



KanCare Ombudsman Annual Report - 2017

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Dashboard

1. Contacts have increased from fourth quarter 2016 to fourth quarter 2017 by 99% (523 to 1040). Contacts in **January 2018** were **464**, which is 59 contacts less than **all** of fourth quarter 2016, and almost half of fourth quarter 2017. (This is a comparison of quarter information to one month). Page 2.

Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Comments
2016	1,130	846	687	523	
2017	825	835	970	1,040	January 2018, 464 contacts
2016 vs. 2017	-27%	-1%	41%	99%	

2. Average days to resolve issues is down from 9 to 7. Percentage of files closed is down from 90% to 83%. The “percent of files closed” is relatively low for Q4/17 in comparison to other quarters in the past year. Because of the high call volume, the Ombudsman’s assistant, whose task is to close a certain percentage of cases, was given a lower goal in closing and was prioritized to answering emails coming to the Ombudsman’s office (due to the higher contact volume). Page 2.
3. Added Notes History and Email History for the four quarters in 2017 to provide better information on the number of contacts made to the KanCare Ombudsman’s office and the work done by the office (emails) to resolve cases. Page 8.
4. Changes in the KanCare Ombudsman’s office for 2017. Pages 12-13.
 - KanCare Ombudsman Liaison Training – started in first quarter 2017
 - Revised the KanCare Ombudsman webpages
 - Created the application assistance notebook for enrollees to KanCare
 - Created new volunteer position – Education and Resource Information volunteers



Accessibility by Ombudsman's Office

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) by phone, email, written communication and in person during the 2017 year. The number of contacts for the Ombudsman's office received doubled from fourth quarter 2016 to 2017 (523 to 1040); the percent of increase is 99%. Fourth quarter continued the trend of increasing contacts each quarter since the beginning of 2017 ending only 90 contacts short of the highest quarter (Q1, 2016) during the five years of the Ombudsman's office time of operation.

Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Comments
2013	615	456	436	341	this year does not include emails
2014	545	474	526	547	
2015	510	462	579	524	
2016	1,130	846	687	523	
2017	825	835	970	1,040	January 2018, 464 contacts
2016 vs. 2017	-27%	-1%	41%	99%	

In the chart below, the “percent of files closed” is relatively low for Q4/17 in comparison to other quarters in the past two years. Because of the high call volume, the Ombudsman's assistant, whose task is to close a certain percentage of cases, was given a lower goal in closing cases and was prioritized to answering emails coming to the Ombudsman's office (due to the higher contact volume). Due to his increased assistance, he is now also receiving direct requests in addition to working the emails.

	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
Avg. Days to Resolve Issue	7	5	6	4	11	9	9	7
% files resolved in one day or less	50%	56%	54%	52%	34%	44%	34%	45%
% files closed	77%	88%	87%	80%	88%	92%	90%	83%



Outreach by Ombudsman's office

Presentations: (educational, networking, referrals)

- Life Centers of Kansas City (Leavenworth County), January 26, 2017
- Human Trafficking Conference booth; January 27, 2017
- Catholic Charities presentation; February 22, 2017
- POWER Conference booth; February 24, 2017
- Spoke at three Wichita State University (WSU) classes about Ombudsman's office, February 2, 2017; March 6, 2017; March 7, 2017.
- Livable Neighborhoods Task Force meeting (Wyandotte County) February 23, 2017
- Wichita State University Public Health Fair; March 29, 2017
- KanCare Ombudsman Liaison Training Session; Kansas City, March 30, 2017
- Provided quarterly information on the Ombudsman's office at the Robert Bethell HCBS and KanCare Oversight Committee Meeting, April 19, 2017
- Outreach for Ombudsman's office at Franklin County Health Fair, April 26, 2017
- Outreach for Ombudsman's office at Mercy and Truth Medical Missions, April 28, 2017
- Attended Severe Emotional Disturbance Listening Session as outreach; Andover; Monday, May 1, 2017.
- Outreach for Ombudsman's office (six county regional event) at Active Aging Expo; May 3, 2017
- Outreach for Ombudsman's office at Community Connections Celebration event in Osage City, May 5, 2017
- Provided Liaison Training (Community Collaboration/Outreach)
 - Wyandotte Center, April 21, 2017
 - Johnson County CDDO, May 17, 2017
 - Developmental Services of Northwest Kansas (CDDO), Hays, KS, June 21, 2017.
 - Community Health Council of Wyandotte County, Kansas City, KS, June 29, 2017
- Provided testimony on the Ombudsman's office for the KanCare Advisory Council; June 13, 2017
- Attended the KanCare Renewal Listening Session in Topeka, Pittsburg and Wichita as outreach; June 2017.
- Attended the KanCare Consumer Specialized Issues Workgroup and provided several topics for review/discussion; June 20, 2017.
- Presentation on the Ombudsman's office for the Sunflower Advisory Committee; June 26, 2017.
- Mailing by Wichita VISTA volunteer to 38 county local organizations on the Ombudsman's office. Summer 2017



- Third Quarter Public Health Region Meeting in Chanute, KS; July 13, 2017
- 2017 Kansas Conference on Poverty, July 19-20, 2017
- Public Health Quarterly meetings: 8/2017; Hutchinson 8/2, Oakley 8/10, Garden City 8/9, and Topeka 8/29
- Oak Creek Senior Living/Assisted Living Facility, presentation to residents in Topeka, August 16, 2017
- Attended the KanCare Consumer Specialized Issues Workgroup and provided quarterly report for review; August 17, 2017.
- Sedgwick County Developmental Disability Community Council meeting 8/18
- 2017 Midwest Ability Summit in Kansas City, August 19, 2017
- Provided quarterly report on the Ombudsman's office for the Robert Bethell HCBS and KanCare Oversight Committee Meeting, August 23, 2017
- WSU Volunteer Fair 8/28
- Locations Posting KanCare Ombudsman Information: Outreach post about the KanCare Ombudsman office services.
 - 50 + Center, September 2017
 - Olathe Public Library, September 2017
 - Church of Harvest, September 2017
 - First Baptist Church of Olathe, September 2017
 - St. Paul's Catholic Church, September 2017
 - Legacy Christian Church, September 2017
- Public Health Quarterly meetings 9/2017; Beloit-9/6)
- KanCare All MCO Provider outreach meetings, 2 sessions, September 13, 2017
- All MCOs/HCBS Training/Outreach, Olathe, KS; September 20, 2017
- All MCOs/HCBS Training/Outreach, Hays, KS; September 27, 2017
- St. Mary's University, Kansas City, KS; September 28, 2017
- Provided testimony on the Ombudsman's office for the KanCare Advisory Council; October 17, 2017
- KanCare Ombudsman Liaison Training Sessions (educational, networking, referrals, increase capacity)
 - Aledade, Inc. in Salina, KS; July 7, 2017
 - Wyandotte/Leavenworth AAA; July 17, 2017
 - El Centro in Wyandotte County; August 31, 2017
 - Northwestern KS CDDO (DSNWK), in Hill City, KS; Graham Co., Sept. 22, 2017
- 2017 Live Well Age Well, a Johnson County 50+ Clubs Event; Overland Park, KS, October 19, 2017
- Spoke at InterHab Conference, October 25, 2017
- St. Mary's University Career and Graduate School Fair; Kansas City, KS, November 8, 2017



- Governor's Conference November 1st through the 3rd. Maintained booth and interacted with approximately 60 people.
- KanCare Listening Session, Dodge City, November 14, 2017; 2 sessions - approximately 30 people per session.
- KanCare Listening session, Wichita; November 16, 2017; 2 sessions approximately 20 people per session.
- Schlagle High School Health Fair, Kansas City, KS; December 11, 2017
- **KanCare Ombudsman Liaison Training Sessions:** (educational, networking, referrals, increase capacity)
 - RCIL, Emporia, KS, Lyon Co.; October 25, 2017
 - Catholic Charities, Kansas City, Wyandotte Co.; October 30, 2017
 - ECKAAA, Ottawa, KS, Franklin Co.; November 29, 2017

Publications: Outreach, posts and/or articles about the KanCare Ombudsman office services.

- Livable Neighborhoods Neighborhood News (Wyandotte Co. newsletter); January, February, March
- Senior Bluebook; KC, KS and KC, MO; Jan., Feb., March 2017
- Public Health Newsletter; February 2017
- City of Wichita, District 2 (on-line); March 2017
- Livable Neighborhoods Neighborhood E-News (Wyandotte Co. newsletter), April 2017
- May newsletter for Volunteer Commission in Wichita on recruitment
- Wichita State Facebook page Recruitment blurb; May 2017
- ComCare Staff Bulletin; May 2017
- Shepherd's Voice E-Newsletter, June 2017
- Senior Bluebook Magazine; Kansas City, KS and MO; April, May, June 2017
- Senior Bluebook Magazine; Kansas City, KS and Kansas City, MO; July and August 2017
- The Communicator (Wyandotte/Leavenworth AAA Publication), July and August 2017
- Information posted in the newsletters of the:
 - McConnel AFB retirees, August 2017)
- Livable Neighborhood Task Force (Wyandotte Co. Publication); September 2017
- Shepherd's Voice; Kansas City, KS, October 2017
- St. Paul's Catholic Church News Bulletin; Olathe, KS; October 2017
- The Communicator (Wyandotte/Leavenworth, KS); November and December 2017
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey); Oct, Nov, Dec 2017
 - Bel Aire Senior Center; August 2017, updated September 2017
 - Pine Valley Christian Church; September 9, 2017



- Volunteer ICT; posted on their website 9/2017
- St James Church; provided publication information and flyers; Sept. 2017
- Mailed or emailed KanCare Ombudsman flyers to:
 - Atwater Neighborhood Resource Center, Wichita, October
 - Colvin Neighborhood Resource Center, Wichita, October
 - United Methodist Open Door, Wichita, October
 - St. Mark United Methodist Church, Wichita, October
 - Grasslands Estates, Wichita, October
 - Andover Senior Center, Andover, October
 - Northeast Senior Center, Wichita; November
 - Glenville Church, Wichita, November
 - First United Methodist Church, Wichita, November
 - St. Mark's Cathedral Church of God, Wichita, November
 - Fresh Hope, Wichita, November
- Friends and Family Advisory Council which met twice during the 2017.
- Hosted the KanCare Member Lunch-and-Learn bi-weekly conference calls for all KanCare members, parents, guardians, consumers and other interested parties during first quarter. Lunch and Learn calls ended during first quarter and people were encouraged to participate in the HCBS bi-weekly (twice/month) calls.

Outreach through the KanCare Ombudsman Volunteer Program Update.

- The ***KanCare Ombudsman Johnson County Satellite Office*** has been aiding KanCare members for almost a year and a half (August 2016). Johnson County Satellite office has been answering the phone and meeting with individuals on Wednesdays (10-1), Thursdays (10-4), and Fridays (10-1). Three Education Resource and Information (ERI) volunteers, through St. Mary's college, have been assisting with developing resources for the Ombudsman's office. (see page 13 for more information on ERI volunteer program)
- The ***KanCare Ombudsman Southern Kansas Satellite Office (Wichita)*** has been open over two years (November 2015), aiding KanCare members. The Southern Kansas Satellite Office is answering the phone and meeting with individuals Monday (12-4), Tuesday (10-2), Thursday (10-12) and Friday (12-4).
- Both Satellite offices are assisting consumers with filling out applications on the phone and in person by appointment.



Data by Ombudsman's Office

The Ombudsman on-line tracker has been updated to include the main Ombudsman office and the two Ombudsman satellite offices covered by volunteers.

The reason for the variance in the numbers in the satellite offices is when volunteers start or end their time with the Ombudsman's office. For example, in Johnson County there were two volunteers for some time, then there were four, then it dropped back to three. You can see the number of calls taken reflected in the number of volunteers available to take those calls. Similar data is reflected in Wichita between first, second and third quarters.

At the end of third quarter we found that the 620 area code numbers, for some reason, had stopped going to the Wichita office. It's not clear when that happened, although if you look at the chart below, it may have been in second quarter. It was fixed by early November which accounts for the increase in numbers for Wichita for fourth quarter.

Contacts by Office	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
Main	432	648	639	759	718
Johnson County	21	28	81	51	62
Wichita	70	149	115	160	260
Total	523	825	835	970	1,040

Contact Method	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
phone	862	644	507	394	687	701	816	906
email	265	191	174	125	125	127	143	122
letter	2	3	1	0	2	0	0	0
in person	0	8	3	3	11	5	6	8
online	1	0	2	1	0	0	0	0
other	0	0	0	0	0	2	5	4
Total	1,130	846	687	523	825	835	970	1,040

Caller Type	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
Provider	179	110	100	71	117	112	141	122
Consumer	866	601	544	352	630	661	773	862
MCO employee	7	4	10	8	18	9	11	6
Other	78	131	33	92	60	53	45	50
Total	1,130	846	687	523	825	835	970	1,040



The chart below shows the contact information and the work behind the scenes more clearly. Each time a person contacts the Ombudsman’s office it is logged in the Notes History. When the same person contacts the office more than once, it would not necessarily show up under Caller Type or in the Total Contacts. It has been mentioned before that the total count is under represented, due to how the Ombudsman’s office keeps track of those who contact the office. If we create a separate file each time a person calls, we would have to pull up several files when the person calls back to catch up on the situation, which is not efficient. The Notes History reflects, for the most part, the calls that are made between the Ombudsman’s office and the beneficiary or representative. The information below provides a better understanding of the number of calls that come into the office. Email History is a combination of email contacts and work being done by the Ombudsman’s office to assist those who contact the office.

	Q1/17	Q2/17	Q3/17	Q4/17	% incr. Q1 vs. Q4
Notes History (number of notes about contacts made; correlates to number of actual contacts received.)	1,388	1,651	1,954	2,122	53%
Email History (all emails; contacts with beneficiaries; also includes office emails regarding assistance on cases)	655	919	1,338	1,490	127%

The most frequent calls regarding home and community-based services (HCBS) waivers in the past four years was regarding the intellectual developmental disability (I/DD) waiver, then nursing facilities were second and the physical disability (PD) waiver was third. The nursing facility calls increased in 2017 due to eligibility issues for people waiting to get on Medicaid who were in a nursing facility or waiting to get in a nursing facility.

Occasionally more than one option can be chosen; for example, when mental health or substance abuse might be included in addition to a waiver or a nursing facility. Waiver information by MCO is located in Appendix A.

WAIVER	2014	2015	2016	2017	Total
PD	79	169	92	154	494
I/DD	83	118	108	200	509
FE	30	62	59	128	279
AUTISM	6	16	6	7	35
SED	10	19	8	18	55
TBI	35	35	26	27	123
TA	26	50	31	27	134
WH	0	0	0	4	4
MFP	10	8	16	3	37
PACE	2	3	0	2	7
MENTAL HEALTH	15	34	23	17	89
SUB USE DIS	1	2	0	0	3
NURSING FACILITY	36	102	121	251	510



The Issue Categories listed below reflect the past four years in alphabetical order. The top five issues for the total years combined are highlighted. You will note that Other is significantly lower in 2017. The has been helped by the addition of over 20 new categories over the last two years including four new categories in the fourth quarter of 2017. Two categories that have been added in fourth quarter but do not have data yet are Cultural Competency issues and Medicaid Fraud. Issue categories by MCO is located in Appendix A (pages 14-19). There may be multiple issues for a member/contact.

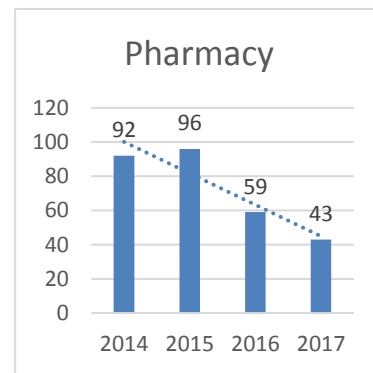
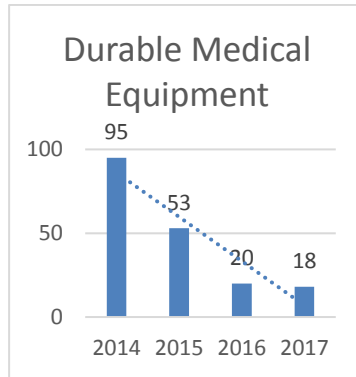
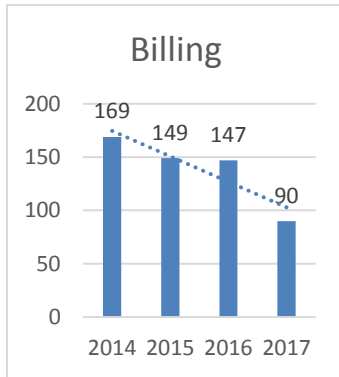
ISSUE CATEGORY	2014	2015	2016	2017
Access to Providers (usually Medical)	54	28	35	51
Abuse / neglect complaints	0	0	0	2
Affordable Care Act Calls	0	0	0	19
Appeals/Fair Hearing questions/issues	0	0	0	44
Background Checks	0	0	0	2
Billing	169	149	147	90
Care Coordinator Issues	52	38	21	34
Change MCO	36	32	24	12
Choice Info on MCO	0	0	0	0
Client Obligation	0	0	0	123
Coding Issues	0	0	0	29
Consumer said Notice not received	0	0	0	1
Cultural Competency	0	0	0	0
Data Requests	0	0	0	8
Dental	45	16	19	29
Division of Assets	0	0	0	14
Durable Medical Equipment	95	53	20	18
Estate Recovery	0	0	0	21
Grievances Questions/Issues	137	153	147	107
Guardianship	21	9	5	11
HCBS Eligibility issues	86	81	109	215
HCBS General Issues	132	180	133	137
HCBS Reduction in hours of service	54	48	23	19
HCBS Waiting List	37	40	26	27
Health Homes	0	25	12	3
Housing Issues	33	14	15	17
Medicaid Application Assistance	0	0	0	441
Medicaid Coding	0	0	0	0
Medicaid Eligibility Issues	438	648	1122	950
Medicaid Fraud	0	0	0	0
Medicaid info (status) update	0	0	0	2
Medicaid Renewal	0	0	0	171
Medical Services	158	94	72	60
Medicare related Issues	0	0	0	37
Medicare Savings Plan Issues	0	0	0	30
Moving to / from Kansas	0	0	0	27
Nursing Facility Issues	60	114	112	110
Pharmacy	92	96	59	43
Questions for Conference Calls/Sessions	35	8	3	0
Respite	0	0	0	0
Social Security Issues	0	0	0	5
Spend Down Issues	0	14	71	107



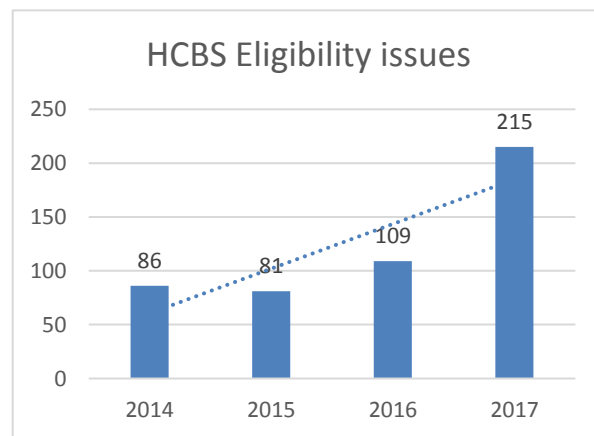
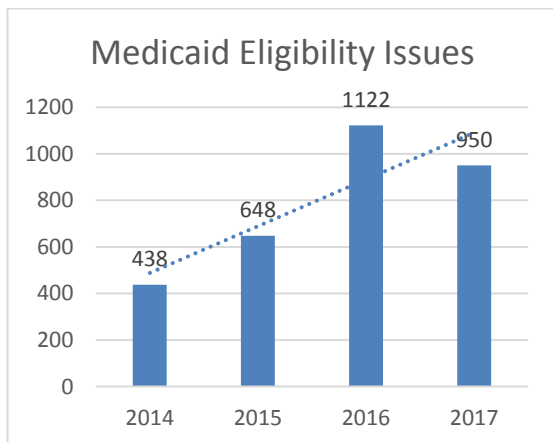
ISSUE CATEGORY	2014	2015	2016	2017
Transportation	52	45	21	34
Working Healthy	0	0	0	5
X-Other	336	585	1342	1019
Z Unspecified	164	89	110	216
Total	2122	2470	3538	4074
Medicaid Eligibility Issues; % to total	21%	26%	32%	23%

Trends in Data

When reviewing the last four years, there are three Issue Categories that have trended down from 2014 to 2017; Billing, Durable Medical Equipment and Pharmacy.



There are two Issue Categories that have trended up from 2014 to 2017; HCBS Eligibility Issues and Medicaid Eligibility Issues. The 2017 number for Medicaid Eligibility is lower. This is due to adding categories that had been represented in the Medicaid Eligibility issue category (Medicaid application assistance, Medicaid information (status) update, Medicaid Renewal). 2017 data represents a clearer picture of true eligibility issues.





Action Taken to Resolve Issues by Ombudsman's Office

The chart on the next page shows action taken by the Ombudsman's office over the past four years. In the action/years that are zero, we added categories during 2016 to provide clearer information regarding the activities of the Ombudsman's office and referral being made. So, some years do not have information recorded. The **"Resolved"** section (in gray) explains how cases have been closed. For "Question/Issue Resolved," if a call is returned and the person has already received an answer and does not need help from the Ombudsman's office or the person called to just talk, then it is marked "Resolved" and then closed. The "Used Contacts or Resources" shows when resources are provided; explaining KanCare processes, providing phone numbers, sending information by way of mail or email, or using contacts or resources that are listed in the blue or green categories below. Our offices will contact those offices themselves, with the member, or refer the member to the organization. Once it is resolved this is the section that is used. The "Closed" section is when a person contacts our offices and leaves a message and we are not able to get back in touch with them; either because the number left is a wrong number, there is no voice mail to leave a message and they don't call back, or messages are left and they don't return the call. After a month or so, the case is closed.

"Resources" (in yellow) provided to members can be in many forms: a phone number for an agency, explaining the process for filing a grievance, answering a question about estate recovery, walking someone through the spenddown calculation, offering to mail the Medicaid application, or client obligation explanation, etc. These are just a few examples of the resources provided verbally, mailed and emailed to potential members, members, family, and providers assisting members.

The balance of the Resource Category (in green and blue) shows what action was taken and what contacts were made on behalf of a member, potential member, provider or other caller to resolve an issue and what resources were provided. A few new categories were created during first quarter of 2017. History is not available before then. Often multiple resources are provided to a member/contact.

The green lines are contacts that are typically made by the staff and volunteers of the Ombudsman's office to follow up on a call, email or visit. The blue lines show when contacts have been referred to agencies and/or organizations for further information.



ACTION TAKEN	2014	2015	2016	2017
QUESTION/ISSUE RESOLVED (NO RESOURCES)	208	271	929	417
USED CONTACT OR RESOURCES/ISSUE RESOLVED	463	1127	1356	2494
CLOSED (NO CONTACT)	78	239	841	361
PROVIDED RESOURCES	44	566	815	1330
MAILED/EMAIL RESOURCES	0	0	2	409
KDHE CONTACT	201	390	553	348
DCF CONTACT	40	96	13	14
MCO CONTACT	178	269	171	99
MCO REFERRAL	0	0	0	115
CLEARINGHOUSE CONTACT	0	0	0	571
CLEARINGHOUSE REFERRAL	0	0	2	414
HCBS TEAM CONTACT	97	148	68	105
HCBS TEAM REFERRAL	0	0	0	56
CSP MENTAL HEALTH CONTACT	2	3	2	3
OTHER KDADS CONTACT/REFERRAL	57	162	152	224
STATE OR COMMUNITY AGENCY REFERRAL	45	227	223	278
DISABILITY RIGHTS AND/OR KLS REFERRAL	40	66	27	17
Total	1453	3564	5154	7255

Changes from the past year (Enhancements to the Ombudsman program)

1. KanCare Ombudsman Liaison Training – started in first quarter 2017

The KanCare Ombudsman Liaison is someone who educates and assists Kansas Medicaid members within their current workplace within their regular hours of operation.

KanCare Ombudsman Liaison Training is designed to help any staff working within a community organization who deals with Kansas Medicaid consumers to acquire a better understanding of:

- Basic KanCare programs including Home and Community Based Services;
- How to assist with Medicaid applications; and
- Medicaid-related resources.

There is no fee for this training. It is provided as a service to community organizations for capacity building. For more information go to: www.kancare.ks.gov/kancare-ombudsman-office/liaison-training

2. Revised the KanCare Ombudsman webpages (www.kancare.ks.gov/state-ombudsman-office)

The Resource Information page was revised reflect the resources and information in the Ombudsman Resource Notebook. This is to assist with the Liaison Training. This way we



could refer community providers to this page after going through it in training and not have to print copies of the notebooks for all participants. It also makes it easier for volunteers and liaisons to find the resources, print them, and refer callers to them if needed.

3. Created the application assistance notebook for enrollees to KanCare.

The application assistance notebook is printed out and provided to those who come to the satellite offices for application assistance and mailed out to those who are needing help with filing their application. It is found on the Ombudsman website on the resource page, number 12.

It includes:

- a flow chart for the application process and contact information along the way,
- application frequently asked questions,
- application checklist; for enrollee to follow to assist with the initial application process and follow-up, and
- documentation checklist for KanCare applications (put together from several different checklists, applications and forms).

4. Created new volunteer position – Education and Resource Information volunteers.

St. Mary's College Health Information Management Program requires 120 hours of volunteer work. The Ombudsman Volunteer Coordinator presented information about volunteering in a way that could help them accomplish their goals, learn about KanCare/Medicaid, and assist the Ombudsman's office with developing resources for beneficiaries. One student completed her 120 hours in 4th quarter. Two students started their volunteer time at the end of December and will continue into 1st quarter. These student volunteers complete background checks and the 30-hour volunteer training. An example of the work is at the end of this report; the General Information Fact Sheet for Selecting/Changing an MCO.

Next Steps for Ombudsman's Office

Ombudsman Bill in Legislature

The Ombudsman's office is involved with a bill that will move the office to the Department of Administration as an independent agency. If passed, the changes will take place the beginning of FY 2019.



APPENDIX A – information by Managed Care Organization (MCO)

Amerigroup

Four issue categories have decreased over the last four years for Amerigroup: Billing, Durable Medical Equipment, Medical Services and Pharmacy. There were no significant trends for the Waiver category for the four years for Amerigroup.

ISSUE CATEGORY – Amerigroup	2014	2015	2016	2017
Access to Providers (usually Medical)	20	6	6	14
Abuse / neglect complaints	0	0	0	0
Affordable Care Act Calls	0	0	0	0
Appeals/Fair Hearing questions/issues	0	0	0	5
Background Checks	0	0	0	1
Billing	35	31	26	11
Care Coordinator Issues	10	11	9	8
Change MCO	6	8	2	2
Choice Info on MCO	0	0	0	0
Client Obligation	0	0	0	15
Coding Issues	0	0	0	5
Consumer said Notice not received	0	0	0	1
Cultural Competency	0	0	0	0
Data Requests	0	0	0	0
Dental	16	2	2	1
Division of Assets	0	0	0	0
Durable Medical Equipment	37	6	6	2
Estate Recovery	0	0	0	2
Grievances Questions/Issues	13	23	15	18
Guardianship	0	1	0	1
HCBS Eligibility issues	11	15	17	30
HCBS General Issues	25	42	22	32
HCBS Reduction in hours of service	9	8	9	4
HCBS Waiting List	6	8	1	4
Health Homes	0	2	1	2
Housing Issues	4	2	3	2
Medicaid Application Assistance	0	0	0	1
Medicaid Coding	0	0	0	0
Medicaid Eligibility Issues	32	33	51	41
Medicaid Fraud	0	0	0	0
Medicaid info (status) update	0	0	0	0
Medicaid Renewal	0	0	0	22
Medical Services	26	11	13	13
Medicare related Issues	0	0	0	5



ISSUE CATEGORY – Amerigroup	2014	2015	2016	2017
Medicare Savings Plan Issues	0	0	0	1
Moving to / from Kansas	0	0	0	2
Nursing Facility Issues	7	10	4	5
Pharmacy	16	10	7	6
Questions for Conference Calls/Sessions	0	0	0	0
Respite	0	0	0	0
Social Security Issues	0	0	0	0
Spend Down Issues	0	1	8	13
Transportation	18	13	4	5
Working Healthy	0	0	0	0
X-Other	34	53	65	50
Z Unspecified	6	4	4	3
Total	331	300	275	327

WAIVER - Amerigroup	2014	2015	2016	2017
PD	19	49	16	36
I/DD	12	23	24	25
FE	5	13	9	19
AUTISM	1	3	1	2
SED	4	3	3	7
TBI	11	11	10	8
TA	6	7	8	9
WH	0	0	0	1
MFP	1	2	0	0
PACE	0	0	0	0
MENTAL HEALTH	4	6	5	4
SUB USE DIS	0	0	0	0
NURSING FACILITY	5	7	3	7



Sunflower

Four issue categories have decreased over the last four years for Sunflower: Billing, Care Coordinators, Durable Medical Equipment and Pharmacy. There were no significant trends for the Waiver category for the four years for Sunflower.

ISSUE CATEGORY - Sunflower	2014	2015	2016	2017
Access to Providers (usually Medical)	12	5	4	12
Abuse / neglect complaints	0	0	0	0
Affordable Care Act Calls	0	0	0	1
Appeals/Fair Hearing questions/issues	0	0	0	2
Background Checks	0	0	0	0
Billing	46	40	30	23
Care Coordinator Issues	32	11	6	10
Change MCO	19	11	5	3
Choice Info on MCO	0	0	0	0
Client Obligation	0	0	0	17
Coding Issues	0	0	0	6
Consumer said Notice not received	0	0	0	0
Cultural Competency	0	0	0	0
Data Requests	0	0	0	0
Dental	11	4	3	3
Division of Assets	0	0	0	0
Durable Medical Equipment	35	23	9	5
Estate Recovery	0	0	0	1
Grievances Questions/Issues	76	66	35	17
Guardianship	3	1	0	1
HCBS Eligibility issues	22	16	15	29
HCBS General Issues	34	44	30	23
HCBS Reduction in hours of service	19	19	4	3
HCBS Waiting List	5	3	1	3
Health Homes	0	5	2	0
Housing Issues	8	2	0	3
Medicaid Application Assistance	0	0	0	6
Medicaid Coding	0	0	0	0
Medicaid Eligibility Issues	30	60	52	49
Medicaid Fraud	0	0	0	0
Medicaid info (status) update	0	0	0	0
Medicaid Renewal	0	0	0	25
Medical Services	53	26	15	14
Medicare related Issues	0	0	0	2
Medicare Savings Plan Issues	0	0	0	1



ISSUE CATEGORY - Sunflower	2014	2015	2016	2017
Moving to / from Kansas	0	0	0	1
Nursing Facility Issues	3	9	10	4
Pharmacy	38	31	13	8
Questions for Conference Calls/Sessions	2	1	0	0
Respite	0	0	0	0
Social Security Issues	0	0	0	1
Spend Down Issues	0	4	8	13
Transportation	11	12	8	9
Working Healthy	0	0	0	0
X-Other	38	55	75	63
Z Unspecified	19	5	1	4
Total	516	453	326	362

WAIVER - Sunflower	2014	2015	2016	2017
PD	27	42	27	31
I/DD	33	27	22	34
FE	11	20	9	18
AUTISM	4	8	1	2
SED	3	5	2	1
TBI	11	7	6	4
TA	10	17	9	5
WH	0	0	0	1
MFP	3	3	4	1
PACE	0	1	0	0
MENTAL HEALTH	3	8	6	2
SUB USE DIS	0	0	0	0
NURSING FACILITY	4	10	15	16



UnitedHealthCare

Four issue categories have decreased over the last four years for UnitedHealthCare: Billing, Durable Medical Equipment, Grievances and Pharmacy. There were no significant trends for the Waiver category for the four years for UnitedHealthCare.

ISSUE CATEGORY – UnitedHealthcare	2014	2015	2016	2017
Access to Providers (usually Medical)	10	8	5	8
Abuse / neglect complaints	0	0	0	1
Affordable Care Act Calls	0	0	0	0
Appeals/Fair Hearing questions/issues	0	0	0	5
Background Checks	0	0	0	0
Billing	29	20	13	13
Care Coordinator Issues	6	11	3	9
Change MCO	7	7	7	6
Choice Info on MCO	0	0	0	0
Client Obligation	0	0	0	12
Coding Issues	0	0	0	3
Consumer said Notice not received	0	0	0	0
Cultural Competency	0	0	0	0
Data Requests	0	0	0	0
Dental	5	4	6	6
Division of Assets	0	0	0	1
Durable Medical Equipment	12	9	1	5
Estate Recovery	0	0	0	1
Grievances Questions/Issues	20	24	16	10
Guardianship	3	1	1	1
HCBS Eligibility issues	7	12	12	25
HCBS General Issues	27	28	21	16
HCBS Reduction in hours of service	11	9	4	4
HCBS Waiting List	4	6	4	0
Health Homes	0	5	1	0
Housing Issues	6	4	0	1
Medicaid Application Assistance	0	0	0	4
Medicaid Coding	0	0	0	0
Medicaid Eligibility Issues	23	33	32	42
Medicaid Fraud	0	0	0	0
Medicaid info (status) update	0	0	0	0
Medicaid Renewal	0	0	0	14
Medical Services	21	17	9	8
Medicare related Issues	0	0	0	3
Medicare Savings Plan Issues	0	0	0	1
Moving to / from Kansas	0	0	0	0



ISSUE CATEGORY – UnitedHealthcare	2014	2015	2016	2017
Nursing Facility Issues	2	13	7	7
Pharmacy	13	18	14	4
Questions for Conference Calls/Sessions	0	1	0	0
Respite	0	0	0	0
Social Security Issues	0	0	0	0
Spend Down Issues	0	2	3	9
Transportation	7	11	1	7
Working Healthy	0	0	0	0
X-Other	20	48	67	57
Z Unspecified	4	1	2	10
Total	237	292	229	293

WAIVER	2014	2015	2016	2017
PD	14	37	13	20
I/DD	10	17	14	22
FE	9	10	14	21
AUTISM	0	1	1	1
SED	2	4	1	1
TBI	7	6	3	5
TA	3	6	2	3
WH	0	0	0	0
MFP	3	3	6	0
PACE	0	0	0	0
MENTAL HEALTH	3	6	2	3
SUB USE DIS	1	0	0	0
NURSING FACILITY	2	5	7	16