ANNUAL REPORT 2020

KANCARE OMBUDSMAN OFFICE

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II. Highlights/Dashboard

A. Contacts are down for 2020

The number of contacts to the KanCare Ombudsman Office significantly decreased during the pandemic, starting in March of 2020. The satellite offices closed, and staff worked remotely. We have heard from other service organizations that contacts were and continue to be down for them as well.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Total
2016	1,130	846	687	523	3,186
2017	825	835	970	1,040	3,670
2018	1,214	1,059	1,088	1,124	4,485
2019	1,060	1,097	1,071	915	4,143
2020	903	478	562	601	2,544

B. Significant increase in outreach efforts

The KanCare Ombudsman office had a significant increase in outreach during 2020. Highlights include:

1. Liaison Training on-line
2. Outreach to members and community partners increased
3. New KanCare Ombudsman brochure (see Appendix B)
4. New landing page for KanCare Ombudsman website
   (see page 7 for more detail)

C. Nursing facility concerns in 2020 second highest in 5 years

Although nursing facility issues were down in 2020 from the prior year, they were the second highest in the last 5 years and during a year when calls were significantly down. In general, the calls were about:

- KanCare application questions/assistance/eligibility
- Nursing facility complaints (referred to KDADS complaint hotline)
- Concerns about persons perceived to need to be in a nursing facility (ask many questions and see if they may need HCBS services, assistance from MCO, etc.)
- Estate planning questions for preparing to apply for a person to go to a nursing facility (we do not attempt to answer these questions; refer to find an estate planning lawyer)

	2016	2017	2018	2019	2020
Nursing Facility Issues	112	110	86	178	139

III. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid beneficiaries and applicants, with a priority on individuals participating in long-term supports and services through KanCare. The KanCare Ombudsman Office assists KanCare beneficiaries and applicants with access, service and benefit problems. The KanCare Ombudsman office helps with:

- Answers to questions
- Resolving issues
- Understanding letters from KanCare
- Responding when you disagree with a decision or change
- Completing an application or renewal
- Filing a complaint (grievance)
- Filing an appeal or fair hearing
- Learning about in-home services, also called Home and Community Based Services (HCBS)

The Centers for Medicare and Medicaid Services Special Terms and Conditions (2019), Section 42 for KanCare, provides the KanCare Ombudsman program description and objectives.

IV. Accessibility to the Ombudsman's Office

A. Initial Contacts

Activity: The KanCare Ombudsman Office was available to members and applicants of KanCare (Medicaid) by phone, email, written communication, social media and the Integrated Referral and Intake System (IRIS) during quarter 4 of 2020.

The KanCare Ombudsman Office has helped KanCare members and applicants since the inception of KanCare in January 2013. Starting in November of 2015, the KanCare Ombudsman office began a volunteer program to assist with answering calls and helping with applications. There are two satellite offices; Wichita and Kansas City.

Outcome: The KanCare Ombudsman Office has helped an increasing number of KanCare members and applicants over the last several years, starting in November 2015 with the beginning of trained volunteer help in the two satellite offices (Olathe and Wichita).   For the years 2018 and 2019 total quarterly contacts have averaged around 1,000.

The decrease in 2020 is due to the pandemic. Although satellite offices were closed during second and third quarter, the Topeka staff continued to assist those requesting help.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Total
2014	545	474	526	547	2,092
2015	510	462	579	524	2,075
2016	1,130	846	687	523	3,186
2017	825	835	970	1,040	3,670
2018	1,214	1,059	1,088	1,124	4,485
2019	1,060	1,097	1,071	915	4,143
2020	903	478	562	601	2,544

B. Accessibility through the KanCare Ombudsman Volunteer Program

Activity: The KanCare Ombudsman Office has two satellite offices for the volunteer program; one in Kansas City metro area and one in Wichita. The volunteers in both satellite offices answer KanCare questions, help with issues and assist with filling out KanCare applications (during the pandemic, by phone only).

Outcome: In March 2020, all volunteers were told the satellite office were closed due to the pandemic. Volunteers started back in 4th quarter, 2020. There were two volunteers in each office. Both office sites had staff working remotely, so there were very limited people in the office. We set up a cleaning protocol for the offices to follow when volunteers came in. Members and applicants were assisted, but it took longer to respond due to less people handling calls. See response rate chart on page 16.

V. Outreach by KanCare Ombudsman Office

Activity: The KanCare Ombudsman Office is responsible to help members, applicants and providers understand the KanCare application process, benefits and services, and provide training and outreach to community organizations. The office does outreach through resources provided on the KanCare Ombudsman web pages, resources provided with contacts to members, applicants and providers, and outreach through conferences, conference calls, video calls, social media, and in-person contacts.

Outcome 1: The below chart shows the outreach efforts by the KanCare Ombudsman Office. The increase for 2020 is due to an outreach plan for first quarter by the new Project Coordinator in the Wichita office and an outreach plan to introduce our office to the significant number of IRIS (Integrated Resource and Intake System) partners across Kansas through email and mail.

	2016	2017	2018	2019	2020
Outreach	86	92	136	82	243

For the full listing of 2020 outreach, see Appendix A.

Outcome 2: Liaison Training available online

> The Volunteer Coordinator completed the project of putting the KanCare Ombudsman Liaison Trainings on YouTube with voice and open captioning. This was a major project that took well over 100 hours. This is community organization training on Medicaid 101 and a Line by Line explanation of how to complete an application.

Outcome 3: New Brochure

The KanCare Ombudsman Office created a new brochure that is completely different from the brochure in the past. It is a slim, one-page brochure with English on one side and Spanish on the other side. It is targeted to KanCare members and applicants. A copy is available as Appendix B.

Outcome 4: Website update

There is an addition to the KanCare Ombudsman webpage. Until recently, there has not been a true landing page for this site. A landing page was created, explaining what the KanCare Ombudsman does with Quick Links on the left side for easier access.

VI. Data by KanCare Ombudsman Office

Activity: The data for the KanCare Ombudsman Office reflects the work done by the KanCare Ombudsman office, showing **Outcomes** by region, office location, contact method, caller type, program type, issue category, action taken, and priority.

A.   Data by Region

1.   Initial Contacts to KanCare Ombudsman Office by Region

The KanCare Ombudsman 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).

- 785, 913 and 816 area code calls go to the Kansas City Satellite office.
- 316 and 620 area code calls go to the Wichita Satellite office.
- The remaining calls, direct calls and complex calls go to the Topeka (main) office unless people call the direct number for the satellite offices (found on KanCare Ombudsman web pages under Contact Us.
- The chart, by region, shows that most KanCare Ombudsman calls come from the Northeast and Southeast part of Kansas.

REGION	2018	2019	2020
Northwest	54	46	25
Northeast	805	751	367
Southwest	76	78	41
Southeast	605	635	395
Unknown	2875	2610	1700
Out of State	69	31	1
Total	**4,484**	**4,151**	**2,529**

2. KanCare/Medicaid members by Region

This chart shows the **KanCare/Medicaid population** by the KanCare Ombudsman regions. The majority of the Medicaid population is located in the eastern two regions. Most Medicaid members are not being dropped at this time due to the pandemic, so the bottom line number is increasing each quarter.
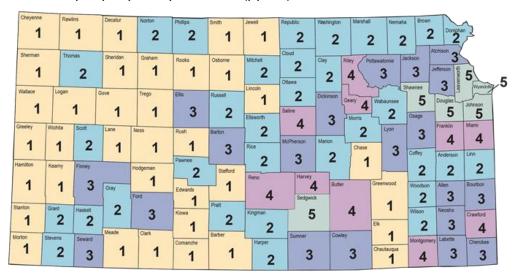
Medicaid

Region	Q1/2019	Q2/2019	Q3/2019	Q4/2019	Q1/2020	Q2/2020	Q3/2020	Q4/2020
Northeast	205,267	179,011	188,184	189,133	193,061	199,226	207,371	212,844
Southeast	185,683	160,821	169,598	170,237	174,330	180,611	188,171	193,347
Northwest	13,240	11,575	12,163	12,223	12,550	12,964	13,507	13,928
Southwest	40,073	34,613	36,291	36,472	36,984	38,200	39,667	40,724
Total	**444,263**	**386,020**	**406,236**	**408,065**	**416,925**	**431,001**	**448,716**	**460,843**

3. Kansas Population Density

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

Based on 2015 Census data – www.KCDCinfo.ks.gov Kansas Population Density map using number of people per square mile (ppsm)

5 Urban - 150+ ppsm
4 Semi-Urban - 40-149.9 ppsm
3 Densely-Settled Rural - 20 to 39.9 ppsm
2 Rural - 6 to 19.9 ppsm
1 Frontier - less than 6 ppsm

B.   Data by Office Location

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 the call is coming from. The Kansas City office receives 913, 785 and 816 area code calls. The Wichita office receives 620 and 316 area code calls. All other toll-free calls go to the Main office (Topeka) in addition to direct calls to staff.

As can be seen by the chart below, in 2020, the Topeka office handled most of the calls due to the closure of the Satellite offices for over seven months.

Contacts by Office	2018	2019	2020
Main - Topeka	2,428	2,451	1,876
Kansas City	549	773	201
Wichita	1,505	919	470
Total	4,482	4,143	2,547

C.   Data by Contact Method

The contact method most used continues to be telephone and email. The "Other" category includes the use of the Integrated Referral and Intake System (IRIS), a tool designed to encourage warm handoffs among community partners, keeping providers updated along the way. We started participating in IRIS in 2020.

Contact Method	2016	2017	2018	2019	2020
Telephone	2,413	3,112	3,868	3,596	2,104
Email	783	517	545	506	404
Letter	6	2	8	9	17
Face-to-Face Meeting	14	30	58	31	11
Other	6	11	5	6	7
Social Media	0	0	0	3	4
CONTACT METHOD TOTAL	**3,222**	**3,672**	**4,484**	**4,151**	**2,547**

D. Data by Caller Type

Most contacts are consumers which includes members, applicants, family members, friends, etc.

The "Other type" callers are usually state employees, lawyers, social workers at schools and hospitals, and students/researchers looking for data.

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

CALLER TYPE	2,016	2,017	2,018	2,019	2,020
Provider	468	492	369	339	254
Consumer	2,372	2,927	3,884	3,554	2,096
MCO Employee	31	44	19	27	22
Other Type	351	209	212	231	175
CALLER TYPE TOTAL	3,222	3,672	4,484	4,151	2,547

E. Data by Program Type

The top program types that we received calls for in 2020 were the Physical Disability waiver, Nursing Facility issues and the Frail Elderly waiver.   Nursing facility calls were, in general, on the following concerns:

- KanCare application questions/assistance/eligibility
- Nursing facility complaints (referred to KDADS complaint hotline)
- Concerns about persons perceived to need to be in a nursing facility (we ask many questions and see if they may need HCBS services, more assistance from MCO, etc.)
- Estate planning questions for preparing to apply for a person to go to a nursing facility (we do not attempt to answer these questions; refer to find an estate planning lawyer)

PROGRAM TYPE	2016	2017	2018	2019	2020
PD	92	154	143	122	104
I/DD	108	200	124	123	74
FE	59	128	110	125	96
AUTISM	6	7	8	10	7
SED	8	18	26	35	13
TBI	26	27	32	43	23
TA	31	27	18	29	14
WH	0	4	20	10	1
MFP	16	3	1	1	1
PACE	0	2	0	9	2
MENTAL HEALTH	23	17	8	14	14
SUB USE DIS	0	0	0	4	0
NURSING FACILITY	121	251	155	135	99
FOSTER CARE	0	0	0	0	1
MEDIKAN	0	0	0	12	5
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	6	10
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	3	2
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
PROGRAM TYPE TOTAL	490	838	645	681	466

There may be multiple selections for a member/contact.

F. Data by Priorities

This is data collection started in August 2019. The Ombudsman Office is tracking priorities for two purposes:

- This allows our staff and volunteers to pull up pending cases, review their status and possibly request an update from the partnering organization that we have requested assistance from.
- This helps provide information on the more complex cases that are worked by the Ombudsman Office.

The priorities are defined as follows:

- HCBS – Home and Community Based Services
- Long Term Care/NF – Long Term Care/Nursing Facility
- Urgent Medical Need – 1) there is a medical need, 2) if the need is not resolved in 5-10 days, the person could end up in the hospital.
- Urgent – non-medical need that needs to be resolved in the next 7-10 days; could be eviction from home or nursing facility or urgent financial.
- Life Threatening – If not resolved in 1-4 days person's life could be endangered. (should not be used very often.)

PRIORITY	2019	2020
HCBS	100	197
Long Term Care / MF	36	79
Urgent Medical Need	46	52
Urgent	52	65
Life Threatening	14	13
PRIORITIES TOTAL	248	406

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.

1. Medicaid Issues

The top two issues are Medicaid Application assistance and Medicaid General issues with Medicaid Eligibility Issues and Medicaid Info/status also relatively high.

MEDICAID ISSUES	2016	2017	2018	2019	2020
Access to Providers (usually Medical)	35	51	24	66	24
Appeals/Fair Hearing questions/issues	0	44	126	51	56
Background Checks	0	2	5	4	0
Billing	147	90	118	148	91
Care Coordinator Issues	21	34	42	54	33
Change MCO	24	12	61	32	24
Choice Info on MCO	0	0	29	21	9
Coding Issues	0	29	73	39	21
Consumer said Notice not received	0	2	50	22	6
Cultural Competency	0	0	0	1	1
Data Requests	0	8	9	7	10
Dental	19	29	32	29	19
Division of Assets	0	14	29	44	29
Durable Medical Equipment	20	18	27	14	19
Grievances Questions/Issues	147	107	98	93	76
Help understanding mail (NOA)	0	0	0	9	28
MCO transition	0	0	0	4	3
Medicaid Application Assistance	0	441	638	609	514
Medicaid Eligibility Issues	1,122	951	798	632	477
Medicaid Fraud	0	0	12	10	9
Medicaid General Issues/questions	0	0	705	909	503
Medicaid info (status) update	0	4	810	636	389
Medicaid Renewal	0	171	224	310	83
Medical Card issues	0	0	0	10	34
Medicare Savings Plan Issues	0	30	81	191	132
MediKan issues	0	0	0	7	13
Moving to / from Kansas	0	27	70	72	54
Medical Services	72	60	74	59	72
Pain management issues	0	0	1	8	3
Pharmacy	59	43	30	55	34
Pregnancy issues	0	0	0	10	38
Prior authorization issues	0	0	0	2	9
Refugee/Immigration/SOBRA issues	0	0	0	13	5
Respite	0	0	2	2	0
Spend Down Issues	71	108	112	117	95
Transportation	21	34	47	43	23
Working Healthy	0	5	26	19	3
MEDICAID ISSUES TOTAL	1,758	2,314	4,353	4,352	2,939

There may be multiple selections for a member/contact.

2. HCBS/LTSS Issues

The top issues for this group are HCBS General Issues and HCBS eligibility issues. Nursing facility issues were down from 2019, but second highest in the last five years. Nursing facility calls were, in general, on the following concerns:

- KanCare application questions/assistance/eligibility
- Nursing facility complaints (referred to KDADS complaint hotline)
- Concerns about persons perceived to need to be in a nursing facility (ask many questions and see if they may need HCBS services, assistance from MCO, etc.)
- Estate planning questions for preparing to apply for a person to go to a nursing facility (we do not attempt to answer these questions; refer to find an estate planning lawyer)

HCBS/LTSS ISSUES	2016	2017	2018	2019	2020
Client Obligation	0	123	139	82	38
Estate Recovery	0	21	32	32	35
HCBS Eligibility issues	109	216	145	175	179
HCBS General Issues	133	137	180	242	218
HCBS Reduction in hours of service	23	19	14	12	27
HCBS Waiting List	26	27	22	27	25
Nursing Facility Issues	112	110	86	178	139
HCBS/LTSS ISSUES TOTAL	**403**	**653**	**618**	**748**	**661**

There may be multiple selections for a member/contact.

3. Other Issues

This section shows issues or concerns that may be *related* to KanCare/Medicaid.

OTHER ISSUES	2016	2017	2018	2019	2020
Abuse / neglect complaints	0	2	29	21	34
ADA Concerns	0	0	0	0	1
Adoption issues	0	0	0	3	4
Affordable Care Act Calls	0	19	44	17	15
Community Resources needed	0	0	0	9	24
Domestic Violence concerns	0	0	0	1	3
Foster Care issues	0	0	0	3	14
Guardianship	5	11	19	10	14
Homelessness	0	0	0	4	11
Housing Issues	15	17	26	21	25
Medicare related Issues	0	37	97	74	69
Social Security Issues	0	5	58	57	70
Used Interpreter	0	0	0	6	14
X-Other	1,342	1,018	594	452	627
Z Thank you	389	1,407	2,048	1,557	1,105
Z Unspecified	110	216	298	443	232
OTHER ISSUES TOTAL	**1,873**	**2,735**	**3,213**	**2,678**	**2,262**

There may be multiple selections for a member/contact.

H.   Data by Managed Care Organization (MCO) – See Appendix C

VII. Action Taken

Activity: This section reflects the action taken by the KanCare Ombudsman Office in responding to people who contact the office and the related organizations assisting the KanCare Ombudsman Office.

This data shows **Outcomes** on:

- response rates for the KanCare Ombudsman office
- response rates to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office
- information on resources provided
- how contacts are resolved

A.   Responding to Issues

1. KanCare Ombudsman Office response to members/applicants

The Ombudsman Office goal is to respond to a contact within two business days. During the COVID-19 pandemic, our goal changed to responding within 3-4 business days.

This is a good example of why it is important to have data. When we first started using this report, during 2016, it provided the information that this was an area we needed to concentrate on and the numbers improved dramatically. Then in 2017, when the numbers were getting higher again, I had a conversation with staff and volunteers about the goal of responding within 2 business days, and the numbers improved again.

Quarter yr.	Nbr Contacts	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 8 or More Days
Q1/2016	1160	75%	10%	15%
Q2/2016	850	63%	19%	18%
Q3/2016	688	78%	17%	5%
Q4/2016	522	82%	18%	0%
Q1/2017	827	77%	21%	2%
Q2/2017	835	80%	19%	1%
Q3/2017	970	65%	31%	4%
Q4/2017	1040	69%	22%	9%
Q1/2018	1213	82%	17%	1%
Q2/2018	1059	90%	10%	0%
Q3/2018	1088	87%	12%	1%
Q4/2018	1124	86%	14%	0%
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%	37%	3%
Q3/2020	562	86%	12%	2%
Q4/2020	601	84%	15%	1%

2. Organizational final response to Ombudsman requests

The KanCare Ombudsman office sends requests for review and assistance to various KanCare/related organizations. The following information provides data on the **resolution rate** for organizations the Ombudsman's office requests assistance from and the amount of time it takes to resolve. For this annual report, this is a comparison of two quarters; fourth quarter for 2019 and 2020.

Q4/2019

Nbr Referrals	Referred to	% Resolution 0-2 Days	% Resolution 3-7 Days	% Resolution 7-30 Days	% Resolution 31 or More Days
148	Clearinghouse	65%	17%	14%	4%
2	DCF	50%	0%	0%	50%
2	KDADS-Behavior Health	100%	0%	0%	0%
4	KDADS-HCBS	25%	75%	0%	0%
18	KDHE-Eligibility	44%	50%	6%	0%
6	KDHE-Program Staff	83%	17%	0%	0%
3	KDHE-Provider Contact	100%	0%	0%	0%
10	Aetna	60%	30%	0%	10%
8	Sunflower	25%	38%	13%	25%
5	UnitedHealthcare	60%	20%	20%	0%

Q4/2020

Nbr Referrals	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 7-30 Days	% Responded 31 or More Days
46	Clearinghouse	98%	0%	2%	0%
4	KDADS-Behavior Health	25%	25%	50%	0%
9	KDADS-HCBS	22%	33%	44%	0%
13	KDHE-Eligibility	54%	23%	23%	0%
1	KDHE-Program Staff	100%	0%	0%	0%
5	KDHE-Provider Contact	40%	0%	40%	20%
8	Aetna	50%	25%	25%	0%
10	Sunflower	10%	40%	40%	10%
10	UnitedHealthcare	50%	0%	40%	10%

3. Action Taken by KanCare Ombudsman Office to resolve requests

88% of initial contacts (which is better than 4 out of 5) 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.

- 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	2016	2017	2018	2019	2020
Questions/Issue Resolved (No Resources)	928	417	356	309	145
Used Contact or Resources/Issue Resolved	1,357	2,505	3,091	3,387	2,124
Closed (No Contact)	841	367	483	394	154
ACTION TAKEN RESOLUTION TYPE TOTAL	**3,126**	**3,289**	**3,930**	**4,090**	**2,423**

There may be multiple selections for a member/contact

This chart shows when information/resources are provided verbally, mailed or emailed to a member/applicant.

Action Taken Additional Help	2016	2017	2018	2019	2020
Provided Resources	816	1,340	3,004	2,451	1,555
Mailed/Email Resources	2	409	679	594	390
ACTION TAKEN ADDITIONAL HELP TOTAL	**818**	**1,749**	**3,683**	**3,045**	**1,945**

4. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue had a dip in second quarter,2020 and is back up to the 70%s in third and fourth quarters of 2020.

Quarter yr.	Nbr Contacts	Avg Days To Completion	% Completed 0-2 Days	% Completed in 3-7 Days	% Completed 8 or More Days
Q1/2019	1051	5	71%	17%	13%
Q2/2019	1021	4	75%	13%	12%
Q3/2019	1002	5	75%	10%	15%
Q4/2019	850	5	72%	11%	17%
Q1/2020	804	5	74%	10%	16%
Q2/2020	404	7	46%	31%	23%
Q3/2020	534	4	76%	13%	11%
Q4/2020	570	5	70%	17%	13%

VIII. Changes from the past year and Future Changes

A.   Updates on Outreach

1. Liaison Training available online

The Volunteer Coordinator completed the project of putting the KanCare Ombudsman Liaison Trainings on YouTube with voice and open captioning. This was a major project that took well over 100 hours. This is community organization training on Medicaid 101 and a Line by Line explanation of how to complete an application.

2. New Brochure

A new brochure was developed for the KanCare Ombudsman office that is simpler, a single page document, with English and Spanish on the same document. See Appendix B.

3. Updated On-line presence

- **Website:** Until recently, there has not been a true landing page for the KanCare Ombudsman webpages. The Contact/About Us page was used as the landing page. A new landing page was created, explaining what the KanCare Ombudsman does with Quick Links on the left side for easier access.
- **Facebook:** Until recently there has not been a strong Facebook page for the KanCare Ombudsman Office. AmeriCorps VISTA and Interns redesigned and began actively created content and a regular posting schedule with three targeted areas: educational, recruitment and policy changes for Medicaid and related topics. Facebook engagements increased dramatically during 2020.

4. New Partnership with Integrated Referral and Intake System (IRIS)

The IRIS system provides not only a new avenue for referrals, it provides an opportunity to connect with a significant number of new partners across Kansas on a regular basis.

B. Changes in the KanCare Ombudsman Office

1. Staff

The KanCare Ombudsman Volunteer Coordinator position was vacated in March 2020. The staff member found a new opportunity. The position was posted, and interviews completed in December 2020. The delay in filling the position was due to a hiring freeze in March due to the pandemic. Josephine Alvey started work for our office on 1/25/21. She is a new graduate of Wichita State University and was a full-time AmeriCorps VISTA volunteer in our Wichita satellite office for a year while attending the university. We are very pleased she has joined our team.

2. Satellite Offices

Both Satellite offices closed March 2020 and opened the beginning of fourth quarter.

3. Current volunteer coverage

There are two regular volunteers and one volunteer being mentored in the Kansas City Satellite office. There are two regular volunteer and two volunteers in training in the Wichita office. We have two Education Resource Volunteers/Interns in training who are remote and will be assisting with our Community Resources by county project.

C. Future: Community Resources by County

By the end of first quarter the KanCare Ombudsman Office will provide county level basic resources on the KanCare Ombudsman webpages. The resources will cover medical, food, shelter, transportation and local and regional general resources.

The volunteers working on this project are college student interns from the University of St. Marys, working toward bachelor's or master's degrees in Social Services or Health Services. The resources will be reviewed and updated on a rotating 18 to 24 month schedule with the continued assistance of college intern volunteers.

D. Future: Updating Training Manual and Resources

The new volunteer coordinator has a quarterly schedule to completely update the training manual and tests within the next year. Adding Trauma Informed Systems of Care (TISC) and Cultural Awareness to the training manual. Resources will be updated annually using a quarterly update schedule.

IX. Appendix A: Outreach by KanCare Ombudsman Office

This is a listing of KanCare Ombudsman Outreach to members, providers and community organizations through participation in conferences, newsletters, social media, training events, public comments sessions by the state for KanCare related issues, etc.

A. Outreach through Education

- Bethell KanCare Oversight Committee meeting, Topeka, Feb. 28, 2020; provided annual report (1)
- KanCare Advisory Council Meeting, Topeka, 3/3/2020; provided annual report (1)
- January – WSU CEI Staff made in-person contacts/presentations with the following organizations (28):
  - Central Plains Area Agency on Aging (SG Co)
  - Butler County Child Family Development Task Force, including
  - Thrive! Butler
  - Department of Commerce
  - El Dorado USD 490 schools
  - Big Brothers Big Sisters
  - Butler County Health Department
  - South Central Community Mental Health Center
  - Child Care Aware of Kansas
  - Salvation Army
  - Rainbows United
  - Sunlight Child Advocacy Center
  - South Central Kansas Aging Disability Resource Center (serves 10 Central KS counties)
  - Healthier Greenwood County Coalition, including
  - Crosswinds Counseling Center
  - KansasWorks
  - Healthier Lyon County
  - KDHE
  - Resource Center for Independent Living LY/GW/BU Co
  - Sunlight Child Advocacy Center & Sunshine Children's Home
  - Greenwood County Health Department
  - Greenwood County Hospital
  - Hope Unlimited (Iola: AL/AN/NO/WO Co)
  - Neosho County Health Department
  - Montgomery County Health Department
  - Kansas Consumer-Run Organization networking meeting
  - Choices Medical Clinic (Wichita)
  - Women's Health Network meeting (Wichita)

- April - WSU CEI staff and Ombudsman VISTA maintained contact with program staff at community partners RSVP and SHICK.
- 5/5 – WSU CEI staff responded to emailed questions from staff at South Central Kansas Area Agency on Aging regarding Medicaid application processes
- 5/6 – WSU CEI staff attended CPAAA networking meeting (via WebEx)
- 5/11 – WSU Ombudsman VISTA emailed with RSVP program staff
- 7/1 – WSU CEI staff and VISTA attended CPAAA networking meeting (via WebEx); WSU CEI staff are on the CPAAA schedule to present information about the Ombudsman Office and volunteer opportunities at the October CPAAA meeting.
- 7/29 – WSU CEI staff emailed with the United Way of the Plains Emergency Assistance Provider coordinator with a program update and general greeting.
- Throughout July, KanCare Ombudsman Team worked with Lindsay Galindo of KU's Center for Public Partnerships and Research to implement engagement with the Integrated Referral and Intake System (IRIS). This software enables communities in over 20 Kansas counties to make connections and referrals for Kansas residents. In July, the Ombudsman Office staff signed user agreements and began communicating with IRIS "community champions" in each IRIS community. As a result, WSU CEI staff made direct connection with the director of Child Care Aware of Eastern Kansas, located in Topeka. WSU CEI staff compiled introductory emails as IRIS/KU staff sent them throughout July. By the end of the month, WSU CEI staff made plans to target each community champion with outreach information. These efforts were set to begin in August.
- 8/5: WSU CEI staff and VISTA attended CPAAA networking meeting (via WebEx); WSU CEI staff are on the CPAAA schedule to present information about the Ombudsman Office and volunteer opportunities at the October CPAAA meeting.
- 8/14: WSU CEI staff responded to NE KS DCF staff request for resources via email.
- Throughout August, KanCare Ombudsman Team worked to establish engagement with the Integrated Referral and Intake System (IRIS). Letters of introduction and KanCare Ombudsman brochures were mailed to about half of the IRIS communities and email connections made with several others. As a result, the KanCare Ombudsman team connected with the following community agencies:
    - Barton County Health Department (email & USPS)
    - Sedgwick County Health Department
    - Wichita KU Medical School
    - Spring River Mental Health (SE Kansas)
    - Hays Area Children's Center
    - Johnson County Dept of Health and Environment
    - Mitchell County Regional Medical Foundation
    - Riley County Health Department
    - Saline County Health Department (email & USPS)
    - Child Care Aware of Eastern Kansas
    - Wyandotte County-area KU Medical School

- o Franklin County Health Department
- o Harvey County Health Department
- o Hutchinson Community Foundation
- o Reno County Health Department
- o Geary County-area KU Center for Public Policy and Research
- o 20th Judicial Court Services
- o 20th Judicial Court Services Juvenile
- o Barton County Community College
- o Central KS Community Corrections
- o Journey to Resolve Poverty (Barton County)
- o Kansas Children's Service League
- o Stafford County Health Department
- o Sunflower Early Education Services
- o The Center for Counseling and Consultation
- o USD 428
- o USD 440
- o USD 373 - Chisolm Middle School
- o Cooper Early Education Center
- o Halstead Public Library
- o Healthy Families (Newton)
- o Kansas Big Brothers Big Sisters (Harvey County)
- o Peace Connections
- o Baby Talk ICT
- o Free State Healthcare
- o Healthy Babies
- o Holy Family Medical
- o Human Kind
- o KS KIDS
- o The Treehouse
- o The Village ICT

- 9/2: WSU CEI staff mailed updated brochures to community partners with previous relationships or special requests. These included personnel at South Central KS Area Agency on Aging and Disability Resource Center, Derby Senior Services Center, and Plainview Senior Services Center.
- 9/24: WSU CEI staff, practicum student, and VISTA attended Sedgwick County CDDO quarterly networking/education meeting via Zoom.
- WSU CEI staff emailed with coordinators of Healthier Lyon County Community Coalition, Butler County Early Childhood Coalition, and Greenwood County Community Coalition. Staff has been included in invitations to future meetings.
- Continuing from August, KanCare Ombudsman Team worked to establish engagement

with the Integrated Referral and Intake System (IRIS). This software enables communities in over 20 Kansas counties to make connections and referrals for Kansas residents. As a result, connections were made with the following 43 community agencies:

- o Chanute KANSASWORKS
- o Cherokee County Health Dept
- o Child Care Link
- o Community Access Center SEK
- o Crawford County Health Dept
- o Greenbush Education
- o Holy Cross Hutchinson
- o Horizons Mental Health Center
- o Human Kind Wichita
- o Independence KANSASWORKS
- o Interfaith Ministries Hutchinson
- o KCSL
- o KS Kids SG Co
- o K-State Research & Extension SEK
- o Labette County Health Dept
- o Mother to Mother Ministry
- o My Family – SEK
- o Neosho County Health Dept
- o New Beginnings
- o Parents as Teachers Greenbush
- o Pittsburg KANSASWORKS
- o Prairie Independent Living Resource Center
- o Reno County Government departments, including Health Dept and Juvenile Corrections
- o Safe Families for Children
- o SEK CAP Early Childhood
- o St Francis Ministries
- o TECH Inc
- o The Salvation Army Pittsburg
- o The Treehouse Wichita
- o Topeka Head Start
- o USD 308
- o USD 309
- o USD 445 Parents as Teachers
- o Vie Medical Clinic
- o Wilson County Health Dept

- KanCare Ombudsman Team attended the following IRIS community meetings:
  - o 9/14: Shawnee County Early Childhood Coalition IRIS meeting (presented)

- o 9/22: SEK funding network & brainstorming meeting
- o 9/24: Sedgwick County IRIS quarterly network meeting
- WSU CEI staff coordinated with Aetna Community Outreach staff to highlight the KanCare Ombudsman Office in an upcoming Aetna newsletter (i.e. November).
- 10/7: WSU CEI staff presented to 68 attendees at the CPAAA monthly networking meeting to promote the work of the Ombudsman Office. Community providers initiated follow up conversations to brainstorm potential networking and education opportunities.
- 10/8: WSU CEI staff attended and presented to 30 attendees at the Healthier Lyon County Coalition meeting via Zoom. Subsequently, staff created an outreach listing on www.emporiastrong.com, a directory of assistance services in the Emporia area. Community providers initiated follow up conversations to brainstorm potential networking and education opportunities.
- 10/15: WSU CEI staff attended and spoke to 9 attendees at the Healthier Greenwood County Coalition meeting via Zoom.
- 10/28: Presentation to TARC (Topeka) staff regarding the KanCare Ombudsman Office.
- Throughout October, WSU CEI staff coordinated with the Executive Director of Children's' Advocacy Centers of Kansas to present to their membership at their quarterly meeting in November via Zoom.
- 12/10: WSU CEI staff & WSU practicum student attended the (virtual) Healthier Lyon County Coalition networking meeting, with 33 other attendees.

B. Outreach through Print Media and Social Media

- In total, the WSU VISTA spent approximately 33 hours creating Facebook content and redesign. This included 26 posts this quarter.
- January – WSU CEI Staff emailed contacts at the following organizations (10):
    - o Butler County Health Department
    - o Kansas Alliance for Drug Endangered Children
    - o Treehouse, Inc. (Wichita)
    - o Woodlake Senior Residences (Wichita)
    - o Sunlight Child Advocacy Center (El Dorado: BU/EK/GW Co's)
    - o Neosho County Health Department
    - o Hope Unlimited (Iola: AL/AN/NO/WO co.'s)
    - o Kansas Association of Community Access Programs
    - o Montgomery County Health Department
    - o Sedgwick County Developmental Disability Organization Community Council
- April – Wichita Ombudsman VISTA made 4 Facebook posts or updates
- WSU CEI Communications staff highlighted Ombudsman work and VISTA engagement with the following Facebook post, dated April 29: https://www.facebook.com/wsucei/photos/a.10151031618448819/10157986812823819/?type=3&theater
- Wichita Ombudsman VISTA made 3 Facebook posts during this transition to a new VISTA volunteer.

- July 2020 - Wichita Ombudsman VISTA and WSU CEI staff focused approximately 12 hours on Facebook design & posting plans. These efforts addressed volunteer recruitment/recognition and community outreach. **Please refer to Addendum of Outreach – below) for details; note that the boosted post concerned general community outreach promoting KanCare Ombudsman services.**
- August 2020 - Wichita Ombudsman VISTA and WSU CEI staff focused approximately 26 hours on Facebook design & posting plans. These efforts addressed volunteer recruitment/recognition and community/KanCare member outreach.
    - Wichita Ombudsman VISTA made 6 Facebook posts:
    - 8/6: 2020 Prosperity Tour: 31 people reached, 3 engagements
    - 8/7: Title V Grant: 29 people reached, 2 engagements
    - 8/13: Brain Injury Waiver Age Update: 486 people reached, 47 engagements
    - 8/19: 2020 Census reminder: 71 people reached, 4 engagements
    - 8/25: MCO changes & selections: 24 people reached, 4 engagements
    - 8/27: Volunteer Appreciation/Recruitment: 24 people reached, 1 engagement
- September 2020 - Wichita Ombudsman VISTA and WSU CEI staff focused approximately 26 hours on Facebook design & posting plans. These efforts addressed volunteer recruitment/recognition and community outreach.
- WSU CEI staff emailed staff at Wichita/Sedgwick County area newsletter "The Active Age," to be included in that publication's annual directory of services affecting the 55 years and older population.
- In October, Wichita Ombudsman VISTA and WSU CEI staff focused approximately 26 hours on Facebook design & posting plans. These efforts addressed volunteer recruitment/recognition and community/KanCare member outreach
Wichita Ombudsman VISTA made 9 Facebook posts:
    - 10/7: Volunteer Appreciation: 22 people reached, 0 engagements
    - 10/9: Web Apps Update: 25 people reached; 1 engagement
    - 10/15: Voting Tips for LTC Facilities: 25 people reached, 1 engagement
    - 10/16: Nothing About Us Without Us Celebration: 21 people reached, 1 engagement
    - 10/21: Final Rules Regarding ABLE Accounts: 44 people reached, 1 engagement
    - 10/23: KS LEND Education Series: 13 people reached, 0 engagements
    - 10/28: Legal Needs Survey: 15 people reached; 0 engagements
    - 10/29: Flu Shot Reminder: 12 people reached; 0 engagements
    - 10/30 Waiver Amendments: 13 people reached; 0 engagements
- WSU CEI staff coordinated with Aetna Community Outreach staff to highlight the KanCare Ombudsman Office in an upcoming Aetna newsletter (potentially November).
- In November, Wichita Ombudsman VISTA and WSU CEI staff focused approximately 11 hours on Facebook design & posting plans. These efforts addressed COVID resources for those who are deaf or hard of hearing; COVID eviction prevention; hunger issues; and aging concerns.

Wichita Ombudsman VISTA made 4 Facebook posts:

- o 11/18: State Plan on Aging: 70 people reached, 7 engagements
- o 11/19: PPE for those who deaf or hard of hearing: 10 people reached, 1 engagement
- o 11/23: Kansas eviction prevention program: 18 people reached, 0 engagements
- o 11/27: Hunger Clearinghouse resources: 21 people reached, 2 engagements
- In November, WSU Ombudsman VISTA continued to address her VISTA Assignment Description (VAD) with tasks that included building and revising an existing Ombudsman Office directory of statewide partners who offer KanCare application assistance in-person. She made 8 contacts with community partners to gather and update information. These partners included:
  - o Anderson County Health Department
  - o Salina Family Healthcare Center
  - o Thrive Allen County
  - o Neosho County Health Department
  - o Atchison Senior Village
  - o Kiowa District Healthcare
  - o Butler County Health Department
  - o GraceMed statewide
- 11/3: WSU Ombudsman VISTA visited with Wichita-area insurance representative Scott Lee to provide Ombudsman information and resources as he presents himself as a community resource.
- 11/4: WSU CEI staff attended the Central Plains Area Agency on Aging monthly networking meeting.
- WSU LMSW practicum student coordinated with Aetna outreach partners to include Ombudsman information on their resource website, AuntBertha: https://aetna-ks.auntbertha.com/
- WSU LMSW practicum student listed Ombudsman resources on the 1-800-Children online directory: https://1800childrenks.org/
- 11/10: WSU CEI staff was scheduled to present to the quarterly meeting of the State Chapter of Children's Advocacy Centers. The CACKS Executive Director coordinated with WSU CEI staff to cancel and reschedule this meeting due to scheduling conflicts with the CACKS membership. WSU CEI staff provided general outreach resources to pass along to CACKS members.

- 11/18: WSU CEI staff responded to a resource request from the Sedgwick County CDDO and delivered a box of Ombudsman brochures to their Wichita office
- 11/20: WSU CEI staff and VISTA attended virtual Healthier Greenwood County Coalition meeting.
- 11/20: WSU CEI staff met virtually with United Healthcare Outreach staff Laura Canelos to discuss Ombudsman services and reach.

- 11/9-11/20: WSU Ombudsman staff monitored a virtual exhibitor booth at the KCSL Kansas Governor's Conference on the Prevention of Child Abuse & Neglect.
- In December, Wichita Ombudsman VISTA and WSU CEI staff focused approximately 6 hours on Facebook design & posting plans. Anita Martinez was able to schedule several posts before her service ended. Posts addressed COVID resources for those with disabilities, volunteer appreciation/recruitment, Medicaid/CHIP general information, COVID vaccine information, and information on the newly-posted Volunteer Coordinator position in the Johnson County office.

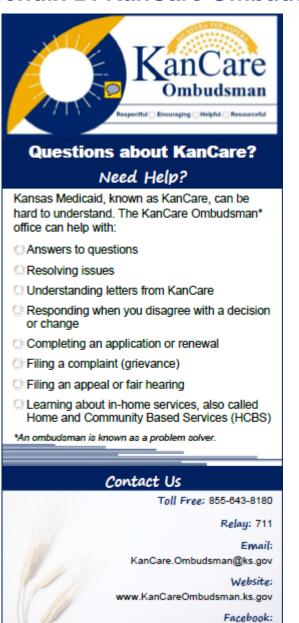 Wichita Ombudsman personnel made 6 Facebook posts:

    - 12/2: COVID-19 resources for those with disabilities: 24 people reached, 1 engagement
    - 12/4: Volunteer appreciation & recruitment: 26 people reached, 0 engagements
    - 12/7 Medicaid/CHIP general information: 53 people reached, 3 engagements
    - 12/9 Medicaid/CHIP general information, Spanish: 13 people reached, 0 engagements
    - 12/28 Avoiding COVID-19 vaccination scams: 35 people reached, 4 engagements
- In November, WSU CEI staff emailed the editor of the Wichita Riverside neighborhood newsletter to include recruitment & general outreach information in upcoming editions. As a result, our brochure was featured prominently in the December edition.

C.   Outreach through Collaboration and Training
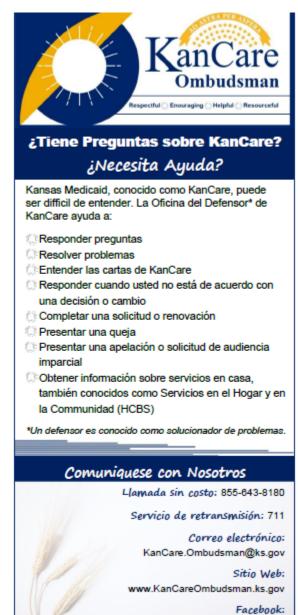
- February– WSU CEI Staff made in-person contacts/presentations with the following organizations (8):
    - CPAAA networking meeting
    - Cairn Health (SG Co)
    - GraceMed (statewide)
    - Native American All-Indian Center (SG Co area)
    - United Way Emergency Assistance Providers networking meeting
    - Central Kansas regional Knights of Columbus insurance agents networking meeting
    - March – WSU CEI Staff made in-person contacts/presentations with the following organizations:
    - OneCare KS/Medicaid partners
    - CPAAA networking meeting
- The Volunteer Coordinator completed the project of putting the KanCare Ombudsman Liaison Trainings on YouTube with voice and open captioning. This was a major project that took well over 100 hours. This is community organization training on Medicaid 101 and Line by Line explanation of completing an application.
- This on-line training allows our office to continue to provide the Liaison training with reduced staff and also during this period of reduced face-to-face contact.

- 4/13 – WSU CEI staff provided KanCare resources to social worker at Wichita VA Hospital
- WSU Ombudsman VISTA continued daily, in-depth training with WSU CEI staff throughout June. With training, the VISTA began seriously addressing work tasks outlined in her VISTA Assignment Description (VAD). Tasks included building and revising an existing Ombudsman Office directory of statewide partners who offer KanCare application assistance in-person. The WSU CEI staff and VISTA together spent approximately 4 hours addressing this very long-term task.
- 6/3 – WSU CEI staff attended CPAAA networking meeting (via WebEx)
- 6/16 – WSU CEI staff and VISTA met with Lindsay Galindo of KU's Center for Public Partnerships and Research to discuss the Integrated Referral and Intake System (IRIS). This software enables communities in over 20 Kansas counties to make connections and referrals for Kansas residents. In June, the Ombudsman team discussed becoming this referral system and decided to pursue involvement. WSU CEI staff continued communication with Ms. Galindo accordingly.
- August 13, KanCare Long Term Care agency meeting; reported on activities.
- September 10, KanCare Long Term Care agency meeting; reported on activities.
- September 28, Provided Quarter 2 KanCare Ombudsman report to Bethell Joint Committee on HCBS and KanCare Oversight.
- KanCare Liaison Training continues to be available through video presentation (YouTube) through the KanCare Ombudsman Community Training web page. The various videos have had anywhere from 39 to 177 views since their posting in March 2020.
- During fourth quarter KanCare Ombudsman Team participated in several Integrated Referral and Intake System (IRIS) informational meetings. When appropriate, information about our organization was shared with other IRIS providers/participants.
  - 10/16: Johnson County IRIS Community Conversation
  - 12/11: Franklin County IRIS meeting
- 11/12: Participation in KanCare Long Term Care meeting. Provided updates on KanCare Ombudsman Office program.
- 12/8: Presentation to the KanCare Advisory Council on 3rd quarter activities and data.
- 12/9: Presentation to the Bethel Joint Committee on Home and Community Based Services and KanCare Oversight on 3rd quarter activities and data.
- 12/10: Participation in KanCare Long Term Care meeting.

X. Appendix B: KanCare Ombudsman Brochure

KanCare Ombudsman
Respectful ○ Encouraging ○ Helpful ○ Resourceful

Questions about KanCare?
Need Help?

Kansas Medicaid, known as KanCare, can be hard to understand. The KanCare Ombudsman* office can help with:

- Answers to questions
- Resolving issues
- Understanding letters from KanCare
- Responding when you disagree with a decision or change
- Completing an application or renewal
- Filing a complaint (grievance)
- Filing an appeal or fair hearing
- Learning about in-home services, also called Home and Community Based Services (HCBS)

*An ombudsman is known as a problem solver.

Contact Us

Toll Free: 855-643-8180

Relay: 711

Email:
KanCare.Ombudsman@ks.gov

Website:
www.KanCareOmbudsman.ks.gov

Facebook:
www.Facebook.com/KanCareOmbudsman

KanCare Ombudsman
Respectful ○ Encouraging ○ Helpful ○ Resourceful

¿Tiene Preguntas sobre KanCare?
¿Necesita Ayuda?

Kansas Medicaid, conocido como KanCare, puede ser difficil de entender. La Oficina del Defensor* de KanCare ayuda a:

- Responder preguntas
- Resolver problemas
- Entender las cartas de KanCare
- Responder cuando usted no está de acuerdo con una decisión o cambio
- Completar una solicitud o renovación
- Presentar una queja
- Presentar una apelación o solicitud de audiencia imparcial
- Obtener información sobre servicios en casa, también conocidos como Servicios en el Hogar y en la Communidad (HCBS)

*Un defensor es conocido como solucionador de problemas.

Comuníquese con Nosotros

Llamada sin costo: 855-643-8180

Servicio de retransmisión: 711

Correo electrónico:
KanCare.Ombudsman@ks.gov

Sitio Web:
www.KanCareOmbudsman.ks.gov

Facebook:
www.Facebook.com/KanCareOmbudsman

XI. Appendix C: Managed Care Organization (MCO) Data

A. Aetna

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

HCBS/LTSS ISSUES – Aetna	2019	2020
Client Obligation	9	0
Estate Recovery	0	0
HCBS Eligibility issues	18	0
HCBS General Issues	25	9
HCBS Reduction in hours of service	1	1
HCBS Waiting List	3	0
Nursing Facility Issues	6	6
HCBS/LTSS ISSUES TOTAL	**62**	**16**

OTHER ISSUES - Aetna	2019	2020
Abuse / neglect complaints	0	4
Community Resources needed	0	1
Domestic Violence concerns	0	0
Foster Care issues	0	1
Guardianship	0	0
Homelessness	0	1
Housing Issues	1	2
Medicare related Issues	7	2
Social Security Issues	3	0
Used Interpreter	0	0
X-Other	29	18
Z Thank you	109	38
Z Unspecified	8	1
Health Homes	0	0
OTHER ISSUES TOTAL	**157**	**68**

PROGRAM TYPE- Aetna	2019	2020
PD	8	5
I/DD	8	3
FE	8	0
AUTISM	0	0
SED	3	1
TBI	9	2
TA	6	2
WH	0	0
MFP	0	0
PACE	0	0
MENTAL HEALTH	2	0
SUB USE DIS	0	0
NURSING FACILITY	5	4
FOSTER CARE	0	1
MEDIKAN	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0
PROGRAM TYPE TOTAL	**49**	**19**

B.   Sunflower

MEDICAID ISSUES - Sunflower	2016	2017	2018	2019	2020
Access to Providers (usually Medical)	4	12	13	14	4
Appeals/Fair Hearing questions/issues	0	2	9	4	15
Background Checks	0	0	1	0	0
Billing	30	23	22	19	14
Care Coordinator Issues	6	10	6	15	8
Change MCO	5	3	9	4	4
Choice Info on MCO	0	0	1	3	2
Coding Issues	0	6	15	7	2
Consumer said Notice not received	0	0	10	0	1
Cultural Competency	0	0	0	1	0
Data Requests	0	0	0	0	2
Dental	3	3	8	2	2
Division of Assets	0	0	1	0	0
Durable Medical Equipment	9	5	4	0	4
Grievances Questions/Issues	35	17	16	16	13
Help understanding mail (NOA)	0	0	0	0	4
MCO transition	0	0	0	0	0
Medicaid Application Assistance	0	6	5	4	4
Medicaid Eligibility Issues	52	49	42	32	7
Medicaid Fraud	0	0	2	0	1
Medicaid General Issues/questions	0	0	46	40	16
Medicaid info (status) update	0	0	26	25	11
Medicaid Renewal	0	25	17	26	3
Medical Card issues	0	0	0	1	4
Medicare Savings Plan Issues	0	1	7	4	1
MediKan issues	0	0	0	0	0
Moving to / from Kansas	0	1	1	1	2
Medical Services	15	14	11	15	13
Pain management issues	0	0	0	1	0
Pharmacy	13	8	7	10	1
Pregnancy issues	0	0	0	2	1
Prior authorization issues	0	0	0	0	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	8	13	7	8	4
Transportation	8	9	6	7	5
Working Healthy	0	0	3	2	0
MEDICAID ISSUES TOTAL	**188**	**207**	**295**	**263**	**149**

HCBS/LTSS ISSUES - Sunflower	2016	2017	2018	2019	2020
Client Obligation	0	17	13	6	3
Estate Recovery	0	1	0	0	0
HCBS Eligibility issues	15	29	24	20	5
HCBS General Issues	30	23	32	30	26
HCBS Reduction in hours of service	4	3	2	3	7
HCBS Waiting List	1	3	1	4	1
Nursing Facility Issues	10	4	4	2	5
HCBS/LTSS ISSUES TOTAL	**60**	**80**	**76**	**65**	**47**

OTHER ISSUES - Sunflower	2016	2017	2018	2019	2020
Abuse / neglect complaints	0	0	3	1	1
Adoption issues	0	0	0	0	2
Affordable Care Act Calls	0	1	1	1	0
Community Resources needed	0	0	0	0	1
Guardianship	0	1	3	0	1
Homelessness	0	0	0	0	1
Housing Issues	0	3	3	0	3
Medicare related Issues	0	2	8	2	3
Social Security Issues	0	1	2	0	1
Used Interpreter	0	0	0	0	0
X-Other	75	63	40	28	28
Z Thank you	32	109	166	115	64
Z Unspecified	1	4	7	10	2
Health Homes	2	0	0	0	0
OTHER ISSUES TOTAL	**110**	**184**	**233**	**157**	**107**

PROGRAM TYPE - Sunflower	2016	2017	2018	2019	2020
PD	27	31	31	16	14
I/DD	22	34	15	15	4
FE	9	18	9	13	6
AUTISM	1	2	1	1	2
SED	2	1	2	1	1
TBI	6	4	7	8	2
TA	9	5	2	4	3
WH	0	1	3	2	0
MFP	4	1	1	0	0
MENTAL HEALTH	6	2	0	0	1
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	15	16	8	3	3
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
PROGRAM TYPE TOTAL	**101**	**115**	**79**	**64**	**37**

C. United Healthcare

MEDICAID ISSUES	2016	2017	2018	2019	2020
Access to Providers (usually Medical)	5	8	0	10	4
Appeals/Fair Hearing questions/issues	0	5	13	3	8
Background Checks	0	0	0	1	0
Billing	13	13	20	10	12
Care Coordinator Issues	3	9	15	10	11
Change MCO	7	6	6	8	5
Choice Info on MCO	0	0	2	1	2
Coding Issues	0	3	6	5	1
Consumer said Notice not received	0	0	3	2	0
Cultural Competency	0	0	0	0	0
Data Requests	0	0	1	0	0
Dental	6	6	3	5	0
Division of Assets	0	1	1	0	0
Durable Medical Equipment	1	5	1	5	5
Grievances Questions/Issues	16	10	10	10	10
Help understanding mail (NOA)	0	0	0	0	0
MCO transition	0	0	0	0	1
Medicaid Application Assistance	0	4	15	2	2
Medicaid Eligibility Issues	32	42	44	24	10
Medicaid Fraud	0	0	1	0	0
Medicaid General Issues/questions	0	0	39	44	12
Medicaid info (status) update	0	0	19	25	12
Medicaid Renewal	0	14	19	14	1
Medical Card issues	0	0	0	2	5
Medicare Savings Plan Issues	0	1	7	1	1
MediKan issues	0	0	0	1	0
Moving to / from Kansas	0	0	2	0	0
Medical Services	9	8	18	3	12
Pain management issues	0	0	1	2	0
Pharmacy	14	4	8	9	9
Pregnancy issues	0	0	0	0	0
Prior authorization issues	0	0	0	1	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	1	0	0
Spend Down Issues	3	9	20	9	6
Transportation	1	7	10	5	8
Working Healthy	0	0	2	1	0
MEDICAID ISSUES TOTAL	**110**	**155**	**287**	**213**	**139**

HCBS/LTSS ISSUES	2016	2017	2018	2019	2020
Client Obligation	0	12	23	5	2
Estate Recovery	0	1	0	1	0
HCBS Eligibility issues	12	25	17	10	6
HCBS General Issues	21	16	34	28	21
HCBS Reduction in hours of service	4	4	1	3	8
HCBS Waiting List	4	0	3	5	0
Nursing Facility Issues	7	7	9	8	6
HCBS/LTSS ISSUES TOTAL	**48**	**65**	**87**	**60**	**43**

OTHER ISSUES	2016	2017	2018	2019	2020
Abuse / neglect complaints	0	1	3	0	0
Adoption issues	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	0	0	0	1
Guardianship	1	1	1	0	0
Homelessness	0	0	0	0	1
Housing Issues	0	1	1	1	2
Medicare related Issues	0	3	2	3	3
Social Security Issues	0	0	2	1	2
Used Interpreter	0	0	0	0	0
X-Other	67	57	25	22	23
Z Thank you	31	96	175	114	53
Z Unspecified	2	10	3	10	2
Health Homes	1	0	0	0	0
OTHER ISSUES TOTAL	**102**	**169**	**212**	**151**	**87**

PROGRAM TYPE	2016	2017	2018	2019	2020
PD	13	20	24	22	13
I/DD	14	22	13	17	2
FE	14	21	13	11	8
AUTISM	1	1	0	1	0
SED	1	1	6	3	1
TBI	3	5	5	3	6
TA	2	3	3	1	2
WH	0	0	4	0	0
MFP	6	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	2	3	2	1	1
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	7	16	12	10	3
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	3
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
PROGRAM TYPE TOTAL	**63**	**92**	**82**	**71**	**40**