



KanCare Ombudsman Office

Report for Quarter 2, 2023

(based on calendar year)

April 1 – June 30, 2023

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II. Brief Overview

A. KanCare Ombudsman Office Statement of Purpose

The primary role of the KanCare Ombudsman Office is to help individuals understand how to navigate the KanCare system, and to assist them in solving any problems or difficulties they encounter. As such, treating people with dignity and respect is a core value of the KanCare Ombudsman Office.

Our staff regularly assists with answering questions and resolving issues related to KanCare and Medicaid, including but not limited to:

- Understanding letters from KanCare;
- Responding when a member disagrees with a decision or change in coverage;
- Completing an initial or renewal application;
- Filing an appeal or fair hearing request;
- Filing a complaint (grievance);
- Learning about in-home services (Home & Community Based Services)

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.

B. New KanCare Ombudsman Search

The KanCare Ombudsman position was vacant as of June 30, 2023, with the retirement of Kerrie Bacon. In April 2023, the KanCare Ombudsman position was listed on the State of Kansas Careers Portal (jobs.sok.ks.gov).

Thank you to Kerrie Bacon for her years of service as the KanCare Ombudsman for the State of Kansas.

III. Accessibility to the KanCare Ombudsman 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, the Integrated Referral and Intake System (IRIS) and WellSky (formerly Healthify) during the second quarter of 2023. The category of “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.

As you can see in the chart below, **the second quarter of 2023 produced the highest number of contacts since the beginning of the pandemic.**

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2019	1,060	1,097	1,071	915
2020	903	478	562	601
2021	564	591	644	566
2022	524	526	480	546
2023	645	901		

The chart below shows the impact of the public health emergency (PHE) to the number of contacts for these two organizations. You can see that the KanCare Ombudsman Office number of contacts for the second quarter of 2023 (-0.2%) is almost identical to the pre-pandemic numbers, at just 0.2% under the Q1/2020 number.

	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%
Q2/22	526	-42%	48,546	-62%
Q3/22	480	-47%	49,971	-61%
Q4/22	546	-40%	49,741	-61%
Q1/23	645	-29%	57,899	-55%
Q2/23	901	-0.2%		

B. Accessibility through the KanCare Ombudsman Volunteer Program

The KanCare Ombudsman Office has two satellite offices for the volunteer program: one in the Kansas City Metro and one in Wichita. The volunteers in both satellite offices answer KanCare questions for members and assist with outreach projects as needed.

During the second quarter, six volunteers assisted in the offices. Calls to the toll-free number are covered by volunteers in the satellite offices. When a gap in coverage exists, the Topeka staff receive all incoming calls.

Office	Volunteer Hours	# of Volunteers	# of hours covered/wk.	Area Codes covered
Kansas City Office	Mon: 9:00am to noon Tues: 1:00 to 4:00pm Thurs. 9am to noon	3	12	Northern Kansas Area Codes 785, 913, (and 816)
Wichita Office	Mon: 9:00 to 4pm Tues: 9:00 to noon Wed. 9am to 4pm Thurs: 9am to noon	3	20	Southern Kansas Area Codes 316, 620

As of June 30, 2023

IV. KanCare Ombudsman Office Outreach

The KanCare Ombudsman Office is responsible for helping members and applicants to understand the KanCare application process, benefits, and services available to them. In addition, we provide training and outreach to the managed care organizations, providers, and community organizations. The office does this through:

- Resources provided on the KanCare Ombudsman webpage;
- Resources provided with contacts to members, applicants, and providers;
- Outreach through presentations, conferences, conference calls, video calls, social media, and in-person contacts.

The chart below shows the outreach efforts during the second quarter (including Facebook) by the KanCare Ombudsman Office. For a detailed listing of outreach activities, please see Appendix A.

	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Outreach	77	86	100	73	87	84

Facebook is an important part of the KanCare Ombudsman Office outreach. The Wichita Satellite office team is responsible for the Facebook research, creation and posting on this medium. They also monitor the level of interaction that each post has, as a measure of outreach for the office.

	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Facebook posts	43	45	38	51	55	43

**Please see Appendix A for a detailed listing of outreach activities.*

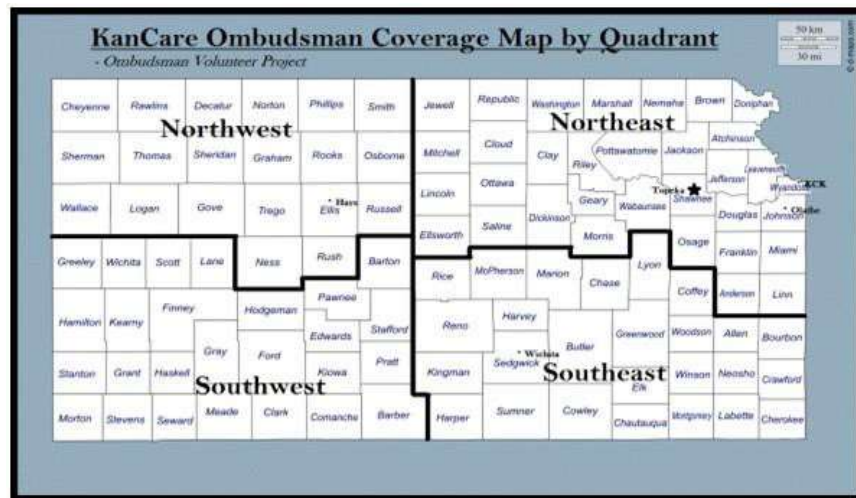
V. KanCare Ombudsman Office Data

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

A. Data by Region

- **Initial Contacts to the 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 below, 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 are routed to the Kansas City Metro Satellite office.
- 316 and 620 area code toll-free calls are routed to the Wichita Satellite office.
- The out of state phone number calls, direct calls, all complex calls, emails, and IRIS/WellSky referrals go to the Topeka (main) office. The chart below shows the contacts by region to the KanCare Ombudsman Office

KanCare Ombudsman Office Member Contacts by Region

REGION	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Northwest	6	3	3	4	10	6
Northeast	77	88	98	150	170	163
Southwest	11	8	3	14	13	11
Southeast	73	70	75	120	125	66
Unknown	353	355	299	247	325	650
Out of State	4	2	2	11	2	5
Total	524	526	480	546	645	901

- **Kansas Medicaid members by Region**

The chart below shows the **Kansas Medicaid population** by the KanCare Ombudsman regions. Most of the Medicaid population is in the eastern two regions. Most Medicaid members have not been dropped due to the pandemic health emergency (PHE) order. The renewal process started in March 2023, so these numbers will begin to decrease due to updated information on eligibility.

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

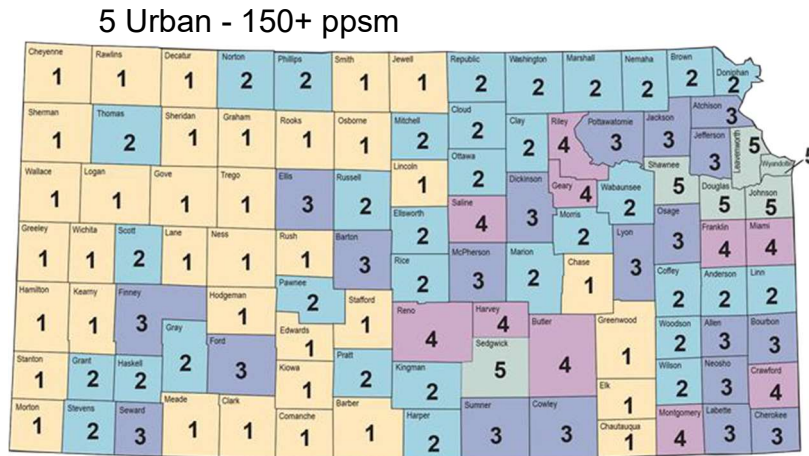
Medicaid Members by Region

Region	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23
Northwest	15,281	15,393	15,670	15,670	16,093
Northeast	235,371	239,190	243,511	243,511	250,362
Southwest	45,647	46,516	47,573	47,573	49,104
Southeast	213,493	217,347	221,215	221,215	226,581
Total	296,299	301,099	306,754	527,969	542,140

- **Kansas Population Density**

This map pictured below shows the population density of Kansas and helps with understanding why most of the Medicaid population and KanCare Ombudsman contacts 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).



- 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 the second quarter, we had the assistance of volunteers in the satellite offices approximately four days per week. When there was no volunteer coverage for the day, the Ombudsman Administrative Specialist or the Ombudsman took the toll-free number calls.

This chart shows that the Topeka main office has been greatly assisted by the two satellite offices, especially given the increase in initial contacts for the office.

Contacts by Office	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Main - Topeka	347	344	258	286	280	438
Kansas City Metro	78	119	144	129	190	233
Wichita	99	63	78	131	175	230
Total	524	526	480	546	645	901

C. Data by Contact Method

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

Contact Method	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Telephone	377	386	364	366	454	624
Email	144	137	111	151	174	205
Letter	0	0	1	1	2	1
Face-to-Face Meeting	2	1	4	6	10	8
Other	0	0	0	21	2	3
Online	1	2	0	1	3	0
CONTACT METHOD TOTAL	524	526	480	546	645	901

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 the Kansas Department of Health and Environment/Health Care Finance (KDHE/HCF.)

CALLER TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Provider	93	88	67	91	106	102
Consumer	364	346	333	384	469	688
MCO Employee	2	5	2	3	1	6
Other Type	65	87	78	68	69	105
CALLER TYPE TOTAL	524	526	480	546	645	901

E. Data by Program Type

The KanCare Ombudsman Office had a significant increase in contacts regarding the Frail Elderly HCBS waiver between the fourth quarter of 2022 to the first quarter of 2023. Elevated numbers continue in the second quarter of 2023.

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
PD	26	17	11	15	13	19
I/DD	10	14	16	19	10	20
FE	18	21	14	12	26	26
AUTISM	1	2	2	0	0	1
SED	5	6	6	7	6	5
TBI	5	2	11	6	10	9
TA	0	7	9	3	1	5
WH	0	0	0	1	0	5
MFP	2	1	0	1	3	0
PACE	0	0	0	0	2	1

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
MENTAL HEALTH	3	1	3	2	1	5
SUB USE DIS	0	0	0	1	0	0
NURSING FACILITY	29	21	19	36	13	9
FOSTER CARE	3	0	0	0	1	3
MEDIKAN	1	1	0	2	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	2	3	2	2
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	0	1	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	1	0	1
PROGRAM TYPE TOTAL	104	95	93	110	88	111

**There may be multiple selections for a member/contact.*

F. Data by Priorities

The Ombudsman Office is tracking priorities for two purposes:

- This allows our staff and volunteers to select pending cases, review their status, and possibly request an update from the partner organization from whom we have requested assistance.
- This helps provide information on the more complex cases that are handled by the KanCare Ombudsman Office, including HCBS and long-term care cases.

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 and/or ongoing review until closed.
- Life Threatening – If not resolved in 1-4 days person's life could be endangered. (should not be used very often.)

PRIORITY	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
HCBS	29	37	43	64	62	64
Long Term Care / MF	28	22	14	43	27	16
Urgent Medical Need	8	8	10	10	9	15
Urgent	17	17	10	27	17	40
Life Threatening	2	2	1	3	3	0
PRIORITIES TOTAL	84	86	78	147	118	135

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.

- **Medicaid Issues**

Three of the larger issues that reflect increased contacts during the second quarter are: Medicaid Eligibility Issues; Medicaid General Issues/Questions; and, Medicaid Information (Status) Updates.

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Access to Providers (usually Medical)	12	10	17	31	17	10
Appeals/Fair Hearing questions/issues	8	11	7	12	16	12
Background Checks	0	0	0	0	0	0
Billing	39	29	32	34	35	45
Care Coordinator Issues	8	8	12	9	11	12
Change MCO	4	4	7	2	6	6
Choice Info on MCO	4	1	2	4	5	4
Coding Issues	4	7	5	0	3	2
Consumer said Notice not received	5	0	0	2	2	1
Cultural Competency	1	0	0	1	0	1
Data Requests	10	10	7	7	5	10
Dental	7	6	8	7	10	8
Division of Assets	13	12	3	7	6	12
Durable Medical Equipment	4	8	6	13	9	10
Grievances Questions/Issues	13	16	23	25	18	25
Help understanding mail (NOA)	16	8	8	24	21	14
MCO transition	2	1	2	1	0	1
Medicaid Application Assistance	110	95	90	116	120	107
Medicaid Eligibility Issues	102	105	100	95	111	121
Medicaid Fraud	1	3	3	2	6	1
Medicaid General Issues/questions	167	139	145	172	182	228
Medicaid info (status) update	78	94	88	71	112	117
Medicaid Renewal	2	8	3	7	12	167
Medical Card issues	14	12	18	12	14	17
Medicare Savings Plan Issues	26	19	11	25	21	23
MediKan issues	3	9	4	3	5	6
Moving to / from Kansas	8	5	12	12	8	13
Medical Services	19	16	20	36	17	16
Pain management issues	1	3	2	1	0	0
Pharmacy	10	5	6	8	10	21

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Pregnancy issues	18	13	5	17	8	19
Prior authorization issues	1	11	3	5	1	5
Refugee/Immigration/SOBRA issues	0	3	2	3	2	1
Respite	1	1	1	0	0	0
Spend Down Issues	17	28	13	23	15	14
Transportation	13	15	7	10	12	6
Working Healthy	6	2	3	2	1	2
MEDICAID ISSUES TOTAL	747	717	675	799	821	1057

**There may be multiple selections for a member/contact.*

- **HCBS/LTSS Issues:** The top issues for the past several quarters are HCBS General Issues and HCBS Eligibility Issues.

HCBS/LTSS ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Client Obligation	13	15	10	4	4	18
Estate Recovery	17	20	12	12	10	18
HCBS Eligibility issues	51	54	38	35	37	43
HCBS General Issues	49	42	51	51	53	56
HCBS Reduction in hours of service	1	4	8	7	4	3
HCBS Waiting List	7	6	5	7	7	5
Nursing Facility Issues	28	42	32	31	20	21
HCBS/LTSS ISSUES TOTAL	166	183	156	147	135	166

**There may be multiple selections for a member/contact.*

- **Other Issues:** This section shows issues or concerns that may be *related* to KanCare/Medicaid. “Medicare Related Issues” was a top concern this quarter.

OTHER ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Abuse / neglect complaints	10	16	15	13	8	17
ADA Concerns	0	3	0	2	1	4
Adoption issues	0	1	1	1	3	2
Affordable Care Act Calls	0	2	1	1	7	2
Community Resources needed	11	6	11	23	13	3
Domestic Violence concerns	1	3	1	2	0	0
Foster Care issues	5	4	3	4	6	11
Guardianship	1	3	1	6	6	5
Homelessness	0	3	0	3	3	3
Housing Issues	4	12	7	10	16	9
Medicare related Issues	21	23	13	24	34	11
Social Security Issues	13	22	8	13	14	7
Used Interpreter	4	0	2	3	6	5
X-Other	39	68	58	66	72	60
Z Thank you	204	191	210	260	296	364
Z Unspecified	20	39	39	30	31	125
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	333	396	370	461	516	628

**There may be multiple selections for a member/contact.*

H. Data by Managed Care Organization (MCO)

See Appendix B

VI. Action Taken

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

1. Responding to issues - response rates for the KanCare Ombudsman office.
2. Organization resolution rate – how long it takes to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office.
3. Action Taken - information on resources provided.
4. KanCare Ombudsman Office Resolution Rate - how long it takes for contacts to be resolved or completed.

A. Responding to Issues

- **KanCare Ombudsman Office response to members/applicants/stakeholders**

Quarter/Year	Number of Contacts	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 8 or more Days
Q1/2022	524	92%	8%	1%
Q2/2022	526	90%	9%	1%
Q3/2022	480	84%	15%	1%
Q4/2022	546	84%	15%	2%
Q1/2023	644	85%	15%	0%
Q2/2023	899	86%	13%	1%

- 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 from whom the Ombudsman’s office requests assistance, and the amount of time it takes to resolve these concerns.

Q2, 2023

Number of Referrals	Referred to	% Resolved 0-2 Days	% Resolved 3-7 Days	% Resolved 7-30 Days	% Resolved 31 or More Days
13	Clearinghouse	85%	15%	0%	0%
1	DCF	100%	0%	0%	0%
1	KDADS-Behavior Health	100%	0%	0%	0%
4	KDADS-HCBS	75%	25%	0%	0%
-	KDADS-Health Occ. Cred.	-	-	-	-
34	KDHE-Eligibility	47%	32%	12%	6%
3	KDHE-Program Staff	100%	0%	0%	0%
6	KDHE-Provider Contact	67%	17%	16%	0%
-	KMAP	-	-	-	-
2	Aetna	0%	50%	50%	0%
3	Sunflower	0%	34%	33%	33%
7	UnitedHealthcare	71%	0%	15%	14%

- Action Taken by KanCare Ombudsman Office to resolve requests**

Action Taken Resolution Type	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Questions/Issue Resolved (No Resources)	36	38	32	41	69	97
Used Contact or Resources/Issue Resolved	450	425	397	448	500	708
Closed (No Contact)	31	42	40	43	38	79
ACTION TAKEN RESOLUTION TYPE TOTAL	517	505	469	532	607	884

**There may be multiple selections for a member/contact.*

Action Taken Additional Help	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Provided Resources	449	416	388	451	490	693
Mailed/Email Resources	102	76	66	81	119	117
ACTION TAKEN ADDITIONAL HELP TOTAL	551	492	454	532	609	810

**There may be multiple selections for a member/contact.*

- **KanCare Ombudsman Office Resolution Rate**

Quarter/ Year	Number Contacts	Avg Days To Completion	% Completed in 0-2 Days	% Completed in 3-7 Days	% Completed in 8 or More Days
Q1/2022	510	5	76%	12%	12%
Q2/2022	493	6	75%	12%	13%
Q3/2022	460	7	68%	14%	18%
Q4/2022	519	10	62%	18%	20%
Q1/2023	558	7	69%	19%	11%
Q2/2023	831	10	66%	16%	21%

VII. Enhancements/Updates

A. Staff updates

The KanCare Ombudsman Office appreciates the service of the Ombudsman Administrative Assistant, Rob Stevens, who kept the Topeka Main Office running during the time between the retirement of the prior Ombudsman, and the onboarding of the new Ombudsman. The staff and volunteers at the Wichita and Kansas City Metro locations also deserve recognition for doing an outstanding job with member communications, projects, and outreach. Thank you for your service to the KanCare Ombudsman Office and the State of Kansas.

B. Reminder of fact sheets on web pages

KDHE created three new, easy to understand fact sheets regarding the unwinding, or starting up of the renewal process. Those have both been added as the first item on the KanCare Ombudsman Resource page. [Resources \(ks.gov\)](#)

VIII. Appendix A: Outreach by KanCare Ombudsman Office

This is a listing of second quarter KanCare Ombudsman Office Outreach to members, providers, and community organizations. Outreach takes place via conferences, newsletters, social media, training events, and direct outreach, as well as via community events/presentations for the purpose of education, networking, and referrals.

A. Outreach through Education and Collaboration

April 2023

- 4/1: Staff exhibited at the Sedgwick County Health Department Community Baby Shower.
- 4/3: Staff emailed with United Way 211 Assistance Directory personnel to update/maintain resource listing.
- 4/5: Staff attended the SG Co CPAAA monthly networking meeting.
- 4/6: Staff attended the Butler County monthly Aging Council networking meeting.
- 4/11: Staff attended the KanCare Public hearing meeting via Zoom.
- 4/13: Staff attended the Healthier Lyon County networking meeting via Zoom.
- 4/13: Staff exhibited at the Butler County RCIL Transitions Resource Fair in Andover.
- 4/14: Staff exhibited at the WSU Positive Aging Day.
- 4/17: Staff presented as a panelist on a webinar through the Kansas Health Institute about resources during the Unwinding process. KHI reported 150 attendees.
- 4/17: As a result of the KHI webinar, KMUW contacted Staff for Medicaid information
- 4/18: As a result of the KHI webinar, Staff responded to resource request from Konza Prairie Community Health Center.
- 4/18: Staff spoke with Spanish Ad Hoc Translations about opportunities to present to Hispanic/non-English speaking groups in the Wichita area. Staff also provided several packages of brochures.
- 4/18: Staff responded to resource request from Extension Agent at SG Co Extension Office and SHICK project coordinator.
- 4/19: Staff exhibited at the Dodge City SWKAAA Senior Expo.
- 4/24: Staff presented to St Francis Community Ministries employees. This meeting had approximately 100 staff.
- 4/24: Staff spoke with Aetna to discuss resources, and provided several brochure packages.
- 4/24: Staff emailed with United MCO and Hutchinson Clinic.

May 2023

- 5/4: Staff attended the Butler County monthly Aging Council networking meeting.
- 5/11: Staff exhibited at the Butler County Dept on Aging Annual Spring Fling and spoke to over 150 attendees. One attendee recognized our agency name and told Staff that we had recently helped her contact the Clearinghouse and she was grateful for our help.
- 5/11: Staff spoke with the Service Coordinator at Wichita's Sheridan Village/Key Management about a staff presentation on Medicaid topics.
- 5/11: Staff attended the Healthier Lyon County outreach meeting via Zoom.
- 5/11: Staff attended the Via Christi Hope PACE program Open House.
- 5/11: Staff provided application assistance resources to area residents.

- 5/12: Staff responded to email request for Medicaid unwinding resources from Licensed Health Insurance Agents
- 5/17: Staff attended the Butler County Early Childhood Taskforce monthly networking meeting via Zoom.
- 5/19: Staff attended the Saline County Senior Health Fair in Salina and spoke to fair goers about our office's services.
- 5/19: Staff spoke with North Central-Flint Hills Area Agency on Aging regarding how to order bulk paper applications.
- 5/19: Staff spoke with Interim Healthcare of Salina Ks regarding how to order bulk paper applications.
- 5/26: Staff answered email inquiries regarding the application assistance resource.

June 2023

- 6/2: Staff attended the Junction City Fab-Fit-Fun day with JOCO volunteer coordinator
- 6/2: Staff handed out two packages of our brochures to Junction City Social Workers
- 6/3: Staff attended the Café Con Leche Resource Fair at Evergreen Community Center.
- 6/6-7: Staff attended the Kansas Recovery Conference in Wichita. She spoke with attendees regarding their current coverage and the renewal process.
- 6/8: Staff attended the Alzheimer's Association Dementia Conference in Mulvane. Staff spoke with 60 attendees about Medicaid and the services offered by our office.
- 6/8: Staff spoke with a conference attendee that had recently lost Medicaid due to income, and discussed potential options available after a loss of Medicaid coverage.
- 6/9: Staff presented on the services of the KanCare Ombudsman Office for 9 local service coordinators
- 6/15: Staff tabled at the Community Health Worker Symposium at WSU.
- 6/15: Staff sent the application assistance guide to community health workers.
- 6/15: Staff sent the bulk application order form to community health workers.
- 6/21: Staff attended the Butler County Early Childhood Taskforce meeting.
- 6/29: Staff attended an education Zoom meeting on Medicaid and CHIP renewals held by CMS.

B. Outreach through Social Media and Print Media

Date of post	Topic	# "reaches"	# "engagements"	# of shares
1-Apr	Happy April Fool's Day, Medicaid is Tricky	130	14	0
3-Apr	Broadband access	2,418	175	13
5-Apr	Medicaid Dental Benefits	74	3	1
6-Apr	Caregiving resources	56	9	1
6-Apr	Ombudsman Office Is Hiring: Ombudsman	646	135	9
7-Apr	MCO bids & feedback	506	50	4

Date of post	Topic	# "reaches"	# "engagements"	# of shares
10-Apr	Medicaid Dental Benefits for Children	59	2	0
10-Apr	Scam Alert	122	6	2
11-Apr	Renewal Resources	275	37	3
13-Apr	Affordable Internet Connectivity	153	10	3
19-Apr	Medicaid Dental Benefits for Children	177	8	2
22-Apr	Happy Earth Day	52	4	0
24-Apr	MSP Resources	50	2	0
24-Apr	School Nurses Conference	48	2	0
24-Apr	Take Back the Night Event	35	1	0
25-Apr	Volunteer Appreciation	53	0	0
27-Apr	Foster Care KanCare Resources	60	8	1
29-Apr	KanCare Renewal resources	69	5	0

Date of post	Topic	# "reaches"	# "engagements"	# of shares
10-May	Family Fun-n-Fit Day promo	102	4	0
17-May	Salina Health Fair promo	55	2	0
18-May	Resource for mental health and substance abuse treatment	85	3	0
18-May	Clearinghouse Voicemail Tip	112	7	2
19-May	KanCare renewals	86	3	0
19-May	Café de Leche promo	66	3	0
22-May	KanCare renewals	130	6	1
23-May	New Renewal Fact Sheets	172	8	4
24-May	Closed for Memorial Day!	48	1	0
25-May	KanCare Renewals	117	6	2
26-May	Community Feedback	130	6	2
30-May	Scam alert	305	15	9
31-May	KanCare renewals	443	19	12

Date of post	Topic	# "reaches"	# "engagements"	# of shares
1-June	KanCare Renewals	393	35	7
2-June	What is an "Ombudsman"	250	39	3
5-June	KanCare Renewals	261	16	3
8-June	Healthy Kansas Kids	61	7	0
16-June	KanCare Renewal	154	14	2
19-June	SACK Conference	134	12	0
20-June	KanCare Renewal Tips	176	29	2
23-June	KanCare Renewal Due Dates	88	5	0
27-June	KanCare Renewal	473	28	6
27-June	Health Insurance Marketplace	49	4	0
29-June	KanCare Renewal	119	17	2
30-June	State Office Closed 4 th of July	43	3	0

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

A. Aetna

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Access to Providers (usually Medical)	1	0	3	3	3	4
Appeals/Fair Hearing questions/issues	1	1	0	1	2	0
Background Checks	0	0	0	0	0	0
Billing	3	2	1	4	5	5
Care Coordinator Issues	3	1	3	1	1	2
Change MCO	1	1	3	0	3	2
Choice Info on MCO	1	0	1	1	0	1
Coding Issues	0	0	1	0	0	1
Consumer said Notice not received	0	0	0	0	0	0
Cultural Competency	0	0	0	1	0	0
Data Requests	0	0	0	0	0	0
Dental	0	0	3	0	1	2
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	1	0	0	4	3	0
Grievances Questions/Issues	1	0	2	4	4	3
Help understanding mail (NOA)	0	0	0	0	1	0
MCO transition	1	0	1	0	0	0
Medicaid Application Assistance	1	0	1	0	0	0
Medicaid Eligibility Issues	4	1	1	3	1	4
Medicaid Fraud	0	0	0	0	2	0
Medicaid General Issues/questions	9	2	9	11	4	9
Medicaid info (status) update	5	2	2	2	2	6
Medicaid Renewal	0	0	0	1	0	4
Medical Card issues	1	1	4	1	0	4
Medicare Savings Plan Issues	2	0	1	1	0	0
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	0
Medical Services	4	2	3	4	6	2
Pain management issues	0	0	0	0	0	0
Pharmacy	0	1	0	1	1	3
Pregnancy issues	0	0	0	0	0	1
Prior authorization issues	0	2	0	1	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	1	0	1	1	0	0
Transportation	1	1	0	0	2	1
Working Healthy	0	0	1	1	0	1
MEDICAID ISSUES TOTAL	41	17	41	46	42	55

Aetna, cont'd.

HCBS/LTSS ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Client Obligation	0	1	0	0	0	1
Estate Recovery	0	0	0	0	0	0
HCBS Eligibility issues	3	3	4	4	0	3
HCBS General Issues	8	3	5	6	7	5
HCBS Reduction in hours of service	0	0	2	3	0	1
HCBS Waiting List	0	0	0	0	0	0
Nursing Facility Issues	0	0	5	1	2	1
HCBS/LTSS ISSUES TOTAL	11	7	16	14	9	11

OTHER ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Abuse / neglect complaints	1	1	1	0	2	1
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	1
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	0	0	1	0	1
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	2
Guardianship	0	0	0	0	0	0
Homelessness	0	0	0	0	0	0
Housing Issues	1	1	0	2	1	0
Medicare related Issues	1	0	0	0	2	0
Social Security Issues	1	0	0	0	0	0
Used Interpreter	0	0	0	0	1	0
X-Other	0	1	5	4	2	2
Z Thank you	14	4	17	18	19	28
Z Unspecified	0	1	0	0	2	2
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	18	8	23	25	29	38

Aetna, cont'd.

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
PD	2	4	4	4	1	2
I/DD	0	0	0	2	0	3
FE	6	0	7	1	2	0
AUTISM	0	0	0	0	0	0
SED	0	0	1	2	2	0
TBI	1	1	3	0	1	0
TA	0	0	0	0	0	0
WH	0	0	0	1	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	0	1	0	0	1	2
FOSTER CARE	0	0	0	0	0	2
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	2	2	1	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	9	6	17	12	8	9
PRIORITY	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
HCBS	2	3	5	8	6	4
Long Term Care / MF	0	1	0	3	2	1
Urgent Medical Need	1	0	1	1	3	2
Urgent	0	3	0	3	4	3
Life Threatening	0	1	0	0	0	0
PRIORITIES TOTAL	3	8	6	15	15	10

B. Sunflower

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Access to Providers (usually Medical)	2	1	3	2	2	3
Appeals/Fair Hearing questions/issues	1	2	1	0	3	4
Background Checks	0	0	0	0	0	0
Billing	3	5	8	2	3	4
Care Coordinator Issues	0	2	1	0	2	1
Change MCO	0	0	1	0	0	2
Choice Info on MCO	0	0	0	0	0	0
Coding Issues	0	0	0	0	0	0
Consumer said Notice not received	0	0	0	1	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	0	0	2	0	1	2
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	1	2	3	3	0	0
Grievances Questions/Issues	0	2	6	4	2	3
Help understanding mail (NOA)	1	1	1	2	0	0
MCO transition	0	0	0	0	0	1
Medicaid Application Assistance	1	0	0	1	2	1
Medicaid Eligibility Issues	1	5	4	1	5	1
Medicaid Fraud	0	0	0	1	0	0
Medicaid General Issues/questions	4	10	7	11	7	9
Medicaid info (status) update	1	1	5	2	3	3
Medicaid Renewal	0	0	0	0	0	4
Medical Card issues	1	1	2	0	2	0
Medicare Savings Plan Issues	0	0	0	1	0	0
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	1	2	0	1	1	1
Medical Services	2	2	3	5	3	3
Pain management issues	0	0	1	0	0	0
Pharmacy	1	1	2	0	1	1
Pregnancy issues	0	2	0	0	0	0
Prior authorization issues	0	1	1	0	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	1	0	0	0
Spend Down Issues	0	0	4	1	1	0
Transportation	2	2	1	1	1	0
Working Healthy	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	22	42	57	39	39	43

Sunflower, cont'd.

HCBS/LTSS ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Client Obligation	0	1	0	0	0	0
Estate Recovery	0	0	1	0	1	0
HCBS Eligibility issues	1	3	0	2	5	3
HCBS General Issues	4	5	8	5	8	3
HCBS Reduction in hours of service	0	0	1	0	1	0
HCBS Waiting List	1	0	0	0	1	0
Nursing Facility Issues	2	2	4	2	0	0
HCBS/LTSS ISSUES TOTAL	8	11	14	9	16	6

OTHER ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Abuse / neglect complaints	2	0	2	0	1	0
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	0	0	0	1	0
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	0	1	1	3	0
Domestic Violence concerns	0	1	0	0	0	0
Foster Care issues	0	0	0	0	1	0
Guardianship	0	0	0	0	1	0
Homelessness	0	0	0	0	0	0
Housing Issues	0	1	1	0	1	0
Medicare related Issues	0	0	2	2	3	0
Social Security Issues	0	0	0	1	1	0
Used Interpreter	0	0	0	0	0	0
X-Other	2	3	4	3	2	3
Z Thank you	9	16	15	15	13	15
Z Unspecified	0	0	0	0	0	4
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	13	21	25	22	27	22

Sunflower, cont'd.

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
PD	2	2	0	1	2	3
I/DD	1	5	4	0	2	1
FE	1	2	0	2	1	1
AUTISM	0	0	0	0	0	0
SED	0	2	1	0	1	0
TBI	0	0	0	2	3	1
TA	0	2	4	0	1	2
WH	0	0	0	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	0	1	1	0	1
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	1	0	3	1	0	0
FOSTER CARE	0	0	0	0	1	0
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	5	13	13	7	11	9
PRIORITY	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
HCBS	2	8	8	6	7	6
Long Term Care / MF	1	0	3	0	0	1
Urgent Medical Need	1	4	4	1	0	1
Urgent	4	2	3	2	0	2
Life Threatening	1	0	0	1	0	0
PRIORITIES TOTAL	9	14	18	10	7	10

C. United Healthcare

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Access to Providers (usually Medical)	4	1	2	12	1	2
Appeals/Fair Hearing questions/issues	2	2	3	3	1	1
Background Checks	0	0	0	0	0	0
Billing	8	3	5	5	8	5
Care Coordinator Issues	2	1	3	6	7	6
Change MCO	2	0	0	1	0	1
Choice Info on MCO	1	0	0	1	3	0
Coding Issues	1	1	1	0	2	1
Consumer said Notice not received	2	0	0	1	0	1
Cultural Competency	0	0	0	0	0	0
Data Requests	0	1	0	0	1	0
Dental	2	1	0	1	1	2
Division of Assets	0	1	0	0	0	1
Durable Medical Equipment	1	3	0	3	5	5
Grievances Questions/Issues	4	3	3	9	3	8
Help understanding mail (NOA)	1	2	0	2	0	0
MCO transition	0	1	0	0	0	0
Medicaid Application Assistance	1	4	0	2	0	0
Medicaid Eligibility Issues	8	7	1	4	3	3
Medicaid Fraud	0	0	0	0	0	1
Medicaid General Issues/questions	15	13	4	17	7	16
Medicaid info (status) update	7	8	3	6	4	1
Medicaid Renewal	0	1	0	0	1	5
Medical Card issues	1	2	0	2	2	0
Medicare Savings Plan Issues	3	1	0	1	0	1
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	0
Medical Services	3	1	3	12	0	3
Pain management issues	1	0	0	1	0	0
Pharmacy	5	0	2	4	2	2
Pregnancy issues	0	0	0	0	0	1
Prior authorization issues	1	4	1	1	0	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	2	0	0	4	0	1
Transportation	5	0	0	7	6	0
Working Healthy	1	0	0	0	0	0
MEDICAID ISSUES TOTAL	83	61	31	105	57	69

United HealthCare, cont'd.

HCBS/LTSS ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Client Obligation	0	0	0	0	0	0
Estate Recovery	0	0	0	0	0	1
HCBS Eligibility issues	2	3	0	5	1	2
HCBS General Issues	4	5	5	11	8	7
HCBS Reduction in hours of service	1	1	3	2	2	1
HCBS Waiting List	1	2	0	2	0	1
Nursing Facility Issues	2	0	0	3	2	0
HCBS/LTSS ISSUES TOTAL	10	11	8	23	13	12

OTHER ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
Abuse / neglect complaints	1	1	0	3	2	1
ADA Concerns	0	1	0	0	0	1
Adoption issues	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	1	0	0	4	2	0
Domestic Violence concerns	0	0	0	1	0	0
Foster Care issues	1	0	0	0	1	0
Guardianship	0	0	0	0	0	0
Homelessness	0	0	0	0	0	1
Housing Issues	0	1	1	0	4	1
Medicare related Issues	4	3	2	4	2	0
Social Security Issues	1	0	0	2	0	0
Used Interpreter	0	0	1	0	1	1
X-Other	4	2	2	7	0	4
Z Thank you	17	17	9	29	31	35
Z Unspecified	1	1	2	1	0	2
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	30	26	17	51	43	46

United HealthCare, cont'd.

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
PD	5	4	0	4	2	2
I/DD	1	2	3	3	1	1
FE	0	1	1	0	5	1
AUTISM	0	0	0	0	0	0
SED	1	0	0	1	1	0
TBI	1	0	1	2	3	3
TA	0	1	1	1	0	1
WH	0	0	0	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	1	0	0	1	0	1
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	2	1	1	3	1	0
FOSTER CARE	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	1	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	11	9	7	16	14	9
PRIORITY	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23
HCBS	3	5	6	10	10	6
Long Term Care / MF	2	4	1	4	4	1
Urgent Medical Need	2	0	3	4	1	0
Urgent	2	2	0	4	4	6
Life Threatening	0	0	0	1	1	0
PRIORITIES TOTAL	9	11	10	23	20	13