su Voz
- 10/6: VISTA/MSW practicum student attended CPAAA monthly networking meeting via Zoom
- 10/14: WSU CEI staff attended Lyon County monthly networking meeting via Zoom
- 10/20: WSU CEI staff attended Butler County Early Childhood Taskforce via Zoom
- 10/28: WSU CEI staff attended Sedgwick County IRIS quarterly meeting via Zoom
- 10/29: WSU CEI staff attended Sedgwick County CDDO quarterly meeting via Zoom
- 11/3: VISTA/MSW practicum student attended CPAAA monthly networking meeting via Zoom

- November: WSU CEI staff mailed brochures to:
  - Rush County Health Dept
  - Scott County Health Dept
  - Southwest KS Area Agency on Aging, Great Bend
  - Charities of Southwest KS
  - Southwest KS Area Agency on Aging, Dodge City
- 11/12: WSU CEI staff emailed Listening Session information to Central Plains Area Agency on Aging listserv
- 11/15: WSU CEI staff emailed resources to Central Plains Area Agency on Aging
- 11/17: VISTA/MSW practicum student attended Dress for Success event
- 11/19: VISTA/MSW practicum student attended monthly Veterans Coalition Meeting via Zoom
- 12/1: WSU CEI staff met with Sedgwick Co. RSVP staff in-office
- 12/7: Attended and provided written report to the KanCare Advisory Council Meeting and Open Forum.
- 12/9, 12/14, 12/16; Partnership with KDHE Public Health Team to do an overview of the KanCare Ombudsman Office and services (including volunteer program) to the Local Public Health Offices during their monthly meetings.
- 12/9: WSU CEI staff and VISTA/MSW practicum student attended Healthier Lyon County Coalition meeting via Zoom
- 12/13: Attended and provided testimony and 3rd quarter report to the Bethel Joint Committee on HCBS and KanCare Oversight.
- 12/15: WSU CEI staff and VISTA/MSW practicum student attended Butler County Early Childhood Taskforce meeting via Zoom
- 12/17: VISTA/MSW practicum student attended monthly Veterans Coalition Meeting via Zoom
- 12/17: WSU CEI staff emailed with Wendi Herron, Continuum of Care Manager/Outreach for Susan B. Allen Memorial Hospital's BreakThru program.
- VISTA outreach for Application Assistance Guide and sharing information about the KanCare Ombudsman office
  - Hiawatha Family Clinic/Community Hospital
  - Konza Prairie Community Health
  - Morton County Medical Center
  - Riverside Resources

10/6/2021	Butler County Health Department
10/6/2021	Chase County Health Department
10/6/2021	Chautauqua County Health Department
10/6/2021	Clark County Health Nurse

10/6/2021	Pawnee County Health Department
10/6/2021	Comanche County Health Department
10/6/2021	Diana Clanton- Sedan SKIL office
10/6/2021	Crawford County Health Department
10/6/2021	Coffey County Health Department
10/6/2021	Community Health Center of Southeast Kansas (Pittsburg office)
10/6/2021	Elk County Health Department
10/8/2021	Finney Couth Health Department
10/8/2021	Social and Rehabilitation Services in Garden City
10/8/2021	Grant County Health Department
10/8/2021	Grey County Health Department
10/8/2021	East Central Kansas Area Agency on Aging
10/8/2021	ECKAN East Central Kansas Economic Opportunity Corporation
10/8/2021	Community Health Center of Southeast Kansas (Pittsburg office)
10/8/2021	Independence SKIL Office
10/8/2021	Pittsburg SKIL Office
10/8/2021	Hamilton County Health Department
10/8/2021	Harper County Health Department
10/8/2021	Harvey County Health Department
10/11/2021	Social and Rehabilitation Services in Newton
10/14/2021	Hodgeman County Health Department
10/14/2021	Kearny County Health Department
10/14/2021	Family Health Center- Lakin KS
10/14/2021	Fort Scott Medical Clinic
10/14/2021	Kingman County Health Department
10/19/2021	Kiowa County Health Department
10/19/2021	Labette County Health Department
10/19/2021	Marion County Health Department
10/19/2021	Montgomery County Health Department (Coffeyville)
10/19/2021	Morton County Health Department
10/19/2021	Neosho County Health Department
10/19/2021	Pratt County Health Department
10/19/2021	Hope Center in Pratt, KS
10/19/2021	Reno County Health Department
10/21/2021	Rice County Health Department
10/21/2021	Rush County Health Department
10/21/2021	Scott County Health Department
10/21/2021	Sedgwick County Health Department

10/21/2021	Seward County Health Department
10/11/2021	Community Health Center of Southeast Kansas
10/19/2021	Fort Scott Medical Clinic
10/19/2021	Hamilton County VIP Senior Center
10/19/2021	Hamilton County Family Practice Clinic
10/19/2021	Prairie Independent Living Resource Center, Inc. (PILR)
10/28/2021	Saline Health Department
10/28/2021	Area Agency On Aging (Salina, KS)
10/28/2021	Sarah Edwards (DCF)
10/28/2021	Rush County Health Department

B. Outreach through Print Media and Social Media

1. Social Media outreach

- Posted an ad regarding the KanCare Ombudsman Office survey and listening session on Facebook. Posted and boosted the ad for four weeks. The audience was targeted to Facebook users who are associated with the following regions, industries, interests, and employments: Kansas; parents; community & social services; healthcare/medical; legal; life – physical & social sciences; protective services; veterans; food & restaurants; healthcare; nursing; retail; family; fatherhood; motherhood; parenting; current events; charity & causes; community issues; and volunteering.
  - Reach: 52,534 (number of people who saw the ad at least once).
  - Engagement: 863 (number of actions people took)
    - "Like": 40
    - "Love": 2
    - Link clicks: 782
    - Shares: 24
    - Saves: 14
  - October - Eight Facebook posts created and posted
  - November – 16 Facebook posts created and posted
  - December – 16 Facebook posts created and posted and 1 Linked in post
- Facebook page followers at end of December: 405
- Organizations that agreed to include a link to the KanCare Ombudsman Office webpages on their website.
  - CDDO of SEK
  - Hetlinger Developmental Services
  - Butler County CDDO
  - Sedgwick County CDDO

- Disability Planning Organization of Kansas as well as the websites of the CDDOs they subcontract with, including McPherson County CDDO and Sumner County CDDO
- Shawnee County CDDO

2. Print Media

- November; asked Johnson County AAA to include a brief article about the KanCare Ombudsman office.

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

Aetna

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

OTHER ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Abuse / neglect complaints	1	2	1	0	0	0	0	3
ADA Concerns	0	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	1	1	0
Affordable Care Act Calls	0	0	0	0	0	0	0	0
Community Resources needed	0	1	0	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0	0	0	0
Foster Care issues	0	1	0	0	0	0	1	0
Guardianship	0	0	0	0	0	0	1	0
Homelessness	0	0	0	1	0	0	0	0
Housing Issues	0	0	1	1	0	0	0	1
Medicare related Issues	1	0	0	1	0	0	1	0
Social Security Issues	0	0	0	0	0	0	0	0
Used Interpreter	0	0	0	0	0	0	0	0
X-Other	3	6	4	5	5	0	1	1
Z Thank you	9	10	4	15	7	18	17	11
Z Unspecified	0	0	0	1	0	0	3	0
Health Homes	0	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	14	20	10	24	12	19	25	16

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

Aetna

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

B. Sunflower

MEDICAID ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Access to Providers (usually Medical)	2	0	0	2	2	2	1	2
Appeals/Fair Hearing questions/issues	4	2	1	8	1	2	1	0
Background Checks	0	0	0	0	0	0	0	0
Billing	2	1	4	7	5	3	5	3
Care Coordinator Issues	6	1	0	1	0	1	0	0
Change MCO	0	1	3	0	0	1	0	1
Choice Info on MCO	0	1	0	1	0	2	0	0
Coding Issues	0	0	1	1	0	0	1	0
Consumer said Notice not received	0	0	0	1	0	0	0	0
Cultural Competency	0	0	0	0	0	0	0	0
Data Requests	1	1	0	0	0	0	1	1
Dental	1	1	0	0	0	0	1	2
Division of Assets	0	0	0	0	0	0	0	0
Durable Medical Equipment	1	2	1	0	0	2	2	0
Grievances Questions/Issues	6	3	0	4	4	2	0	1
Help understanding mail (NOA)	2	1	0	1	1	1	0	0
MCO transition	0	0	0	0	0	1	0	0
Medicaid Application Assistance	3	0	0	1	0	0	0	0
Medicaid Eligibility Issues	5	1	1	0	1	0	4	0
Medicaid Fraud	0	1	0	0	0	0	0	0
Medicaid General Issues/questions	12	2	0	2	2	6	7	2
Medicaid info (status) update	6	1	2	2	1	2	3	2
Medicaid Renewal	3	0	0	0	0	0	0	0
Medical Card issues	2	1	0	1	1	0	2	1
Medicare Savings Plan Issues	1	0	0	0	0	0	0	0
MediKan issues	0	0	0	0	0	0	0	0
Moving to / from Kansas	2	0	0	0	0	0	0	0
Medical Services	6	2	1	4	4	2	3	3
Pain management issues	0	0	0	0	0	1	0	1
Pharmacy	0	1	0	0	0	2	2	3
Pregnancy issues	0	0	0	1	0	0	0	0
Prior authorization issues	0	1	0	0	0	1	0	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0	1
Spend Down Issues	3	0	0	1	1	0	0	0
Transportation	3	2	0	0	0	2	3	0
Working Healthy	0	0	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	**71**	**26**	**14**	**38**	**23**	**33**	**36**	**24**

Sunflower

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

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

PRIORITY	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
HCBS	10	12	6	5	3	4	6	3
Long Term Care / MF	0	0	0	2	1	3	1	0
Urgent Medical Need	2	0	2	3	1	5	2	2
Urgent	2	4	2	2	1	6	1	3
Life Threatening	0	0	1	0	1	1	0	0
PRIORITIES TOTAL	**14**	**16**	**11**	**12**	**7**	**19**	**10**	**8**

Sunflower

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

C.   United Healthcare

MEDICAID ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Access to Providers (usually Medical)	1	0	0	3	0	3	3	1
Appeals/Fair Hearing questions/issues	4	2	1	1	0	4	1	1
Background Checks	0	0	0	0	0	0	0	0
Billing	4	2	3	3	3	4	5	7
Care Coordinator Issues	6	0	2	3	0	2	1	1
Change MCO	2	1	1	1	0	2	0	0
Choice Info on MCO	1	1	0	0	0	1	0	0
Coding Issues	1	0	0	0	0	0	0	1
Consumer said Notice not received	0	0	0	0	0	0	0	0
Cultural Competency	0	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	1	0
Dental	0	0	0	0	0	2	1	1
Division of Assets	0	0	0	0	0	0	0	0
Durable Medical Equipment	1	3	0	1	1	0	3	0
Grievances Questions/Issues	6	1	0	3	3	3	3	2
Help understanding mail (NOA)	0	0	0	0	1	1	0	2
MCO transition	1	0	0	0	0	0	0	0
Medicaid Application Assistance	0	1	0	1	1	0	2	0
Medicaid Eligibility Issues	4	2	1	3	2	1	2	3
Medicaid Fraud	0	0	0	0	0	1	0	0
Medicaid General Issues/questions	8	1	1	2	4	9	8	6
Medicaid info (status) update	9	1	0	2	3	2	5	1
Medicaid Renewal	1	0	0	0	1	0	0	1
Medical Card issues	2	1	0	2	0	1	1	2
Medicare Savings Plan Issues	0	0	0	1	0	2	1	1
MediKan issues	0	0	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	1	0	1
Medical Services	3	3	5	1	1	5	5	1
Pain management issues	0	0	0	0	0	2	1	0
Pharmacy	2	2	2	3	0	4	3	2
Pregnancy issues	0	0	0	0	0	2	0	0
Prior authorization issues	1	0	0	1	0	2	2	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0	0
Spend Down Issues	2	0	1	3	1	1	0	1
Transportation	3	2	0	3	0	3	2	1
Working Healthy	0	0	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	**62**	**23**	**17**	**37**	**21**	**58**	**50**	**38**

United

HCBS/LTSS ISSUES	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
Client Obligation	0	0	1	1	0	1	1	0
Estate Recovery	0	0	0	0	0	0	0	0
HCBS Eligibility issues	2	0	2	2	2	1	2	2
HCBS General Issues	8	1	5	7	4	4	4	4
HCBS Reduction in hours of service	1	0	5	2	1	0	0	0
HCBS Waiting List	0	0	0	0	1	1	1	0
Nursing Facility Issues	4	0	0	2	1	2	4	7
HCBS/LTSS ISSUES TOTAL	**15**	**1**	**13**	**14**	**9**	**9**	**12**	**13**

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

PRIORITY	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
HCBS	6	3	10	6	3	4	4	4
Long Term Care / MF	5	0	0	1	0	1	4	4
Urgent Medical Need	1	2	1	1	2	0	1	2
Urgent	0	1	2	3	2	5	6	3
Life Threatening	0	0	0	0	0	0	0	1
PRIORITIES TOTAL	**12**	**6**	**13**	**11**	**7**	**10**	**15**	**14**

United

PROGRAM TYPE	Q1/2020	Q2/2020	Q3/2020	Q4/2020	Q1/2021	Q2/2021	Q3/2021	Q4/2021
PD	3	1	5	4	1	2	1	0
I/DD	1	0	0	1	1	5	1	0
FE	3	0	4	1	1	1	1	3
AUTISM	0	0	0	0	0	0	0	0
SED	0	1	0	0	0	0	0	1
TBI	2	1	1	2	0	2	1	1
TA	1	0	1	0	1	0	0	0
WH	0	0	0	0	0	0	0	0
MFP	0	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	0	1	0	0	0	1	4	1
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	3	0	0	0	0	1	1	4
FOSTER CARE	0	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	0	1	1	0	0	0	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	14	5	12	9	4	12	9	11