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## KANCARE OMBUDSMAN OFFICE

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## II. Brief Overview

The KanCare Ombudsman Office (KOO) has had several changes in recent years, the largest of which took place in 2021 with the creation of the Office of Public Advocates, by and through Executive Order No. 21-27. As such, in 2022, the KanCare Ombudsman Office moved from its former position within the Kansas Department of Aging and Disability Services to the Office of Public Advocates (OPA). Under the auspice of the OPA, the KanCare Ombudsman Office serves as an independent state agency, attached to the Department of Administration solely for technical and administrative assistance as needed.

Beyond the organizational changes that have occurred over the past two years, the KanCare Ombudsman Office has also had significant staffing changes. In the Spring of 2023, the prior Ombudsman, Kerrie Bacon, announced her plans for retirement on June 30, 2023, prompting a search for a new Ombudsman. In July of 2023, Suzanne Lueker was appointed by the Governor as the new KanCare Ombudsman; she began her appointment with the KOO in August of 2023.

The KanCare Ombudsman Office had several avenues for outreach during the 2023 year which included in-person or video outreach to stakeholders, continued partnership with KDHE promoting application guides now posted on the KanCare website, continued and increasing Facebook presence, and continued collaboration with Wichita State University's Community Engagement Institute.

**In 2023, the KanCare Ombudsman Office had 3,109 initial contacts, representing an increase of 1,033 from 2022.** This increase is significant, as it is trending in the direction of the number of contacts that the KOO reported in a pre-pandemic environment. Please see chart on page 5 for more information.

The data by region chart has a percent to total by region for KanCare Ombudsman Office contacts and Medicaid. The percent to totals show that KOO receives contacts by region in a similar manner to the Medicaid population in Kansas. (Pages 9-11)

In the 2023 calendar year, the KanCare Ombudsman Office completed the transition of training materials to LearnWorlds. KOO continues to search for appropriate software to replace the current on-line tracker used for data collection and analysis.

### III. 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.

### IV. Office Updates

#### A. Organizational and Staffing Changes

As described above, the KanCare Ombudsman Office became an independent agency by Executive Order 21-27, and fully enveloped this role in 2022. In 2023, the KOO had two significant staffing changes. A new KanCare Ombudsman/Executive Director was appointed by the Governor's Office in July of 2023. In December of 2023, a new Ombudsman Assistant was hired to assist with the office's growing numbers, especially within the satellite offices in Wichita and Olathe. Information on the new Ombudsman and Ombudsman Assistant was provided in the Quarter 3 and 4 Reports, respectively, and is also included below for ease of reference:

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.

Lydia Brookins joined the KanCare Ombudsman Office as an Ombudsman Assistant on December 4, 2023. Lydia recently graduated with her Bachelor of Arts in Social Work from Wichita State University. During her senior year, she served in the KanCare Ombudsman Office as a practicum student and AmeriCorps Member from 2022-2023. Lydia has a passion for reducing barriers to healthcare, having helped clients in the past to sign up for Marketplace and Medicare insurance from 2018-2019. She has experience with persons with intellectual disabilities, having worked in a High School Special Education program and volunteering with Special Olympics from 2014-2017. Lydia is based in the Wichita satellite location through a partnership with WSU's Community Engagement Institute.

## V. Accessibility to the KanCare Ombudsman Office

### A. Initial Contacts

The KanCare Ombudsman Office worked with 3,109 individuals during 2023. This number represents a significant increase compared to the last three years.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Total
2019	1,060	1,097	1,071	915	4,143
2020	903	478	562	601	2,544
2021	566	592	644	566	2,368
2022	524	526	480	546	2,076
2023	645	901	870	693	3,109

## 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 fourth 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	# of Volunteers	# of hours covered/wk.	Area Codes covered
Kansas City Metro Office	2	9	Northern Kansas Area Codes 785, 913, (and 816)
Wichita Office	3	20	Southern Kansas Area Codes 316, 620

As of December 31, 2023

## VI. 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 by the KanCare Ombudsman Office. For a detailed listing of outreach activities, please see Appendix A in each Quarterly Report for 2023.

	2019	2020	2021	2022	2023
Outreach	94	243	710	339	306

The KanCare Ombudsman Office prioritized using social media as an outreach tool consistently and effectively. The chart shows the number of Facebook posts (180) and the increase in the number of followers in 2023 (191).

<b>Facebook posts during 2023</b>	<b>180</b>
# followers on Jan 1, 2023	569
# followers on Dec 31, 2023	760
<b>increase in followers during 2023</b>	<b>191</b>

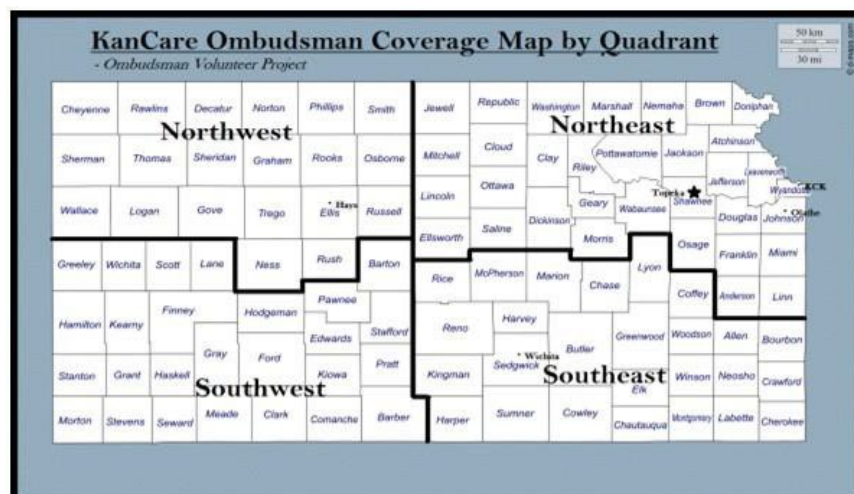
## VII. KanCare Ombudsman Office Data

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	2019	2020	2021	2022	2023	2023 % to total
Northwest	46	25	33	16	24	0.8%
Northeast	751	367	401	413	500	16.1%
Southwest	78	41	61	36	35	1.1%
Southeast	635	395	383	338	288	9.3%
Unknown	2,610	1,700	1,485	1,254	2,255	72.5%
Out of State	31	1	5	19	7	0.2%
<b>Total</b>	<b>4,151</b>	<b>2,529</b>	<b>2,368</b>	<b>2,076</b>	<b>3,109</b>	<b>100%</b>

### 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. 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

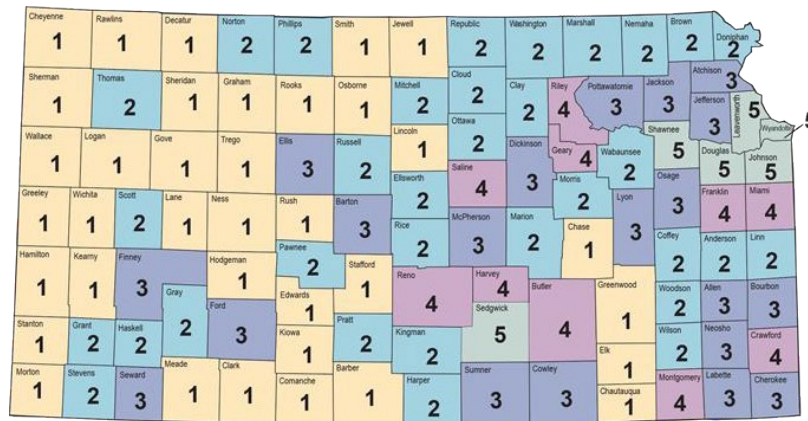
Region	Q4/19	Q4/20	Q4/21	Q4/22	Q4/23	2023 % to total
Northwest	12,223	13,928	15,087	15,670	13,782	3%
Northeast	189,133	212,844	231,064	243,511	209,704	45.7%
Southwest	36,472	40,724	44,639	47,573	40,139	8.8%
Southeast	170,237	193,347	209,226	221,215	194,615	42.5%
<b>Total</b>	<b>408,065</b>	<b>460,843</b>	<b>500,016</b>	<b>527,969</b>	<b>458,240</b>	<b>100%</b>



## Kansas Population Density

This map pictured below shows the population density of Kansas and may assist 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

Initial phone calls to the KanCare Ombudsman Office toll-free number (1-855-643-8180) are sent directly to one of three KanCare Ombudsman offices based on the area code from which the call originates. The Kansas City Metro office receives 913, 785 and 816 area code calls. The Wichita office receives 620 and 316 area code calls. All other toll-free calls, emails, and referrals go to the Main office (Topeka), in addition to direct calls to staff.

In 2023, the KanCare Ombudsman Office 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 Assistants or the Ombudsman took the toll-free number calls.

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

Contacts by Office	2019	2020	2021	2022	2023	2023 % to total
Main - Topeka	2,451	1,876	1,690	1,235	1,083	34.8%
Kansas City	773	201	321	470	1,044	33.6%
Wichita	919	470	357	371	982	31.6%
<b>Total</b>	<b>4,143</b>	<b>2,547</b>	<b>2,368</b>	<b>2,076</b>	<b>3,109</b>	<b>100%</b>

### 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	2019	2020	2021	2022	2023
Telephone	3,596	2,104	1,878	1,493	2,448
Email	506	404	457	543	566
Letter	9	17	6	2	3
Face-to-Face Meeting	31	11	8	13	20
Other	6	7	11	21	6
Social Media	3	4	8	4	6
<b>CONTACT METHOD TOTAL</b>	<b>4,151</b>	<b>2,547</b>	<b>2,368</b>	<b>2,076</b>	<b>3,049</b>

### D. Data by Caller Type

Most of the contacts the KOO receives are from consumers. This “Consumer” category is comprised of applicants, members, family, friends, etc., seeking assistance with KanCare.

“Provider” issues are typically a combination of: providers calling to assist a member or an applicant having issues; a provider with billing issues; or questions on how to become a provider in Kansas. The provider contacts that are not for an individual member are forwarded to KDHE.

“MCO Employee” callers are usually case managers with concerns for a member (i.e., losing eligibility, losing HCBS eligibility etc.).

The “Other” category of callers are usually state employees, lawyers, social workers at schools and hospitals, and students/researchers looking for data.

The number of providers contacting our office has increased to pre-COVID19 levels even though our total calls have not. The types of calls have increasingly been from providers that are trying to assist a KanCare member and have not been successful on their own.

CALLER TYPE	2019	2020	2021	2022	2023
Provider	339	254	304	339	335
Consumer	3,554	2,096	1,824	1,427	2,507
MCO Employee	27	22	21	12	12
Other Type	231	175	219	298	255
<b>CALLER TYPE TOTAL</b>	<b>4,151</b>	<b>2,547</b>	<b>2,368</b>	<b>2,076</b>	<b>3,109</b>

## E. Data by Program Type

In 2023, the KanCare Ombudsman Office had a significant increase in contacts regarding the Frail Elderly HCBS waiver and the Brain Injury waiver.

PROGRAM TYPE	2019	2020	2021	2022	2023
PD	122	104	46	69	54
I/DD	123	74	44	58	57
FE	125	96	75	65	86
AUTISM	10	7	4	5	8
SED	35	13	11	24	16
BI	43	23	21	23	44
TA	29	14	4	19	9
WH	10	1	1	1	5
PACE	9	2	4	0	3
MENTAL HEALTH	14	14	15	9	7
SUB USE DIS	4	0	0	1	0
NURSING FACILITY	135	99	93	105	46
FOSTER CARE	0	1	3	3	7
MEDIKAN	12	5	5	4	4
INSTITUTIONAL TRANSITION FROM LTC/NF	6	10	5	7	4
INSTITUTIONAL TRANSITION FROM MH/BH	3	2	2	2	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	1	2
<b>PROGRAM TYPE TOTAL</b>	<b>681</b>	<b>466</b>	<b>337</b>	<b>396</b>	<b>352</b>

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

## F. Data by Priorities

The KanCare 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. \*Note that in 2023, “Urgent” cases more than doubled.
- Life Threatening – If not resolved in 1-4 days person’s life could be endangered (should not be used very often.)

PRIORITY	2019	2020	2021	2022	2023
HCBS	100	197	111	173	233
Long Term Care / NF	36	79	89	107	65
Urgent Medical Need	46	52	42	36	67
Urgent	52	65	93	71	194
Life Threatening	14	13	5	8	7
<b>PRIORITIES TOTAL</b>	<b>248</b>	<b>406</b>	<b>340</b>	<b>395</b>	<b>566</b>

## 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**

In 2023, the issues that generated a significant increase in contacts were: Medicaid Application Assistance; Medicaid General Issues/Questions; as well as Medicaid Information (Status) Updates; and, Medicaid Renewal.

<b>MEDICAID ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Access to Providers (usually Medical)	66	24	45	70	51
Appeals/Fair Hearing questions/issues	51	56	39	38	47
Background Checks	4	0	4	0	0
Billing	148	91	161	134	135
Care Coordinator Issues	54	33	23	37	36
Change MCO	32	24	13	17	23
Choice Info on MCO	21	9	12	11	20
Coding Issues	39	21	14	16	12
Consumer said Notice not received	22	6	5	7	9
Cultural Competency	1	1	3	2	1
Data Requests	7	10	41	34	31
Dental	29	19	24	28	23
Division of Assets	44	29	31	35	29
Durable Medical Equipment	14	19	25	31	30
Grievances Questions/Issues	93	76	60	77	81
Help understanding mail (NOA)	9	28	66	56	50
MCO transition	4	3	2	6	8
Medicaid Application Assistance	609	514	490	411	511
Medicaid Eligibility Issues	632	477	408	402	408
Medicaid Fraud	10	9	10	9	17
Medicaid General Issues/questions	909	503	662	623	883
Medicaid info (status) update	636	389	388	331	619
Medicaid Renewal	310	83	25	20	405
Medical Card issues	10	34	66	56	67
Medicare Savings Plan Issues	191	132	111	81	95
MediKan issues	7	13	18	19	22
Moving to / from Kansas	72	54	37	7	65
Medical Services	59	72	78	91	70
Pain management issues	8	3	9	7	2
Pharmacy	55	34	38	29	59
Pregnancy issues	10	38	96	53	51
Prior authorization issues	2	9	23	20	19
Refugee/Immigration/SOBRA issues	13	5	8	8	8
Respite	2	0	5	3	1
Spend Down Issues	117	95	76	81	67
Transportation	43	23	38	45	31
Working Healthy	19	3	7	13	5
<b>MEDICAID ISSUES TOTAL</b>	<b>4,352</b>	<b>2,939</b>	<b>3,161</b>	<b>2,908</b>	<b>3,991</b>

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

- **HCBS/LTSS Issues:** The top issues for the past several years have been HCBS General Issues and HCBS Eligibility Issues.

HCBS/LTSS ISSUES	2019	2020	2021	2022	2023
Client Obligation	82	38	55	42	29
Estate Recovery	32	35	33	61	37
HCBS Eligibility issues	175	179	172	178	137
HCBS General Issues	242	218	177	193	197
HCBS Reduction in hours of service	12	27	7	20	11
HCBS Waiting List	27	25	16	25	25
Nursing Facility Issues	178	139	150	133	71
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>748</b>	<b>661</b>	<b>610</b>	<b>652</b>	<b>507</b>

*\*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.

OTHER ISSUES	2019	2020	2021	2022	2023
Abuse / neglect complaints	21	34	47	54	33
ADA Concerns	0	1	3	5	6
Adoption issues	3	4	9	3	6
Affordable Care Act Calls	17	15	10	4	13
Community Resources needed	9	24	34	51	41
Domestic Violence concerns	1	3	2	7	0
Foster Care issues	3	14	17	16	27
Guardianship	10	14	17	11	16
Homelessness	4	11	12	6	7
Housing Issues	21	25	34	33	37
Medicare related Issues	74	69	77	81	91
Social Security Issues	57	70	69	56	47
Used Interpreter	6	14	15	9	16
X-Other	452	627	365	231	183
Z Thank you	1,557	1,105	1,328	865	1,296
Z Unspecified	443	232	98	128	408
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>2,678</b>	<b>2,262</b>	<b>2,137</b>	<b>1,560</b>	<b>2,227</b>

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

## H. Data by Managed Care Organization (MCO) – See Appendix A, page 18

## VIII. 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:

- A. Responding to issues - response rates for the KanCare Ombudsman office.
- B. Organization resolution rate – how long it takes to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office.
- C. Action Taken - information on resources provided.
- D. 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

Qtr./Year	# of Contacts	% Responded 0-2 Days	% Responded in 3-7 Days	% Responded 8 or More Days
Q1/2019	1068	88%	11%	1%
Q2/2019	1096	91%	8%	1%
Q3/2019	1071	95%	4%	1%
Q4/2019	915	93%	7%	0%
Q1/2020	905	92%	4%	4%
Q2/2020	476	60%	36%	4%
Q3/2020	562	86%	12%	2%
Q4/2020	601	84%	15%	1%
Q1/2021	566	88%	12%	0%
Q2/2021	592	89%	10%	1%
Q3/2021	644	87%	12%	1%
Q4/2021	566	87%	11%	2%
Q1/2022	524	92%	7%	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%
Q4/2023	693	63%	29%	8%

\*\*Please note: During the fourth quarter of 2023, the KanCare Ombudsman Office had only one staff member available during half of the month of November. Unfortunately, our response times reflect the decrease in available staff to respond to member contacts during this period. For this reason, our numbers are skewed from this two-week period. Since that time, another Ombudsman Assistant has been hired.

## 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

85% of initial contacts were resolved by providing some type of resource.

For example, the KanCare Ombudsman Office:

- Contacted other organization(s) to ask assistance in resolving the issue
- Shared information, resources, mailings, etc.
- Called with member/applicant or provided referrals to other organizations

Note: The totals will not match “Initial Contacts chart” because not all cases are closed at the end of the quarter. This information must be filled in before closing a case.

Action Taken Resolution Type	2019	2020	2021	2022	2023
Questions/Issue Resolved (No Resources)	309	145	102	147	339
Used Contact or Resources/Issue Resolved	3,387	2,125	2,136	1,716	2,337
Closed (No Contact)	394	157	103	144	320
<b>ACTION TAKEN RESOLUTION TYPE TOTAL</b>	<b>4,090</b>	<b>2,427</b>	<b>2,341</b>	<b>2,007</b>	<b>2,996</b>

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



Action Taken Additional Help	2019	2020	2021	2022	2023
Provided Resources	2,451	1,556	1,887	1,701	2,210
Mailed/Email Resources	594	390	413	325	734
<b>ACTION TAKEN ADDITIONAL HELP TOTAL</b>	<b>3,045</b>	<b>1,946</b>	<b>2,300</b>	<b>2,026</b>	<b>2,944</b>

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

### KanCare Ombudsman Office - Resolution of Issues

This chart shows the number of contacts, the average number of days to close a case, and what percentage of cases were closed in 0-2 days, 3-7 days, and 8 or more days.

Quarter/ Year	# of Contacts	Avg Days	% Completed	% Completed	% Completed
		To Completion	0-2 Days	3-7 Days	8 or More Days
Q1/2019	1051	5	71%	16%	13%
Q2/2019	1021	4	74%	13%	13%
Q3/2019	1002	5	75%	10%	15%
Q4/2019	850	5	72%	11%	17%
Q1/2020	804	5	74%	9%	17%
Q2/2020	404	7	46%	31%	23%
Q3/2020	537	5	76%	13%	11%
Q4/2020	576	5	69%	17%	14%
Q1/2021	552	5	71%	16%	13%
Q2/2021	578	4	72%	16%	12%
Q3/2021	630	4	74%	15%	11%
Q4/2021	543	3	76%	14%	10%
Q1/2022	509	4	76%	12%	12%
Q2/2022	492	5	75%	12%	13%
Q3/2022	459	4	68%	18%	14%
Q4/2022	480	5	66%	20%	14%
Q1/2023	558	7	69%	19%	11%
Q2/2023	831	10	66%	16%	21%
Q3/2023	774	10	57%	27%	16%
Q4/2023	650	9	45%	28%	27%

## IX. Appendix A: Managed Care Organization (MCO) Data

### A. Aetna

<b>MEDICAID ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Access to Providers (usually Medical)	13	4	6	7	11
Appeals/Fair Hearing questions/issues	2	3	2	3	3
Background Checks	0	0	0	0	0
Billing	12	11	14	10	15
Care Coordinator Issues	19	2	5	8	5
Change MCO	11	7	1	5	9
Choice Info on MCO	6	1	0	3	2
Coding Issues	3	0	2	1	2
Consumer said Notice not received	1	1	1	0	0
Cultural Competency	0	0	1	1	0
Data Requests	0	0	0	0	0
Dental	7	2	1	3	3
Division of Assets	1	0	0	0	0
Durable Medical Equipment	5	6	0	5	4
Grievances Questions/Issues	11	10	6	7	9
Help understanding mail (NOA)	0	1	0	0	2
MCO transition	3	0	0	2	1
Medicaid Application Assistance	6	2	1	2	1
Medicaid Eligibility Issues	19	7	9	9	10
Medicaid Fraud	0	0	1	0	3
Medicaid General Issues/questions	48	12	23	31	21
Medicaid info (status) update	14	12	15	11	18
Medicaid Renewal	18	4	2	1	17
Medical Card issues	0	1	6	7	7
Medicare Savings Plan Issues	7	4	1	4	2
MediKan issues	0	0	0	0	0
Moving to / from Kansas	2	0	1	0	1
Medical Services	14	9	12	13	13
Pain management issues	1	2	2	0	2
Pharmacy	10	2	5	2	6
Pregnancy issues	0	0	1	0	1
Prior authorization issues	0	2	3	3	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	9	7	6	3	1
Transportation	13	3	3	2	4
Working Healthy	0	1	0	2	1
<b>MEDICAID ISSUES TOTAL</b>	<b>255</b>	<b>116</b>	<b>130</b>	<b>145</b>	<b>176</b>

## Aetna, cont'd

<b>HCBS/LTSS ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Client Obligation	9	0	3	1	1
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	18	0	5	14	6
HCBS General Issues	25	9	7	22	16
HCBS Reduction in hours of service	1	1	0	5	1
HCBS Waiting List	3	0	0	0	1
Nursing Facility Issues	6	6	7	6	5
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>62</b>	<b>16</b>	<b>22</b>	<b>48</b>	<b>30</b>

<b>OTHER ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Abuse / neglect complaints	0	4	3	3	3
ADA Concerns	0	0	0	0	0
Adoption issues	0	0	2	0	1
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	1	0	1	2
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	1	1	0	2
Guardianship	0	0	1	0	0
Homelessness	0	1	0	0	0
Housing Issues	1	2	1	4	2
Medicare related Issues	7	2	1	1	6
Social Security Issues	3	0	0	1	1
Used Interpreter	0	0	0	0	1
X-Other	29	18	7	10	5
Z Thank you	109	38	53	53	80
Z Unspecified	8	1	3	1	7
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>157</b>	<b>68</b>	<b>72</b>	<b>74</b>	<b>111</b>

<b>PRIORITY</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
HCBS	8	11	10	18	14
Long Term Care / MF	1	3	3	4	3
Urgent Medical Need	3	1	6	3	6
Urgent	7	6	8	6	14
Life Threatening	3	0	0	1	0
<b>PRIORITIES TOTAL</b>	<b>22</b>	<b>21</b>	<b>27</b>	<b>32</b>	<b>37</b>

## Aetna, cont'd

PROGRAM TYPE	2019	2020	2021	2022	2023
PD	8	5	4	14	7
I/DD	8	3	1	1	4
FE	8	0	1	14	2
AUTISM	0	0	0	0	0
SED	3	1	0	3	2
TBI	9	2	2	5	1
TA	6	2	1	0	1
WH	0	0	0	1	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	2	0	0	0	0
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	5	4	2	1	3
FOSTER CARE	0	1	1	0	2
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	1	2	4	1
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>49</b>	<b>19</b>	<b>14</b>	<b>43</b>	<b>23</b>

## B. Sunflower

<b>MEDICAID ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Access to Providers (usually Medical)	14	4	7	8	7
Appeals/Fair Hearing questions/issues	4	15	4	4	9
Background Checks	0	0	0	0	0
Billing	19	14	16	18	10
Care Coordinator Issues	15	8	1	3	4
Change MCO	4	4	2	1	4
Choice Info on MCO	3	2	2	0	0
Coding Issues	7	2	1	0	0
Consumer said Notice not received	0	1	0	1	0
Cultural Competency	1	0	0	0	0
Data Requests	0	2	2	0	2
Dental	2	2	3	2	6
Division of Assets	0	0	0	0	0
Durable Medical Equipment	0	4	4	9	2
Grievances Questions/Issues	16	13	7	12	9
Help understanding mail (NOA)	0	4	2	5	0
MCO transition	0	0	1	0	1
Medicaid Application Assistance	4	4	1	2	4
Medicaid Eligibility Issues	32	7	5	11	8
Medicaid Fraud	0	1	0	1	1
Medicaid General Issues/questions	40	16	18	32	24
Medicaid info (status) update	25	11	8	9	13
Medicaid Renewal	26	3	0	0	9
Medical Card issues	1	4	4	4	4
Medicare Savings Plan Issues	4	1	0	1	1
MediKan issues	0	0	0	0	1
Moving to / from Kansas	1	2	0	4	2
Medical Services	15	13	12	12	12
Pain management issues	1	0	2	1	0
Pharmacy	10	1	7	4	4
Pregnancy issues	2	1	0	2	0
Prior authorization issues	0	1	2	2	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	1	1	0
Spend Down Issues	8	4	1	5	2
Transportation	7	5	5	6	2
Working Healthy	2	0	0	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>263</b>	<b>149</b>	<b>118</b>	<b>160</b>	<b>143</b>

## Sunflower, cont'd

<b>HCBS/LTSS ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Client Obligation	6	3	2	1	0
Estate Recovery	0	0	0	1	1
HCBS Eligibility issues	20	5	9	6	11
HCBS General Issues	30	26	12	22	14
HCBS Reduction in hours of service	3	7	0	1	1
HCBS Waiting List	4	1	2	1	1
Nursing Facility Issues	2	5	5	10	1
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>65</b>	<b>47</b>	<b>30</b>	<b>42</b>	<b>29</b>

<b>OTHER ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Abuse / neglect complaints	1	1	1	4	1
ADA Concerns	0	0	0	0	0
Adoption issues	0	2	1	0	1
Affordable Care Act Calls	1	0	0	0	0
Community Resources needed	0	1	2	2	5
Domestic Violence concerns	0	0	0	1	0
Foster Care issues	0	0	0	0	1
Guardianship	0	1	3	0	2
Homelessness	0	1	0	0	0
Housing Issues	0	3	2	2	1
Medicare related Issues	2	3	4	4	4
Social Security Issues	0	1	1	1	3
Used Interpreter	0	0	0	0	1
X-Other	28	28	9	12	8
Z Thank you	115	64	55	55	50
Z Unspecified	10	2	2	0	5
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>157</b>	<b>107</b>	<b>80</b>	<b>81</b>	<b>82</b>

<b>PRIORITY</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
HCBS	15	33	17	24	21
Long Term Care / MF	3	2	5	4	2
Urgent Medical Need	5	7	10	10	6
Urgent	4	10	11	11	9
Life Threatening	4	1	2	2	1
<b>PRIORITIES TOTAL</b>	<b>31</b>	<b>53</b>	<b>45</b>	<b>51</b>	<b>39</b>

## Sunflower, cont'd

<b>PROGRAM TYPE</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
PD	16	14	2	5	6
I/DD	15	4	10	10	4
FE	13	6	6	5	3
AUTISM	1	2	0	0	0
SED	1	1	0	3	1
TBI	8	2	6	2	7
TA	4	3	1	6	3
WH	2	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	1	2	2	1
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	3	3	2	5	1
FOSTER CARE	0	0	0	0	1
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	1	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	1	0	1	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>64</b>	<b>37</b>	<b>30</b>	<b>38</b>	<b>27</b>

## C. United Healthcare

<b>MEDICAID ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Access to Providers (usually Medical)	10	4	7	19	9
Appeals/Fair Hearing questions/issues	3	8	6	10	3
Background Checks	1	0	0	0	0
Billing	10	12	19	21	20
Care Coordinator Issues	10	11	4	12	17
Change MCO	8	5	2	3	2
Choice Info on MCO	1	2	1	2	6
Coding Issues	5	1	1	3	4
Consumer said Notice not received	2	0	0	3	1
Cultural Competency	0	0	0	0	0
Data Requests	0	0	1	1	2
Dental	5	0	4	4	3
Division of Assets	0	0	0	1	1
Durable Medical Equipment	5	5	5	7	12
Grievances Questions/Issues	10	10	11	19	16
Help understanding mail (NOA)	0	0	4	5	0
MCO transition	0	1	0	1	1
Medicaid Application Assistance	2	2	3	7	1
Medicaid Eligibility Issues	24	10	8	20	9
Medicaid Fraud	0	0	1	0	4
Medicaid General Issues/questions	44	12	28	49	36
Medicaid info (status) update	25	12	11	24	15
Medicaid Renewal	14	1	2	1	16
Medical Card issues	2	5	4	5	4
Medicare Savings Plan Issues	1	1	4	5	4
MediKan issues	1	0	0	0	0
Moving to / from Kansas	0	0	2	0	0
Medical Services	3	12	12	19	7
Pain management issues	2	0	3	2	0
Pharmacy	9	9	9	11	10
Pregnancy issues	0	0	2	0	1
Prior authorization issues	1	2	6	7	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	9	6	3	6	5
Transportation	5	8	6	12	8
Working Healthy	1	0	0	1	0
<b>MEDICAID ISSUES TOTAL</b>	<b>213</b>	<b>139</b>	<b>169</b>	<b>280</b>	<b>218</b>



## United, cont'd

<b>HCBS/LTSS ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Client Obligation	5	2	2	0	0
Estate Recovery	1	0	0	0	1
HCBS Eligibility issues	10	6	7	10	9
HCBS General Issues	28	21	17	25	29
HCBS Reduction in hours of service	3	8	1	7	4
HCBS Waiting List	5	0	3	5	4
Nursing Facility Issues	8	6	14	5	2
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>60</b>	<b>43</b>	<b>44</b>	<b>52</b>	<b>49</b>

<b>OTHER ISSUES</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Abuse / neglect complaints	0	0	5	5	4
ADA Concerns	0	0	0	1	1
Adoption issues	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	1	3	5	3
Domestic Violence concerns	0	0	0	1	0
Foster Care issues	0	0	1	1	1
Guardianship	0	0	0	0	0
Homelessness	0	1	2	0	1
Housing Issues	1	2	6	2	6
Medicare related Issues	3	3	3	13	5
Social Security Issues	1	2	2	3	0
Used Interpreter	0	0	0	1	2
X-Other	22	23	18	15	8
Z Thank you	114	53	69	72	115
Z Unspecified	10	2	3	5	3
Health Homes	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>151</b>	<b>87</b>	<b>112</b>	<b>124</b>	<b>149</b>

<b>PRIORITY</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
HCBS	4	25	16	24	32
Long Term Care / MF	4	6	10	11	5
Urgent Medical Need	2	5	5	9	4
Urgent	2	6	16	8	15
Life Threatening	1	0	1	1	1
<b>PRIORITIES TOTAL</b>	<b>13</b>	<b>42</b>	<b>48</b>	<b>53</b>	<b>57</b>

## United, cont'd

PROGRAM TYPE	2019	2020	2021	2022	2023
PD	22	13	4	13	7
I/DD	17	2	7	9	6
FE	11	8	6	2	11
AUTISM	1	0	0	0	1
SED	3	1	1	2	1
TBI	3	6	5	4	13
TA	1	2	1	3	1
WH	0	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	1	1	8	2	1
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	10	3	7	7	1
FOSTER CARE	0	0	0	0	0
MEDIKAN	1	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	3	1	0	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	0	1	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>71</b>	<b>40</b>	<b>40</b>	<b>43</b>	<b>43</b>