



# KanCare Ombudsman Report

**Quarter 1, 2022** (based on calendar year)

**January 1 – March 31, 2022**

Data downloaded 4/8/2022

## KanCare Ombudsman Office

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# I. Table of Contents

## Contents

I.	Table of Contents .....	2
II.	Highlights/Dashboard .....	4
A.	Contacts: .....	4
B.	Volunteer Program .....	4
C.	New resource .....	4
III.	KanCare Ombudsman Purpose .....	5
IV.	Accessibility to the Ombudsman’s Office .....	5
A.	Initial Contacts .....	5
B.	Accessibility through the KanCare Ombudsman Volunteer Program .....	6
V.	Outreach by KanCare Ombudsman Office .....	7
VI.	Data for the KanCare Ombudsman Office .....	8
A.	Data by Region .....	8
1.	Initial Contacts to KanCare Ombudsman Office by Region .....	8
2.	Kansas Medicaid members by Region .....	9
3.	Kansas Population Density .....	9
B.	Data by Office Location .....	10
C.	Data by Contact Method .....	10
	Data by Caller Type .....	10
D.	Data by Program Type .....	11
E.	Data by Priorities .....	12
F.	Data by Issue Categories .....	12
1.	Medicaid Issues .....	13
2.	HCBS/LTSS Issues .....	14
3.	Other Issues .....	14
G.	Data by Managed Care Organization (MCO) .....	14
VII.	Action Taken .....	15
A.	Responding to Issues .....	15
1.	KanCare Ombudsman Office response to members/applicants .....	15
2.	Organizational final response to Ombudsman requests .....	16
3.	Action Taken by KanCare Ombudsman Office to resolve requests .....	16
4.	Ombudsman Office Resolution of Issues .....	17
VIII.	Enhancements .....	18

A.	Enhancement: PRTF Fact Sheet.....	18
IX.	Appendix A: Outreach by KanCare Ombudsman Office .....	19
A.	Outreach through Education and Collaboration.....	19
B.	Outreach through Print Media and Social Media .....	21
1.	Social Media outreach.....	21
2.	Print Media .....	22
X.	Appendix B: Managed Care Organization (MCO) Data .....	23
A.	Aetna .....	23
B.	Sunflower.....	26
C.	United Healthcare.....	29

## II. Highlights/Dashboard

### A. Contacts:

Initial Contacts continue to be at a reduced amount due to lower call volume during the pandemic emergency order.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2020	903	478	562	601
2021	564	591	644	566
2022	524			

### B. Volunteer Program

The KanCare Ombudsman Office has seven volunteers taking calls (including three that are being mentored). Four days are covered in each Satellite Office for responding to calls to our toll free number. The offices have rebounded from the drop in volunteers during the COVID-19 pandemic.

### C. New resource

The Psychiatric Residential Treatment Facility ([PRTF](#)) [fact sheet](#) was created in partnership with the Kansas Department for Aging and Disability Services (KDADS) Behavior Health for Children and Youth Team and the KanCare Ombudsman Office.

**KanCare General Information  
Fact Sheet**



## Psychiatric Residential Treatment Facility (PRTF)

### 1. What is a Psychiatric Residential Treatment Facility (PRTF)?

A PRTF is a sub-acute level of psychiatric care for children in the state of Kansas. It is not a permanent or long-term placement, but a treatment facility. A PRTF is a treatment facility in a residential setting that will provide all psychiatric services needed by the child with family/guardian involvement. PRTFs are paid a daily rate for the services.

A PRTF, which is a Kansas Medicaid billable service for Kansas based PRTFs, is not the same as a Residential Treatment Center (RTC). Kansas does not have RTCs and RTC's are not reimbursable by Medicaid.

### 2. How can parents/guardians avoid using a PRTF?

If children start receiving psychiatric services earlier in the process from the local Community Mental Health Center (CMHC) or local provider, the need for PRTF for a child may not be necessary.

### 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/Kansas Medicaid by phone, email, written communication, social media and the Integrated Referral and Intake System (IRIS) during first quarter of 2022.

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 policy of not dropping members from coverage during the federal pandemic emergency order.

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
2022	524			

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.

	KanCare Ombudsman Office Contacts	% +/- Comparison to Q1/20	KanCare Clearing-house Contacts	% +/- Comparison to Q1/20
Q4/19	915		126,682	
Q1/20	903		128,033	
Q2/20	478	-47%	57,720	-55%
Q3/20	562	-38%	57,425	-55%
Q4/20	601	-33%	59,161	-54%
Q1/21	564	-38%	81,398	-36%
Q2/21	591	-35%	64,852	-49%
Q3/21	644	-29%	65,156	-49%
Q4/21	566	-37%	50,009	-61%
Q1/22	524	-42%	52,821	-59%

## 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 first 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 Office	Mon: 9:00 to noon Tues: 1:00 to 4:00pm Wed. 9am to noon Thurs. 1:00pm to 4:00pm	4	12	Northern Kansas Area Codes 785, 913, 816
Wichita Office	Mon: 9:00 to noon Tues: 9:00 to noon Wed. 9am to noon Fri. 9am to noon	3	12	Southern Kansas Area Codes 316, 620

As of April 8, 2022

## 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 during third and fourth quarters was directly related to our AmeriCorps VISTA volunteers. They updated our KanCare Application Assistance Guide that lists organizations that help with filling out KanCare applications. The VISTAs 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.

	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Outreach	49	171	348	142	77

For the full listing of outreach, see Appendix A.

## VI. Data for the KanCare Ombudsman Office

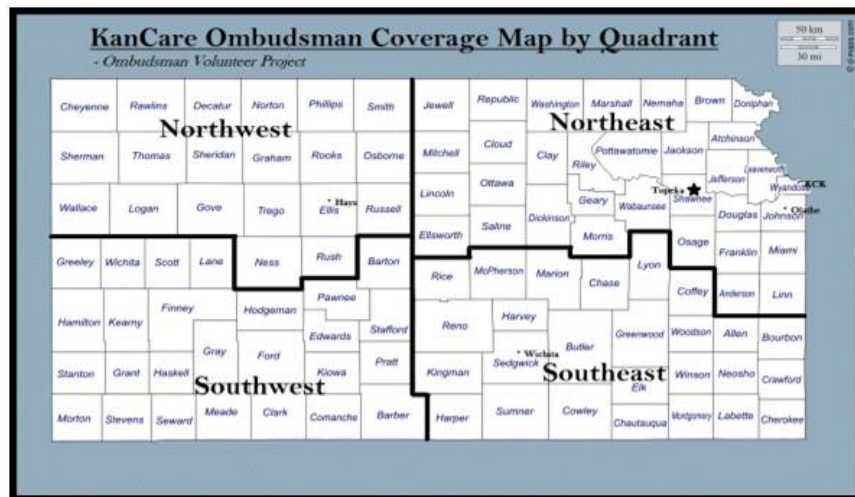
Data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, issue categories, action taken, and priority.

### 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, and emails 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](#).)

This chart shows the calls by region to the KanCare Ombudsman Office

#### KanCare Ombudsman Office

REGION	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Northeast	80	147	94	80	76
Southeast	60	134	96	93	73
Northwest	10	7	8	8	6
Southwest	16	19	12	14	11
Unknown	400	284	433	368	354
Out of State	0	1	1	3	4
<b>Total</b>	<b>566</b>	<b>592</b>	<b>644</b>	<b>566</b>	<b>524</b>



## 2. Kansas Medicaid members by Region

The below chart shows 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 the pandemic emergency order, so the total Medicaid number is increasing each quarter.

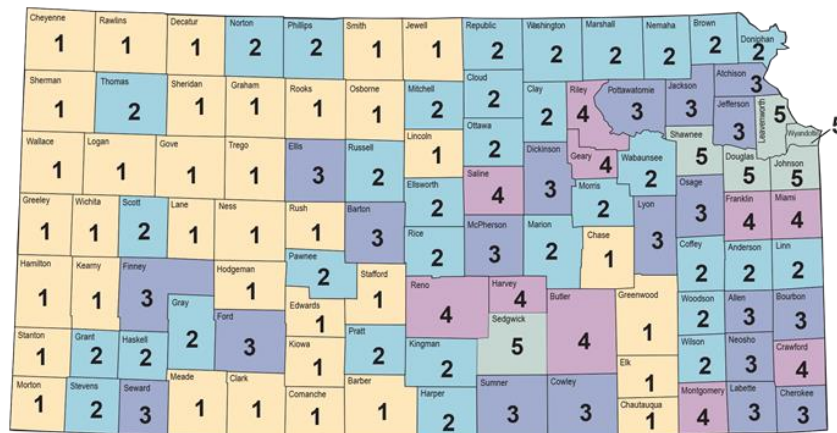
This data includes **all** Medicaid members; KanCare and Fee for Service members.

Medicaid					
Region	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Northeast	218,205	222,688	227,276	231,064	235,371
Southeast	198,235	202,161	206,092	209,226	213,493
Northwest	14,310	14,409	14,817	15,087	15,281
Southwest	41,958	42,834	43,910	44,639	45,647
<b>Total</b>	<b>472,708</b>	<b>482,092</b>	<b>492,095</b>	<b>500,016</b>	<b>509,792</b>

## 3. Kansas Population Density

This map shows the population density of Kansas and helps in understanding why most of the Medicaid population and KanCare Ombudsman calls are from the eastern part of Kansas.

This map is based on 2015 Census data. The [Kansas Population Density map](#) shows population density 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 first quarter, we had the assistance of volunteers in the satellite offices about four 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	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Main - Topeka	387	432	458	410	347
Kansas City Metro	74	90	104	46	78
Wichita	103	69	82	110	99
<b>Total</b>	<b>564</b>	<b>591</b>	<b>644</b>	<b>566</b>	<b>524</b>

## C. Data by Contact Method

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

Contact Method	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Telephone	473	449	510	446	377
Email	86	139	126	106	144
Letter	1	1	1	3	0
Face-to-Face Meeting	0	0	3	5	2
Other	2	1	3	5	0
Social Media	4	2	1	1	1
<b>CONTACT METHOD TOTAL</b>	<b>566</b>	<b>592</b>	<b>644</b>	<b>566</b>	<b>524</b>

## 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	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Provider	62	100	82	60	93
Consumer	465	434	478	447	364
MCO Employee	2	4	10	5	2
Other Type	37	54	74	54	65
<b>CALLER TYPE TOTAL</b>	<b>566</b>	<b>592</b>	<b>644</b>	<b>566</b>	<b>524</b>

## D. Data by Program Type

Nursing facility issues and Physical Disability (PD) waiver are the top program concerns within the Program Type contacts received for first quarter

PROGRAM TYPE	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
PD	9	14	11	12	26
I/DD	9	17	8	10	10
FE	13	23	23	16	18
AUTISM	0	2	1	1	1
SED	1	1	1	8	5
TBI	5	6	6	4	5
TA	1	1	0	2	0
WH	0	1	0	0	0
MFP	0	1	1	2	2
PACE	0	1	0	3	0
MENTAL HEALTH	3	1	8	3	3
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	24	20	15	34	29
FOSTER CARE	1	0	1	1	3
MEDIKAN	2	1	2	0	1
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	0	3	1
INSTITUTIONAL TRANSITION FROM MH/BH	1	1	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>70</b>	<b>91</b>	<b>77</b>	<b>99</b>	<b>104</b>

There may be multiple selections for a member/contact.

## E. Data by Priorities

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.)

<b>PRIORITY</b>	<b>Q1/2021</b>	<b>Q2/2021</b>	<b>Q3/2021</b>	<b>Q4/2021</b>	<b>Q1/2022</b>
HCBS	21	33	28	29	29
Long Term Care / MF	14	22	19	34	28
Urgent Medical Need	9	15	8	10	8
Urgent	15	30	24	24	17
Life Threatening	2	2	0	1	2
<b>PRIORITIES TOTAL</b>	<b>61</b>	<b>102</b>	<b>79</b>	<b>98</b>	<b>84</b>

## F. 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.

<b>MEDICAID ISSUES</b>	<b>Q1/2021</b>	<b>Q2/2021</b>	<b>Q3/2021</b>	<b>Q4/2021</b>	<b>Q1/2022</b>
Access to Providers (usually Medical)	9	11	11	14	12
Appeals/Fair Hearing questions/issues	12	15	7	5	8
Background Checks	0	0	2	2	0
Billing	38	35	43	45	39
Care Coordinator Issues	7	6	4	6	8
Change MCO	6	3	2	2	4
Choice Info on MCO	1	4	3	4	4
Coding Issues	8	3	1	2	4
Consumer said Notice not received	1	2	1	1	5
Cultural Competency	1	2	0	0	1
Data Requests	6	5	19	11	10
Dental	4	5	6	9	7
Division of Assets	11	10	4	6	13
Durable Medical Equipment	3	7	11	4	4
Grievances Questions/Issues	18	13	12	17	13
Help understanding mail (NOA)	11	24	19	12	16
MCO transition	0	1	0	1	2
Medicaid Application Assistance	123	104	130	133	110
Medicaid Eligibility Issues	108	88	110	103	102
Medicaid Fraud	3	2	3	2	1
Medicaid General Issues/questions	142	173	176	171	166
Medicaid info (status) update	90	86	127	86	78
Medicaid Renewal	13	6	3	3	2
Medical Card issues	10	12	24	20	14
Medicare Savings Plan Issues	31	21	29	30	26
MediKan issues	5	5	4	4	3
Moving to / from Kansas	2	12	10	13	8
Medical Services	22	25	20	11	19
Pain management issues	1	3	3	2	1
Pharmacy	10	10	7	11	10
Pregnancy issues	30	38	23	5	18
Prior authorization issues	4	7	5	7	1
Refugee/Immigration/SOBRA issues	2	2	2	2	0
Respite	2	2	0	1	1
Spend Down Issues	19	19	21	17	17
Transportation	5	14	12	7	13
Working Healthy	2	2	1	2	6
<b>MEDICAID ISSUES TOTAL</b>	<b>760</b>	<b>777</b>	<b>855</b>	<b>771</b>	<b>746</b>

There may be multiple selections for a member/contact.

## 2. HCBS/LTSS Issues

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

HCBS/LTSS ISSUES	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Client Obligation	14	10	7	24	13
Estate Recovery	3	9	9	12	17
HCBS Eligibility issues	30	51	45	47	51
HCBS General Issues	45	54	43	35	49
HCBS Reduction in hours of service	3	2	1	1	1
HCBS Waiting List	4	4	5	3	7
Nursing Facility Issues	26	38	35	51	28
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>125</b>	<b>168</b>	<b>145</b>	<b>173</b>	<b>166</b>

There may be multiple selections for a member/contact.

## 3. Other Issues

This section shows issues or concerns that may be *related to* KanCare/Medicaid. Medicare Related and Social Security issues were the two top concerns this quarter.

OTHER ISSUES	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Abuse / neglect complaints	7	13	10	17	10
ADA Concerns	1	1	0	1	0
Adoption issues	0	3	3	3	0
Affordable Care Act Calls	4	1	3	2	0
Community Resources needed	11	6	6	11	11
Domestic Violence concerns	0	0	1	1	1
Foster Care issues	2	2	10	3	5
Guardianship	3	5	5	4	1
Homelessness	2	4	0	6	0
Housing Issues	5	9	4	16	4
Medicare related Issues	14	17	20	26	21
Social Security Issues	14	15	15	25	13
Used Interpreter	4	2	5	4	4
X-Other	207	54	49	55	39
Z Thank you	335	346	355	294	203
Z Unspecified	26	31	22	19	20
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>635</b>	<b>509</b>	<b>508</b>	<b>487</b>	<b>332</b>

There may be multiple selections for a member/contact.

## G. 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.

		% Responded 0-2 Days	% Responded in 3-7 Days	% Responded 8 or More Days
Q1/2021	566	88%	12%	0%
Q2/2021	592	89%	10%	1%
Q3/2021	644	87%	12%	1%
Q4/2021	566	87%	12%	2%
Q1/2022	524	92%	8%	0%

## 2. Organizational final response to Ombudsman requests

The KanCare Ombudsman office sends requests for review and assistance to various KanCare related organizations. The following information provides data on the **resolution rate** for organizations the Ombudsman's office requests assistance from and the amount of time it takes to resolve.

Quarter/yr. : Q1/2022					
Nbr 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%	50%	0%	0%
1	KDADS-Behavior Health	0%	100%	0%	0%
3	KDADS-HCBS	100%	0%	0%	0%
1	KDADS-Health Occ. Cred.	100%	0%	0%	0%
17	KDHE-Eligibility	41%	24%	29%	6%
2	KDHE-Program Staff	50%	0%	50%	0%
4	KDHE-Provider Contact	100%	0%	0%	0%
3	KMAP	100%	0%	0%	0%
2	Aetna	50%	50%	0%	0%
7	Sunflower	43%	0%	29%	28%
6	UnitedHealthcare	100%	0%	0%	0%

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

Action Taken Resolution Type	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Questions/Issue Resolved (No Resources)	28	19	25	30	36
Used Contact or Resources/Issue Resolved	495	542	591	508	445
Closed (No Contact)	40	24	21	18	27
<b>ACTION TAKEN RESOLUTION TYPE TOTAL</b>	<b>563</b>	<b>585</b>	<b>637</b>	<b>556</b>	<b>508</b>

There may be multiple selections for a member/contact

Action Taken Additional Help	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022
Provided Resources	260	526	585	516	446
Mailed/Email Resources	90	131	107	85	100
<b>ACTION TAKEN ADDITIONAL HELP TOTAL</b>	<b>350</b>	<b>657</b>	<b>692</b>	<b>601</b>	<b>546</b>

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
Q1/2021	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%
Q1/2022	495	3	78%	13%	9%

## VIII. Enhancements

### A. Enhancement: PRTF Fact Sheet

The Psychiatric Residential Treatment Facility ([PRTF](#)) [fact sheet](#) was created in partnership with the Kansas Department for Aging and Disability Services (KDADS) Behavior Health for Children and Youth team and the KanCare Ombudsman Office.

The goal was to provide information for members, families, providers, and state agency staff regarding the PRTF process prior to entering a PRTF, during a PRTF stay, transitioning out of a PRTF and the state fair hearing process for members and providers. The document has been reviewed and received comments from stakeholders. It has been provided to the PRTF Stakeholder group and agency staff to provide to families currently using a PRTF, those on the waiting list, and those inquiring about PRTFs. The picture below is a sample of the first half of page 1 of 11 pages.

**KanCare General Information  
Fact Sheet**



## Psychiatric Residential Treatment Facility (PRTF)

### 1. What is a Psychiatric Residential Treatment Facility (PRTF)?

A PRTF is a sub-acute level of psychiatric care for children in the state of Kansas. It is not a permanent or long-term placement, but a treatment facility. A PRTF is a treatment facility in a residential setting that will provide all psychiatric services needed by the child with family/guardian involvement. PRTFs are paid a daily rate for the services.

A PRTF, which is a Kansas Medicaid billable service for Kansas based PRTFs, is not the same as a Residential Treatment Center (RTC). Kansas does not have RTCs and RTC's are not reimbursable by Medicaid.

### 2. How can parents/guardians avoid using a PRTF?

If children start receiving psychiatric services earlier in the process from the local Community Mental Health Center (CMHC) or local provider, the need for PRTF for a child may not be necessary.

## **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.

- 1/18/22 – sent a promotional item to Amazing Aging for publication
- 1/27/22, attended the Livable Neighborhoods Monthly Meeting from 9am-10am in KC Metro area.
- 1/10: WSU CEI staff and VISTA/MSW practicum student met via Zoom with Wendi Herron, Continuum of Care Manager/Outreach at BreakThru Withdrawal Management Services at Susan B Allen Memorial Hospital
- 1/20: WSU CEI staff attended via Zoom Emporia SOAR program presentation
- 1/20: WSU CEI staff emailed with Healthier Harvey County Coalition contacts
- 1/20: WSU CEI staff emailed with Healthier Bourbon County Coalition contacts
- 1/27: WSU CEI staff attended via Zoom Sedgwick County IRIS network quarterly meeting
- 1/28: WSU CEI staff attended via Zoom Sedgwick County CDDO quarterly meeting
- 1/28: VISTA/MSW practicum student attended via Zoom monthly Veterans Coalition meeting
- 1/28: WSU CEI staff emailed with BCBS Pathways to Healthier Kansas CEI staff seeking outreach contacts
- 2/2: WSU CEI staff attended Healthier Harvey County Coalition meeting via Zoom
- 2/10: VISTA/MSW practicum student attended Healthier Lyon County Coalition meeting via Zoom
- 2/24/22: attended the Livable Neighborhoods Monthly meeting in KC Metro area.
- 2/24/22: attended the Latino Health for all meeting in KC Metro area.
- 2/16/22 Reached out to community organizations to raise our profile among providers and the community in KC Metro area.
- 2/10/2022 – Hispanic/Latino Day at the capital
- 2/16/22 – Sent staff at Disability Rights Center our resource page
- 2/16/22 – Johnson County Mental Health Center – requested information/resources to put on their website and internal newsletter.

- 3/2: VISTA/MSW practicum student attended CPAAA monthly networking meeting via Zoom.
- 3/3: WSU CEI staff emailed with organizers of Public Health New Leader Orientation conference session; subsequently, Ombudsman Office brochure and description was included in routine session materials at the 3/30/22 Orientation session of the Governor's Conference on Public Health.
- 3/4: WSU CEI staff and Johnson County Ombudsman Office staff recruited and exhibited at the WSU Social Work POWER virtual conference, directly interacting with approx. 25 people.
- 3/8/22, 3/22, and 3/29 – Attended Latino Health for All Stakeholder Meeting in the Kansas City Metro area.
- 3/8: Sunflower Senior Center, St. John, Sent link to Resources on our website.
- WSU CEI staff registered to exhibit at several upcoming conferences.
- WSU CEI staff updated [www.findhelp.org](http://www.findhelp.org).
- 3/22/22, Attended the Group B KDHE Meeting with Stakeholders
- 3/23: WSU CEI staff and VISTA/MSW practicum student joined VISTA Coordinator Angela Gaughan at the WSU Career Fair for Health Professions on WSU campus. This was both recruitment and outreach, as we connected with several providers from across Kansas.
- 3/24/22, Attended the Livable Neighborhoods meeting from 9-11:30am for Kansas City Metro area.
- 3/30-3/31 – Two staff attended the Governor's Public Health Conference in Manhattan. Also had an outreach booth. Approx. 500 people in attendance.
- 3/31: VISTA/MSW practicum student spoke about Ombudsman Office at Social Work in Criminal Justice Conference via Zoom.
- KanCare Ombudsman participated in monthly meetings (Monthly Joint MCO meeting, KanCare Long Term Care Team meeting, KanCare Complex BH Cases workgroup
- 1/4/22 – KanCare Ombudsman presented annual report to Bethell Joint Committee on HCBS and KanCare Oversight
- 3/9/22 – KanCare Ombudsman presented annual report to the KanCare Advisory Committee
- 3/16/22 – KanCare Ombudsman was invited to present the annual report to the Governor's BHS Planning Council

## B. Outreach through Print Media and Social Media

### 1. Social Media outreach

Date of post	Topic	# "reaches"	# "engagements"
1/2/2022	Calling Clearinghouse to update info	122	3
1/4/2022	National Trivia Day and naming 3 MCO's	32	0
1/5/2022	Volunteer Appreciation/Recruitment-Randy	145	13
1/5/2022	Ms. Wheelchair of Kansas	60	11
1/7/2022	Value Added Benefit	35	5
1/11/2022	MLK Day-Office Closed	51	1
1/16/2022	Happy Birthday Post for Rob	70	11
1/18/2022	Update Ms. Wheelchair	60	3
1/24/2022	Medicare Resource	41	2
1/26/2022	COVID vaccine Booster	27	1
1/28/2022	SSDI Questions Resource	645	17
1/28/2022	Happy Birthday Post for Matthew	197	111
1/29/2022	Happy Kansas Day	43	4

Date of post	Topic	# "reaches"	# "engagements"
2/1/2022	National Children's Dental Month	41	2
2/3/2022	Black History Month sharing theme	47	2
2/4/2022	Youth Mental Health	59	3
2/9/2022	Free At-Home COVID-19 Tests	55	4
2/11/2022	Black History Month Article shared	39	5
2/14/2022	Valentine's Day	53	5
2/14/2022	Encouraging social media break	37	1
2/15/2022	National Children's Dental Month	33	0
2/17/2022	Social Security Administration Resources	588	18
2/18/2022	HHS Office of Minorities Health BHM	31	2
2/23/2022	Black women with Disabilities Series	16	2
2/25/2022	Affordable Connectivity Program Spanish Version	13	1
2/25/2022	Affordable Connectivity Program English Version	137	7
2/25/2022	Reminder for Youth to Register	57	2
2/28/2022	LIEAP Program	31	0

Date of post	Topic	# "reaches"	# "engagements"
3/2/2022	Medicare Scam for Covid Tests (links to COVIDtests.gov shared)	107	10
3/3/2022	COVID Medicaid Resource Highlight (links to KanCare PHE FAQ page shared)	23	0
3/9/2022	Developmental Disability Awareness (links to CDC fact sheets shared)	711	40
3/11/2022	DD Awareness- highlight AU & IDD Waivers (links to fact sheets shared)	759	43

Date of post	Topic	# "reaches"	# "engagements"
3/11/2022	EWAP Federal Program Resource (link to DCF program shared)	645	29
3/11/2022	EWAP Federal Program Resource in Spanish (link to DCF program shared)	25	0
3/14/2022	Teen Drug & Alcohol Awareness (link shared to teens.drugabuse.gov)	19	0
3/15/2022	Filing Taxes and Medicaid (link to healthcare.gov shared)	134	3
3/17/2022	Brain Injury Awareness Month (link to BI waiver shared)	387	41
3/24/2022	Update info with Clearinghouse reminder (link to KanCare CH update form shared)	234	14
3/25/2022	Highlighting workshop by Aetna (Aetna link shared)	75	6
3/25/2022	KDADS Webinar (KDADS registration link shared)	294	18
3/30/2022	Medicare Scam Alert on new Card (links to outside agencies shared)	674	43
3/30/2022	Shared DD Awareness video	19	2
3/31/2022	Wear Blue April 1 for Child Abuse Prevention Month (no link shared)	196	11

## 2. Print Media

- January – KanCare Ombudsman Office volunteer program was listed in the RSVP January newsletter.

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

### A. Aetna

<b>MEDICAID ISSUES</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
Access to Providers (usually Medical)	0	3	1	2	1
Appeals/Fair Hearing questions/issues	0	1	0	1	1
Background Checks	0	0	0	0	0
Billing	2	4	2	6	3
Care Coordinator Issues	1	0	1	3	3
Change MCO	1	0	0	0	1
Choice Info on MCO	0	0	0	0	1
Coding Issues	0	1	0	1	0
Consumer said Notice not received	0	1	0	0	0
Cultural Competency	0	1	0	0	0
Data Requests	0	0	0	0	0
Dental	0	0	1	0	0
Division of Assets	0	0	0	0	0
Durable Medical Equipment	0	0	0	0	1
Grievances Questions/Issues	0	1	0	5	1
Help understanding mail (NOA)	0	0	0	0	0
MCO transition	0	0	0	0	1
Medicaid Application Assistance	0	0	0	1	1
Medicaid Eligibility Issues	2	2	4	1	4
Medicaid Fraud	0	0	1	0	0
Medicaid General Issues/questions	3	6	9	5	9
Medicaid info (status) update	3	2	4	6	5
Medicaid Renewal	1	1	0	0	0
Medical Card issues	0	1	3	2	1
Medicare Savings Plan Issues	1	0	0	0	2
MediKan issues	0	0	0	0	0
Moving to / from Kansas	0	1	0	0	0
Medical Services	2	6	4	0	4
Pain management issues	0	0	1	1	0
Pharmacy	0	1	2	2	0
Pregnancy issues	1	0	0	0	0
Prior authorization issues	0	2	0	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	0	1	3	2	1
Transportation	0	2	0	1	1
Working Healthy	0	0	0	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>17</b>	<b>37</b>	<b>36</b>	<b>40</b>	<b>41</b>

<b>HCBS/LTSS ISSUES</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
Client Obligation	2	0	0	1	0
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	0	2	2	1	3
HCBS General Issues	0	2	2	3	8
HCBS Reduction in hours of service	0	0	0	0	0
HCBS Waiting List	0	0	0	0	0
Nursing Facility Issues	1	1	1	4	0
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>3</b>	<b>5</b>	<b>5</b>	<b>9</b>	<b>11</b>

**Aetna**

<b>OTHER ISSUES</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
Abuse / neglect complaints	0	0	0	3	1
ADA Concerns	0	0	0	0	0
Adoption issues	0	1	1	0	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	0	1	0	0
Guardianship	0	0	1	0	0
Homelessness	0	0	0	0	0
Housing Issues	0	0	0	1	1
Medicare related Issues	0	0	1	0	1
Social Security Issues	0	0	0	0	1
Used Interpreter	0	0	0	0	0
X-Other	5	0	1	1	0
Z Thank you	7	18	17	11	14
Z Unspecified	0	0	3	0	0
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>12</b>	<b>19</b>	<b>25</b>	<b>16</b>	<b>18</b>



**Aetna**

<b>PROGRAM TYPE</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
PD	1	1	0	2	2
I/DD	0	1	0	0	0
FE	0	1	0	0	6
AUTISM	0	0	0	0	0
SED	0	0	0	0	0
TBI	0	0	1	1	1
TA	0	1	0	0	0
WH	0	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	0	0	1	1	0
FOSTER CARE	0	0	1	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>9</b>
<b>PRIORITY</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
HCBS	1	6	1	2	2
Long Term Care / MF	0	2	1	0	0
Urgent Medical Need	1	2	2	1	1
Urgent	0	3	3	2	0
Life Threatening	0	0	0	0	0
<b>PRIORITIES TOTAL</b>	<b>2</b>	<b>13</b>	<b>7</b>	<b>5</b>	<b>3</b>

## B. Sunflower

<b>MEDICAID ISSUES</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
Access to Providers (usually Medical)	2	2	1	2	2
Appeals/Fair Hearing questions/issues	1	2	1	0	1
Background Checks	0	0	0	0	0
Billing	5	3	5	3	3
Care Coordinator Issues	0	1	0	0	0
Change MCO	0	1	0	1	0
Choice Info on MCO	0	2	0	0	0
Coding Issues	0	0	1	0	0
Consumer said Notice not received	0	0	0	0	0
Cultural Competency	0	0	0	0	0
Data Requests	0	0	1	1	0
Dental	0	0	1	2	0
Division of Assets	0	0	0	0	0
Durable Medical Equipment	0	2	2	0	1
Grievances Questions/Issues	4	2	0	1	0
Help understanding mail (NOA)	1	1	0	0	1
MCO transition	0	1	0	0	0
Medicaid Application Assistance	0	0	0	0	1
Medicaid Eligibility Issues	1	0	4	0	1
Medicaid Fraud	0	0	0	0	0
Medicaid General Issues/questions	2	6	7	2	4
Medicaid info (status) update	1	2	3	2	1
Medicaid Renewal	0	0	0	0	0
Medical Card issues	1	0	2	1	1
Medicare Savings Plan Issues	0	0	0	0	0
MediKan issues	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	1
Medical Services	4	2	3	3	2
Pain management issues	0	1	0	1	0
Pharmacy	0	2	2	3	1
Pregnancy issues	0	0	0	0	0
Prior authorization issues	0	1	0	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	1	0
Spend Down Issues	1	0	0	0	0
Transportation	0	2	3	0	2
Working Healthy	0	0	0	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>23</b>	<b>33</b>	<b>36</b>	<b>24</b>	<b>22</b>

## Sunflower

<b>HCBS/LTSS ISSUES</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
Client Obligation	1	1	0	0	0
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	3	2	3	0	1
HCBS General Issues	4	4	1	3	4
HCBS Reduction in hours of service	0	0	0	0	0
HCBS Waiting List	0	1	1	0	1
Nursing Facility Issues	2	1	0	2	2
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>10</b>	<b>9</b>	<b>5</b>	<b>5</b>	<b>8</b>

<b>OTHER ISSUES</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
Abuse / neglect complaints	0	0	0	1	2
ADA Concerns	0	0	0	0	0
Adoption issues	0	1	0	0	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	2	0	0	0
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	0	0	0	0
Guardianship	2	1	0	0	0
Homelessness	0	0	0	0	0
Housing Issues	0	2	0	0	0
Medicare related Issues	2	1	0	1	0
Social Security Issues	1	0	0	0	0
Used Interpreter	0	0	0	0	0
X-Other	4	4	0	1	2
Z Thank you	19	17	12	6	9
Z Unspecified	1	0	1	0	0
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>29</b>	<b>28</b>	<b>13</b>	<b>9</b>	<b>13</b>

## Sunflower

<b>PROGRAM TYPE</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
PD	1	1	0	0	2
I/DD	2	5	1	2	1
FE	1	2	2	1	1
AUTISM	0	0	0	0	0
SED	0	0	0	0	0
TBI	2	1	3	0	0
TA	0	0	0	1	0
WH	0	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	1	0	1	0	0
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	0	0	1	1	1
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	1	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>5</b>
<b>PRIORITY</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
HCBS	3	4	6	3	2
Long Term Care / MF	1	3	1	0	1
Urgent Medical Need	1	5	2	2	1
Urgent	1	6	1	3	4
Life Threatening	1	1	0	0	1
<b>PRIORITIES TOTAL</b>	<b>7</b>	<b>19</b>	<b>10</b>	<b>8</b>	<b>9</b>

## C. United Healthcare

<b>MEDICAID ISSUES</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
Access to Providers (usually Medical)	0	3	3	1	4
Appeals/Fair Hearing questions/issues	0	4	1	1	2
Background Checks	0	0	0	0	0
Billing	3	4	5	7	8
Care Coordinator Issues	0	2	1	1	2
Change MCO	0	2	0	0	2
Choice Info on MCO	0	1	0	0	1
Coding Issues	0	0	0	1	1
Consumer said Notice not received	0	0	0	0	2
Cultural Competency	0	0	0	0	0
Data Requests	0	0	1	0	0
Dental	0	2	1	1	2
Division of Assets	0	0	0	0	0
Durable Medical Equipment	1	0	3	1	1
Grievances Questions/Issues	3	3	3	2	4
Help understanding mail (NOA)	1	1	0	2	1
MCO transition	0	0	0	0	0
Medicaid Application Assistance	1	0	2	0	1
Medicaid Eligibility Issues	2	1	2	3	8
Medicaid Fraud	0	1	0	0	0
Medicaid General Issues/questions	4	9	8	6	15
Medicaid info (status) update	3	2	5	1	7
Medicaid Renewal	1	0	0	1	0
Medical Card issues	0	1	1	2	1
Medicare Savings Plan Issues	0	2	1	1	3
MediKan issues	0	0	0	0	0
Moving to / from Kansas	0	1	0	1	0
Medical Services	1	5	5	1	3
Pain management issues	0	2	1	0	1
Pharmacy	0	4	3	2	5
Pregnancy issues	0	2	0	0	0
Prior authorization issues	0	2	2	2	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	1	1	0	1	2
Transportation	0	3	2	1	5
Working Healthy	0	0	0	0	1
<b>MEDICAID ISSUES TOTAL</b>	<b>21</b>	<b>58</b>	<b>50</b>	<b>39</b>	<b>83</b>

## United HealthCare

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22
Client Obligation	0	1	1	0	0
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	2	1	2	2	2
HCBS General Issues	4	4	4	4	4
HCBS Reduction in hours of service	1	0	0	0	1
HCBS Waiting List	1	1	1	0	1
Nursing Facility Issues	1	2	4	7	2
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>9</b>	<b>9</b>	<b>12</b>	<b>13</b>	<b>10</b>

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22
Abuse / neglect complaints	1	2	2	0	1
ADA Concerns	0	0	0	0	0
Adoption issues	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	2	0	1	1
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	0	1	0	1
Guardianship	0	0	0	0	0
Homelessness	0	1	0	1	0
Housing Issues	0	3	0	2	0
Medicare related Issues	1	2	0	0	4
Social Security Issues	0	0	0	2	1
Used Interpreter	0	0	0	0	0
X-Other	6	2	6	4	4
Z Thank you	8	23	25	13	17
Z Unspecified	1	0	2	0	1
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>17</b>	<b>35</b>	<b>36</b>	<b>23</b>	<b>30</b>

### United HealthCare

<b>PROGRAM TYPE</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
PD	1	2	1	0	5
I/DD	1	5	1	0	1
FE	1	1	1	3	0
AUTISM	0	0	0	0	0
SED	0	0	0	1	1
TBI	0	2	1	1	1
TA	1	0	0	0	0
WH	0	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	1	5	2	1
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	0	1	1	5	2
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>4</b>	<b>12</b>	<b>10</b>	<b>13</b>	<b>11</b>
<b>PRIORITY</b>	<b>Q1/21</b>	<b>Q2/21</b>	<b>Q3/21</b>	<b>Q4/21</b>	<b>Q1/22</b>
HCBS	3	4	4	4	3
Long Term Care / MF	0	1	4	5	2
Urgent Medical Need	2	0	1	2	2
Urgent	2	5	6	4	2
Life Threatening	0	0	0	1	0
<b>PRIORITIES TOTAL</b>	<b>7</b>	<b>10</b>	<b>15</b>	<b>16</b>	<b>9</b>