



KanCare Ombudsman Office

Report for Quarter 3, 2023

(based on calendar year)

July 1 – September 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. Introduction to the New KanCare Ombudsman

Suzanne Lueker, KanCare Ombudsman, joined the office by Appointment in August 2023. Throughout her career, Suzanne has pursued opportunities to advocate for underrepresented populations, most recently serving as executive director for a child advocacy center in Illinois. Suzanne's previous State of Kansas employment includes her time at Kansas State University, serving as the Director of Non-Traditional and Veteran Student Services from 2008-2014. During her tenure, she created the K-State Veterans Center, which expanded the programs, services, and opportunities for military-affiliated students at K-State. Suzanne again served the State of Kansas as Administrator of Permanency for the Department for Children and Families from 2019-2020.

Beyond her work for the state, Suzanne has worked extensively with matters involving child welfare, elder law, and veterans benefits. She has led and served on numerous university, community, and state-wide committees and initiatives, and has held various advocacy roles. Suzanne also has experience practicing alternative dispute resolution, having previously served as a conflict resolution and mediation trainer.

Suzanne holds a Bachelor of Arts and Master of Arts in Sociology, and a Graduate Certificate in Conflict Resolution and Mediation from Kansas State University; a Juris Doctorate from Washburn University School of Law, with certificates in Advocacy and Family Law; and a LL.M in Elder Law from Stetson University College of Law.

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 third 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 third quarter number is the second highest it has been since the beginning of the pandemic. We continue to see increasing numbers of contacts.

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	870	

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 third quarter of 2023 (-4%) is very similar to the pre-pandemic numbers, at just 4% 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%		
Q3/23	870	-4%		

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 third quarter, five 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	2	9	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 October 31, 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 third 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	Q3/23
Outreach	77	86	100	73	87	84	58

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	Q3/23
Facebook posts	43	45	38	51	55	43	29

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

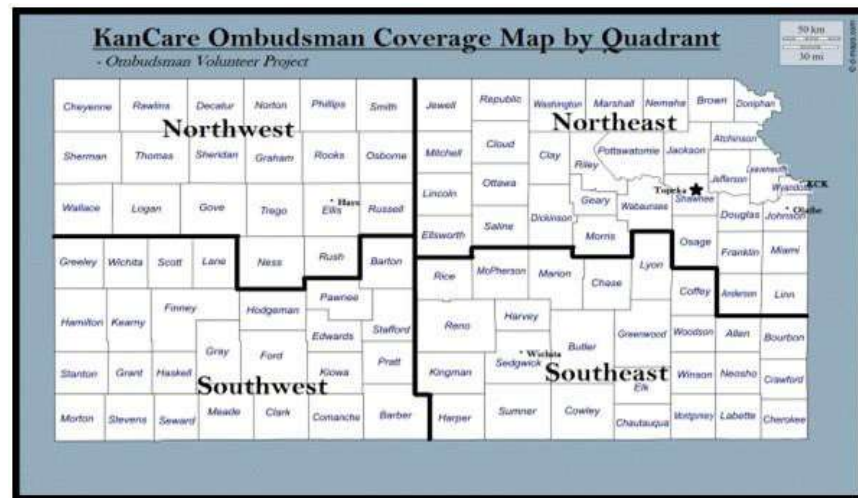
V. KanCare Ombudsman Office Data

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	Q3/23
Northwest	6	3	3	4	10	6	1
Northeast	77	88	98	150	170	163	99
Southwest	11	8	3	14	13	11	3
Southeast	73	70	75	120	125	66	35
Unknown	353	355	299	247	325	650	732
Out of State	4	2	2	11	2	5	0
Total	524	526	480	546	645	901	870

- **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.

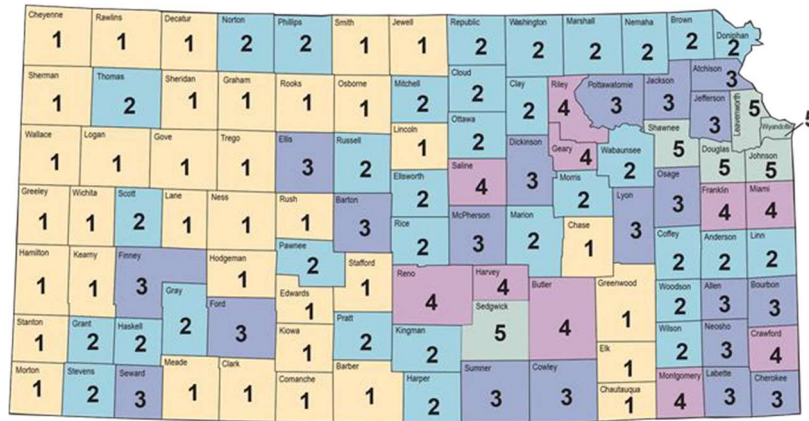
Medicaid Members by Region

Region	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Northwest	15,281	15,393	15,670	15,670	16,093	15,447	14,710
Northeast	235,371	239,190	243,511	243,511	250,362	238,913	226,659
Southwest	45,647	46,516	47,573	47,573	49,104	46,722	44,021
Southeast	213,493	217,347	221,215	221,215	226,581	219,757	209,304
Total	509,792	518,446	527,969	527,969	542,140	520,839	494,694

- **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 2019 data. The Kansas Population Density map shows population density using number of people per square mile (ppsm).



*Map Source: Office of Health Care Information, KDHE • Office of Local and Rural Health, KDHE

- 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 the third 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	Q3/23
Main - Topeka	347	344	258	286	280	438	231
Kansas City Metro	78	119	144	129	190	233	358
Wichita	99	63	78	131	175	230	281
Total	524	526	480	546	645	901	870

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	Q3/23
Telephone	377	386	364	366	454	624	767
Email	144	137	111	151	174	205	101
Letter	0	0	1	1	2	1	0
Face-to-Face Meeting	2	1	4	6	10	8	1
Other	0	0	0	21	2	3	0
Online	1	2	0	1	3	0	1
CONTACT METHOD TOTAL	524	526	480	546	645	901	870

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	Q3/23
Provider	93	88	67	91	106	102	65
Consumer	364	346	333	384	469	688	757
MCO Employee	2	5	2	3	1	6	3
Other Type	65	87	78	68	69	105	45
CALLER TYPE TOTAL	524	526	480	546	645	901	870

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 third quarter of 2023, albeit slightly less than quarters one and two of 2023.

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
PD	26	17	11	15	13	19	11
I/DD	10	14	16	19	10	20	13
FE	18	21	14	12	26	26	17
AUTISM	1	2	2	0	0	1	1
SED	5	6	6	7	6	5	5
TBI	5	2	11	6	10	9	8
TA	0	7	9	3	1	5	2
WH	0	0	0	1	0	5	0
MFP	2	1	0	1	3	0	0
PACE	0	0	0	0	2	1	0

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
MENTAL HEALTH	3	1	3	2	1	5	0
SUB USE DIS	0	0	0	1	0	0	0
NURSING FACILITY	29	21	19	36	13	9	9
FOSTER CARE	3	0	0	0	1	3	3
MEDIKAN	1	1	0	2	0	0	4
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	2	3	2	2	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	0	1	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	1	0	1	0
PROGRAM TYPE TOTAL	104	95	93	110	88	111	73

**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	Q3/23
HCBS	29	37	43	64	62	64	51
Long Term Care / MF	28	22	14	43	27	16	10
Urgent Medical Need	8	8	10	10	9	15	19
Urgent	17	17	10	27	17	40	62
Life Threatening	2	2	1	3	3	0	3
PRIORITIES TOTAL	84	86	78	147	118	135	145

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**

The issues that reflect increased contacts during third quarter are Medicaid Application Assistance; Medicaid General Issues/Questions; and, Medicaid Information (Status) Updates.

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Access to Providers (usually Medical)	12	10	17	31	17	10	11
Appeals/Fair Hearing questions/issues	8	11	7	12	16	12	7
Background Checks	0	0	0	0	0	0	0
Billing	39	29	32	34	35	45	26
Care Coordinator Issues	8	8	12	9	11	12	9
Change MCO	4	4	7	2	6	6	6
Choice Info on MCO	4	1	2	4	5	4	5
Coding Issues	4	7	5	0	3	2	2
Consumer said Notice not received	5	0	0	2	2	1	0
Cultural Competency	1	0	0	1	0	1	0
Data Requests	10	10	7	7	5	10	6
Dental	7	6	8	7	10	8	2
Division of Assets	13	12	3	7	6	12	6
Durable Medical Equipment	4	8	6	13	9	10	5
Grievances Questions/Issues	13	16	23	25	18	25	12
Help understanding mail (NOA)	16	8	8	24	21	14	9
MCO transition	2	1	2	1	0	1	5
Medicaid Application Assistance	110	95	90	116	120	107	141
Medicaid Eligibility Issues	102	105	100	95	111	121	97
Medicaid Fraud	1	3	3	2	6	1	5
Medicaid General Issues/questions	167	139	145	172	182	228	236
Medicaid info (status) update	78	94	88	71	112	117	236
Medicaid Renewal	2	8	3	7	12	167	126
Medical Card issues	14	12	18	12	14	17	20
Medicare Savings Plan Issues	26	19	11	25	21	23	33
MediKan issues	3	9	4	3	5	6	8
Moving to / from Kansas	8	5	12	12	8	13	27
Medical Services	19	16	20	36	17	16	18
Pain management issues	1	3	2	1	0	0	0
Pharmacy	10	5	6	8	10	21	14

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Pregnancy issues	18	13	5	17	8	19	12
Prior authorization issues	1	11	3	5	1	5	1
Refugee/Immigration/SOBRA issues	0	3	2	3	2	1	3
Respite	1	1	1	0	0	0	0
Spend Down Issues	17	28	13	23	15	14	19
Transportation	13	15	7	10	12	6	6
Working Healthy	6	2	3	2	1	2	2
MEDICAID ISSUES TOTAL	747	717	675	799	821	1057	1115

**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	Q3/23
Client Obligation	13	15	10	4	4	18	6
Estate Recovery	17	20	12	12	10	18	5
HCBS Eligibility issues	51	54	38	35	37	43	36
HCBS General Issues	49	42	51	51	53	56	41
HCBS Reduction in hours of service	1	4	8	7	4	3	3
HCBS Waiting List	7	6	5	7	7	5	5
Nursing Facility Issues	28	42	32	31	20	21	17
HCBS/LTSS ISSUES TOTAL	166	183	156	147	135	166	113

**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	Q3/23
Abuse / neglect complaints	10	16	15	13	8	17	6
ADA Concerns	0	3	0	2	1	4	1
Adoption issues	0	1	1	1	3	2	1
Affordable Care Act Calls	0	2	1	1	7	2	1
Community Resources needed	11	6	11	23	13	3	13
Domestic Violence concerns	1	3	1	2	0	0	0
Foster Care issues	5	4	3	4	6	11	5
Guardianship	1	3	1	6	6	5	1
Homelessness	0	3	0	3	3	3	1
Housing Issues	4	12	7	10	16	9	7
Medicare related Issues	21	23	13	24	34	11	19
Social Security Issues	13	22	8	13	14	7	9
Used Interpreter	4	0	2	3	6	5	1
X-Other	39	68	58	66	72	60	33
Z Thank you	204	191	210	260	296	364	358
Z Unspecified	20	39	39	30	31	125	145
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	333	396	370	461	516	628	603

**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%
Q3/2023	866	72%	27%	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.

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	Q3/23
Questions/Issue Resolved (No Resources)	36	38	32	41	69	97	85
Used Contact or Resources/Issue Resolved	450	425	397	448	500	708	634
Closed (No Contact)	31	42	40	43	38	79	97
ACTION TAKEN RESOLUTION TYPE TOTAL	517	505	469	532	607	884	816

**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	Q3/23
Provided Resources	449	416	388	451	490	693	602
Mailed/Email Resources	102	76	66	81	119	117	268
ACTION TAKEN ADDITIONAL HELP TOTAL	551	492	454	532	609	810	870

**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%
Q3/2023	774	10	57%	27%	16%

VII. Enhancements/Updates

A. Staff updates

The KanCare Ombudsman Office will soon be hiring a third, full-time staff member as our numbers continue to increase. It is anticipated that this position will be housed in our Wichita satellite office.

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 third 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

July 2023

- 7/18-19: Staff attended the 34th Annual Kansas School Nurse Conference, and spoke to the school nurses about helping their student's families to get through the renewal process.
- 7/19: Staff sent the bulk application order form to school nurses as result of talking to them at Nurse Conference
- 7/20: Staff attended Covered Kansas Medicaid Renewal Stakeholders Zoom meeting.
- 7/29: Staff attended the Convoy of Hope at Bethel Life Center.
- 7/29: Staff talked to several members about applying or renewing their Medicaid coverage. She handed out several Application Resource Handouts (Application Checklist and Flowchart)

August 2023

- 8/1: Staff attended the Oaklawn Night Out in Wichita.
- 8/2: Staff attended the Butler County Baby Jubilee in Eldorado, telling expectant and new mothers about Medicaid eligibility and how our office can be of assistance. Butler County Community Resource Guides were also shared for those who wanted them.
- 8/8: Staff attended the Urban League Night Out.
- 8/10: Staff attended the Together Sedgwick County DCF job/resource fair at the Boys and Girls Club in Wichita.
- 8/16: Staff attended the Butler County Early Childhood Taskforce virtual meeting.
- 8/17: Staff attended the virtual Medicaid Stakeholders Meeting through CoverKS.
- 8/19: Staff attended the Midwest Ability Summit in Overland Park.
- 8/25: Staff attended the WSU on-campus job fair to recruit students to volunteer in the office.
- 8/25: Staff attended the Maternal & Child Health Equity Conference in Wichita.
- 8/29: Staff attended the virtual Kansas Community Networking Meeting for the WellSky Shawnee Co. referral network.
- 8/30: Staff went to the Celebrate Seniors Hawaiian Luau in Dickinson County, and spoke to attendees about MSPs, applications, and income eligibility.
- 8/30: Staff handed out 3 packs of the office brochures to fellow vendors at Celebrate Seniors who said they recommend clients to call our office.
- 8/31: Staff attended the WSU Student Involvement Fair on WSU campus.

September 2023

- 9/1: Staff emailed with SHICK program coordinator about Medicare and Medicaid application resources.
- 9/6: Staff attended the Sedgwick County CPAAA monthly networking meeting in person.

- 9/7: Staff attended the Butler County monthly Aging Network meeting in Augusta, in person.
- 9/9: Staff provided a resource table at the Harvey County Baby Shower event in Newton.
- 9/11: Staff emailed Prairie View staff regarding inquiries about application packets and assistance.
- 9/13-14: Staff provided a resource table at the ACMHCK Conference in Topeka.
- 9/14: Staff spoke with Brown County/Kanza Mental Health staff about the Brown County Resource Fair.
- 9/21: Staff attended the Medicaid Stakeholders monthly networking call through KDHE and CoverKS.
- 9/22: Staff emailed with SG CO IRIS administrators.
- 9/27: Staff provided a resource table at the Catholic Diocese of Wichita Seasoned Servant resource event.
- 9/28: Staff provided a resource table at the Wichita PBS Senior Exhibition event.

B. Outreach through Social Media and Print Media

Date of post	Topic	# "reaches"	# "engagements"	# of shares
7/5	Midwest Ability Summit	261	22	3
7/6	Oral Health Factsheet	57	4	0
7/20	Convoy of Hope	95	9	1
7/20	Cover Kansas	39	3	0
7/21	Ombudsman	152	8	1
7/24	KanCare Ombudsman	78	9	1

Date of post	Topic	# "reaches"	# "engagements"	# of shares
8/2	Butler Co Baby Jubilee	84	3	0
8/2	Medicaid renewal resources	65	1	0
8/8	Together SG CO Job & Resource Fair	79	3	0
8/9	CoverKS resources for the Medicaid-ineligible	59	2	1
8/15	Medicaid unwinding -- renewal reminder	117	3	0
8/23	Harvey CO Baby Shower	98	4	0
8/24	Medicaid renewal resources	61	3	1
8/25	Maternal & Child Health Equity Conference	129	9	1
8/30	CoverKS unwinding resources	28	2	0
8/31	Labor Day Office Closure	30	0	0

Date of post	Topic	# "reaches"	# "engagements"	# of shares
9/1	KDADS State Fair Senior Discount	55	3	0
9/11	Unwinding: missed your renewal deadline?	56	6	2
9/17	PBS Senior Expo event promotion	111	6	2
9/20	General Ombudsman Office resources tab	37	4	0
9/20	Release Resources	43	2	0
9/21	KanCare Self Service Portal	51	4	1
9/22	KanCare Dental Benefits (Oral Health Ks)	70	8	0
9/22	Medicare vs Medicaid Open Enrollment – Application Assistance	254	14	5
9/25	Medicare vs Medicaid Open Enrollment Medicaid Application Assistance (again)	97	7	2
9/26	Spenddown questions & resources	1,000	156	14
9/27	Veteran's Drive Through Resource Fair event promotion	60	3	0
9/28	KTAP assistive technology communications resources	196	29	6
9/29	MCO Contract Public Feedback Meetings	117	16	2

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

A. Aetna

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Access to Providers (usually Medical)	1	0	3	3	3	4	3
Appeals/Fair Hearing questions/issues	1	1	0	1	2	0	0
Background Checks	0	0	0	0	0	0	0
Billing	3	2	1	4	5	5	1
Care Coordinator Issues	3	1	3	1	1	2	2
Change MCO	1	1	3	0	3	2	3
Choice Info on MCO	1	0	1	1	0	1	1
Coding Issues	0	0	1	0	0	1	0
Consumer said Notice not received	0	0	0	0	0	0	0
Cultural Competency	0	0	0	1	0	0	0
Data Requests	0	0	0	0	0	0	0
Dental	0	0	3	0	1	2	0
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	1	0	0	4	3	0	1
Grievances Questions/Issues	1	0	2	4	4	3	1
Help understanding mail (NOA)	0	0	0	0	1	0	0
MCO transition	1	0	1	0	0	0	1
Medicaid Application Assistance	1	0	1	0	0	0	0
Medicaid Eligibility Issues	4	1	1	3	1	4	1
Medicaid Fraud	0	0	0	0	2	0	0
Medicaid General Issues/questions	9	2	9	11	4	9	3
Medicaid info (status) update	5	2	2	2	2	6	5
Medicaid Renewal	0	0	0	1	0	4	7
Medical Card issues	1	1	4	1	0	4	3
Medicare Savings Plan Issues	2	0	1	1	0	0	2
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	0	0
Medical Services	4	2	3	4	6	2	3
Pain management issues	0	0	0	0	0	0	0
Pharmacy	0	1	0	1	1	3	0
Pregnancy issues	0	0	0	0	0	1	0
Prior authorization issues	0	2	0	1	1	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	1	0	1	1	0	0	0
Transportation	1	1	0	0	2	1	1
Working Healthy	0	0	1	1	0	1	0
MEDICAID ISSUES TOTAL	41	17	41	46	42	55	38

Aetna, cont'd.

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

OTHER ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Abuse / neglect complaints	1	1	1	0	2	1	0
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	1	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	0	0	1	0	1	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	2	0
Guardianship	0	0	0	0	0	0	0
Homelessness	0	0	0	0	0	0	0
Housing Issues	1	1	0	2	1	0	0
Medicare related Issues	1	0	0	0	2	0	0
Social Security Issues	1	0	0	0	0	0	0
Used Interpreter	0	0	0	0	1	0	0
X-Other	0	1	5	4	2	2	1
Z Thank you	14	4	17	18	19	28	22
Z Unspecified	0	1	0	0	2	2	3
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	18	8	23	25	29	38	26

Aetna, cont'd.

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

B. Sunflower

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Access to Providers (usually Medical)	2	1	3	2	2	3	1
Appeals/Fair Hearing questions/issues	1	2	1	0	3	4	1
Background Checks	0	0	0	0	0	0	0
Billing	3	5	8	2	3	4	1
Care Coordinator Issues	0	2	1	0	2	1	1
Change MCO	0	0	1	0	0	2	0
Choice Info on MCO	0	0	0	0	0	0	0
Coding Issues	0	0	0	0	0	0	0
Consumer said Notice not received	0	0	0	1	0	0	0
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	0
Dental	0	0	2	0	1	2	2
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	1	2	3	3	0	0	0
Grievances Questions/Issues	0	2	6	4	2	3	2
Help understanding mail (NOA)	1	1	1	2	0	0	0
MCO transition	0	0	0	0	0	1	0
Medicaid Application Assistance	1	0	0	1	2	1	1
Medicaid Eligibility Issues	1	5	4	1	5	1	0
Medicaid Fraud	0	0	0	1	0	0	0
Medicaid General Issues/questions	4	10	7	11	7	9	5
Medicaid info (status) update	1	1	5	2	3	3	3
Medicaid Renewal	0	0	0	0	0	4	3
Medical Card issues	1	1	2	0	2	0	1
Medicare Savings Plan Issues	0	0	0	1	0	0	0
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	1	2	0	1	1	1	0
Medical Services	2	2	3	5	3	3	4
Pain management issues	0	0	1	0	0	0	0
Pharmacy	1	1	2	0	1	1	0
Pregnancy issues	0	2	0	0	0	0	0
Prior authorization issues	0	1	1	0	0	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	1	0	0	0	0
Spend Down Issues	0	0	4	1	1	0	0
Transportation	2	2	1	1	1	0	0
Working Healthy	0	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	22	42	57	39	39	43	25

Sunflower, cont'd.

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

OTHER ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Abuse / neglect complaints	2	0	2	0	1	0	0
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	1	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	0	1	1	3	0	0
Domestic Violence concerns	0	1	0	0	0	0	0
Foster Care issues	0	0	0	0	1	0	0
Guardianship	0	0	0	0	1	0	0
Homelessness	0	0	0	0	0	0	0
Housing Issues	0	1	1	0	1	0	0
Medicare related Issues	0	0	2	2	3	0	0
Social Security Issues	0	0	0	1	1	0	0
Used Interpreter	0	0	0	0	0	0	0
X-Other	2	3	4	3	2	3	0
Z Thank you	9	16	15	15	13	15	12
Z Unspecified	0	0	0	0	0	4	1
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	13	21	25	22	27	22	13

Sunflower, cont'd.

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

C. United

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Access to Providers (usually Medical)	4	1	2	12	1	2	4
Appeals/Fair Hearing questions/issues	2	2	3	3	1	1	1
Background Checks	0	0	0	0	0	0	0
Billing	8	3	5	5	8	5	4
Care Coordinator Issues	2	1	3	6	7	6	4
Change MCO	2	0	0	1	0	1	1
Choice Info on MCO	1	0	0	1	3	0	2
Coding Issues	1	1	1	0	2	1	1
Consumer said Notice not received	2	0	0	1	0	1	0
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	1	0	0	1	0	1
Dental	2	1	0	1	1	2	0
Division of Assets	0	1	0	0	0	1	0
Durable Medical Equipment	1	3	0	3	5	5	1
Grievances Questions/Issues	4	3	3	9	3	8	1
Help understanding mail (NOA)	1	2	0	2	0	0	0
MCO transition	0	1	0	0	0	0	1
Medicaid Application Assistance	1	4	0	2	0	0	1
Medicaid Eligibility Issues	8	7	1	4	3	3	1
Medicaid Fraud	0	0	0	0	0	1	2
Medicaid General Issues/questions	15	13	4	17	7	16	7
Medicaid info (status) update	7	8	3	6	4	1	7
Medicaid Renewal	0	1	0	0	1	5	7
Medical Card issues	1	2	0	2	2	0	2
Medicare Savings Plan Issues	3	1	0	1	0	1	2
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	0	0	0
Medical Services	3	1	3	12	0	3	2
Pain management issues	1	0	0	1	0	0	0
Pharmacy	5	0	2	4	2	2	2
Pregnancy issues	0	0	0	0	0	1	0
Prior authorization issues	1	4	1	1	0	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	2	0	0	4	0	1	2
Transportation	5	0	0	7	6	0	0
Working Healthy	1	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	83	61	31	105	57	69	56

United, cont'd.

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

OTHER ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
Abuse / neglect complaints	1	1	0	3	2	1	1
ADA Concerns	0	1	0	0	0	1	0
Adoption issues	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	1	0	0	4	2	0	0
Domestic Violence concerns	0	0	0	1	0	0	0
Foster Care issues	1	0	0	0	1	0	0
Guardianship	0	0	0	0	0	0	0
Homelessness	0	0	0	0	0	1	0
Housing Issues	0	1	1	0	4	1	1
Medicare related Issues	4	3	2	4	2	0	1
Social Security Issues	1	0	0	2	0	0	0
Used Interpreter	0	0	1	0	1	1	0
X-Other	4	2	2	7	0	4	4
Z Thank you	17	17	9	29	31	35	32
Z Unspecified	1	1	2	1	0	2	1
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	30	26	17	51	43	46	40

United, cont'd.

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
PD	5	4	0	4	2	2	2
I/DD	1	2	3	3	1	1	2
FE	0	1	1	0	5	1	2
AUTISM	0	0	0	0	0	0	0
SED	1	0	0	1	1	0	0
TBI	1	0	1	2	3	3	3
TA	0	1	1	1	0	1	0
WH	0	0	0	0	0	0	0
MFP	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	1	0	0	1	0	1	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	2	1	1	3	1	0	0
FOSTER CARE	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	1	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	1	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	11	9	7	16	14	9	9
PRIORITY	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23	Q2/23	Q3/23
HCBS	3	5	6	10	10	6	9
Long Term Care / MF	2	4	1	4	4	1	0
Urgent Medical Need	2	0	3	4	1	0	1
Urgent	2	2	0	4	4	6	2
Life Threatening	0	0	0	1	1	0	0
PRIORITIES TOTAL	9	11	10	23	20	13	12