KanCare Ombudsman Office Report

Quarter 1, 2023 (based on calendar year)
January 1 – March 31, 2023

Data downloaded 4/7/2023

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II. Brief Overview

A. Why we do this work.

"Thank you for being part of the meeting... It means a lot. You helped me to be more brave." - parent of KanCare member (child)

B. Retirement

After 21 years with the state and nine and a half years as KanCare Ombudsman, I will be retiring at the end of June. The position for KanCare Ombudsman is posted on the state Jobs site. Careers (ks.gov)

Medicaid is a complex system and having an organization, like the KanCare Ombudsman Office, that can listen to member concerns and advocate for help, ask for another look, explain the processes, etc. is vitally important. I have appreciated the support and cooperation I have received from this committee, the state agencies, the managed care organizations, providers and community-based organizations.

C. Data Updates

Initial Contacts (page 5)

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

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2020	903	478	562	601
2021	564	591	644	566
2022	524	526	480	546
2022	645			

Contact by Office Location (page 10)– The increase in calls is being handled by the Satellite offices.

FE Waiver (page 11) – There has been a significant increase in calls regarding the FE waiver.

Response Rate (page 16) – The response rate is still not where our office would like it to be at 85% within 0-2 business days.

III. KanCare Ombudsman Purpose

The primary role of the KanCare Ombudsman office is to help people understand how to navigate the KanCare system and assist them in solving KanCare/Kansas Medicaid 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 (2019-2023), Section 36 for KanCare, provides the KanCare Ombudsman program description and objectives.

IV. Accessibility to the Ombudsman's Office

D. Initial Contacts

The KanCare Ombudsman Office was available to members and applicants of KanCare/Kansas Medicaid by phone, email, written communication, social media, the Integrated Referral and Intake System (IRIS) and Healthify during first quarter. Initial Contacts is a measurement of the number of people who have contacted our office, not the number of contacts within the time of helping them.

As you can see in the chart below, the first quarter number is the highest it has been since the beginning of the pandemic. We continue to see increasing numbers of contacts.

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

The chart below shows the impact of the public health emergency (PHE) to the number of contacts for these two organizations. You can see that first quarter of 2023 is drawing closer to the numbers from before the pandemic at -29% under the Q1/2020 number.

	KanCare Ombudsman Office Contacts	% +/- Comparison to Q1/20	KanCare Clearing-house Contacts	% +/- Comparison to Q1/20
Q4/19	915		126,682	
Q1/20	903		128,033	
Q2/20	478	-47%	57,720	-55%
Q3/20	562	-38%	57,425	-55%
Q4/20	601	-33%	59,161	-54%
Q1/21	564	-38%	81,398	-36%
Q2/21	591	-35%	64,852	-49%
Q3/21	644	-29%	65,156	-49%
Q4/21	566	-37%	50,009	-61%
Q1/22	524	-42%	52,821	-59%
Q2/22	526	-42%	48,546	-62%
Q3/22	480	-47%	49,971	-61%
Q4/22	546	-40%	49,741	-61%
Q1/23	645	-29%	57,899	-55%

E.   Accessibility through the KanCare Ombudsman Volunteer Program

The KanCare Ombudsman Office has two satellite offices for the volunteer program: one in Kansas City Metro and one in Wichita. The volunteers in both satellite offices answer KanCare questions, help with issues and assist with KanCare applications questions.

During first quarter, six volunteers assisted in the offices. One of the volunteers in Wichita is a student intern that provides two days of coverage on the phones. Calls to the toll-free number are covered by volunteers in the satellite offices, and when there is a gap in coverage, the Topeka staff cover the phones. The Wichita office had one volunteer switch from helping with phone calls to helping with outreach projects.

Office	Volunteer Hours	# of Volunteers	# of hours covered/wk.	Area Codes covered
Kansas City Office	Mon: 9:00am to noon Tues: 1:00 to 4:00pm Wed. 9am to noon Thurs. 9am to noon	4	12	Northern Kansas Area Codes 785, 913, 816
Wichita Office	Mon: 9:00 to 4pm Tues: 9:00 to noon Wed. 9am to 4pm Thurs: 9am to noon	2	20	Southern Kansas Area Codes 316, 620

As of March 31, 2023

V. Outreach by KanCare Ombudsman Office

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

- resources provided on the KanCare Ombudsman web pages
- resources provided with contacts to members, applicants, and providers
- outreach through presentations, conferences, conference calls, video calls, social media, and in-person contacts.

The below chart shows the outreach efforts during first quarter (including Facebook) by the KanCare Ombudsman Office. For the detail listing of outreach go to Appendix A.

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

Facebook is an important part of the KOO outreach. The Wichita Satellite office team is responsible for the Facebook research, creation and posting.

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

For the detail listing of outreach go to Appendix A.

VI. Data for the KanCare Ombudsman Office

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

KanCare Ombudsman Office Member Contacts by Region

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

Kansas Medicaid members by Region

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

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

Medicaid Member Contacts by Region

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

- **Kansas Population Density**

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

This map is based on 2015 Census data. The Kansas Population Density map shows population density using number of people per square mile (ppsm).

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

B.   Data by Office Location

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

This chart shows that the increase in initial calls has been covered by the two satellite offices.

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

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) and Healthify, a community partner tool designed to encourage warm handoffs among community partners, keeping providers updated along the way.

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

D.   Data by Caller Type

Most Consumer contacts are from applicants, members, family, friends, etc. The "Other type" callers are usually state employees, school social workers, lawyers and students/researchers looking for data, etc.

The provider contacts that are not for an individual member, are forwarded to Kansas Department of Health and Environment/Health Care Finance (KDHE/HCF.)

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

E.   Data by Program Type

The Frail Elderly HCBS waiver had a significant increase in contacts from fourth quarter to first quarter. KOO does not have the ability with the current reporting system to drill down and determine what the issues are for the FE waiver. With the new case management system that should be available starting in third quarter, we should be able to get to that type of information.

PROGRAM TYPE	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23
PD	26	17	11	15	13
I/DD	10	14	16	19	10
FE	18	21	14	12	26
AUTISM	1	2	2	0	0
SED	5	6	6	7	6
TBI	5	2	11	6	10
TA	0	7	9	3	1
WH	0	0	0	1	0
MFP	2	1	0	1	3
PACE	0	0	0	0	2
MENTAL HEALTH	3	1	3	2	1
SUB USE DIS	0	0	0	1	0
NURSING FACILITY	29	21	19	36	13
FOSTER CARE	3	0	0	0	1
MEDIKAN	1	1	0	2	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	2	3	2
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	0	1	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	1	0
PROGRAM TYPE TOTAL	104	95	93	110	88

There may be multiple selections for a member/contact.

F.   Data by Priorities

The Ombudsman Office is tracking priorities for two purposes:

- This allows our staff and volunteers to 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, including HCBS and long-term care cases.

The priorities are defined as follows:

- HCBS – Home and Community Based Services
- Long Term Care/NF – Long Term Care/Nursing Facility
- Urgent Medical Need – 1) there is a medical need, 2) if the need is not resolved in 5-10 days, the person could end up in the hospital.
- Urgent – a case that needs a higher level of attention and/or ongoing review until closed.
- Life Threatening – If not resolved in 1-4 days person's life could be endangered. (should not be used very often.)

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

G.   Data by Issue Categories

The Issue Categories have been divided into three groups for easier tracking and reporting purposes. The three groups are:

1. Medicaid Issues
2. Home and Community Based Services/Long Term Supports and Services Issues (HCBS/LTSS)
3. Other Issues: Other Issues may be Medicaid related but are tied to a non-Medicaid program, or an issue that is worthy of tracking.

- **Medicaid Issues**

The issues that reflect rising contacts during first quarter are Medicaid Eligibility Issues and Medicaid information (status) updates.

MEDICAID ISSUES	Q1/22	Q2/22	Q3/22	Q4/22	Q1/23
Access to Providers (usually Medical)	12	10	17	31	17
Appeals/Fair Hearing questions/issues	8	11	7	12	16
Background Checks	0	0	0	0	0
Billing	39	29	32	34	35
Care Coordinator Issues	8	8	12	9	11
Change MCO	4	4	7	2	6
Choice Info on MCO	4	1	2	4	5
Coding Issues	4	7	5	0	3
Consumer said Notice not received	5	0	0	2	2
Cultural Competency	1	0	0	1	0
Data Requests	10	10	7	7	5
Dental	7	6	8	7	10
Division of Assets	13	12	3	7	6
Durable Medical Equipment	4	8	6	13	9
Grievances Questions/Issues	13	16	23	25	18
Help understanding mail (NOA)	16	8	8	24	21
MCO transition	2	1	2	1	0
Medicaid Application Assistance	110	95	90	116	120
Medicaid Eligibility Issues	102	105	100	95	111
Medicaid Fraud	1	3	3	2	6
Medicaid General Issues/questions	167	139	145	172	182
Medicaid info (status) update	78	94	88	71	112
Medicaid Renewal	2	8	3	7	12
Medical Card issues	14	12	18	12	14
Medicare Savings Plan Issues	26	19	11	25	21
MediKan issues	3	9	4	3	5
Moving to / from Kansas	8	5	12	12	8
Medical Services	19	16	20	36	17
Pain management issues	1	3	2	1	0
Pharmacy	10	5	6	8	10
Pregnancy issues	18	13	5	17	8
Prior authorization issues	1	11	3	5	1
Refugee/Immigration/SOBRA issues	0	3	2	3	2
Respite	1	1	1	0	0
Spend Down Issues	17	28	13	23	15
Transportation	13	15	7	10	12
Working Healthy	6	2	3	2	1
MEDICAID ISSUES TOTAL	**747**	**717**	**675**	**799**	**821**

There may be multiple selections for a member/contact.

- **HCBS/LTSS Issues**

The top issues for the past several quarters are HCBS General Issues and HCBS Eligibility issues..

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

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 the top concern this quarter.

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

There may be multiple selections for a member/contact.

H. Data by Managed Care Organization (MCO)

See Appendix B

VII. Action Taken

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

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

A. Responding to Issues

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

The office continues to have lower than expected numbers for response rates within 2 days.

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

- **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.

Q1, 2023

Number of Referrals	Referred to	% Resolved 0-2 Days	% Resolved 3-7 Days	% Resolved 7-30 Days	% Resolved 31 or More Days
55	Clearinghouse	100%	0%	0%	0%
4	DCF	75%	25%	0%	0%
2	KDADS-Behavior Health	100%	0%	0%	0%
3	KDADS-HCBS	67%	33%	0%	0%
-	KDADS-Health Occ. Cred.	0%	0%	0%	0%
11	KDHE-Eligibility	55%	9%	18%	18%
6	KDHE-Program Staff	100%	0%	0%	0%
4	KDHE-Provider Contact	75%	0%	25%	0%
1	KMAP	100%	0%	0%	0%
8	Aetna	50%	25%	0%	25%
5	Sunflower	80%	20%	0%	0%
7	UnitedHealthcare	43%	29%	14%	14%

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

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

There may be multiple selections for a member/contact.

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

There may be multiple selections for a member/contact.

- **KanCare Ombudsman Office Resolution Rate**

The completion rate for first quarter improved significantly.

Quarter/ Year	Number Contacts	Avg Days To Completion	% Completed in 0-2 Days	% Completed in 3-7 Days	% Completed in 8 or More Days
Q1/2022	51000%	5	76%	12%	12%
Q2/2022	49300%	6	75%	12%	13%
Q3/2022	46000%	7	68%	14%	18%
Q4/2022	51900%	10	62%	18%	20%
Q1/2023	55800%	4	69%	19%	11%

VIII. Enhancements/Updates

A. Staff updates

A new Volunteer Coordinator has been hired and starts 4/17. We are pleased to have Carolyn Coyne of Overland Park join our team.

After 21 years with the State of Kansas and nine and a half years as KanCare Ombudsman, Kerrie Bacon will be retiring at the end of June. The position for KanCare Ombudsman is posted on the state Jobs site. Careers (ks.gov)

B. New fact sheets on web pages

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

IX. Appendix A: Outreach by KanCare Ombudsman Office

This is a listing of first quarter KanCare Ombudsman Office Outreach to members, providers and community organizations through conferences, newsletters, social media, training events, direct outreach, and community events/presentations such as education, networking and referrals, etc.

A. Outreach through Education and Collaboration

- 1/4: Aurora and Lydia attended the CPAAA monthly networking meeting. They shared Medicaid Unwinding preparation messages.
- 1/17: Matthew Coleman of the VISTA program emailed AmeriCorps recruitment materials to the following: Sarah Taylor, WSU College of Health Professions; Angela Aubrey, WSU College of Applied Learning; Nikki Woods, WSU College of Public Health Sciences; Kathy Gale, WSU Liberal Arts & Sciences Advising; Anna Porcaro, WSU Office of Adult Learning; Amy Drassen Ham, WSU Health Science Dept.
- 1/18: Angela Gaughan, AmeriCorps Community Program Manager, posted AmeriCorps openings on the college website Handshake, targeted to Newman University students.
- 1/18: Lydia Brookins attended the Butler County Early Childhood Taskforce monthly meeting via Zoom.
- 1/27: Aurora and Lydia attended the SG CO CDDO quarterly networking meeting.
- 1/30: Aurora spoke with JD Thompson at JD Thompson Insurance, Inc, about supplying approx. 2000 brochures for his fall newsletter.
- 2/1: Aurora and Lydia attended the CPAAA monthly networking meeting. They shared Medicaid Unwinding preparation messages. Aurora followed up with Robert Miller of WSU College of Health Professions to share recruitment materials and Ombudsman resources.
- 2/2: Aurora presented to Butler County Aging Council monthly networking meeting; her scheduled 20 min presentation turned into a 1+ hour discussion on Medicaid topics and resulted in follow up with 13 different attendees.
- 2/3: Ombudsman testified at the Bethell Joint Committee for HCBS and KanCare Oversight with Annual report, which included survey results for 2022.
- 2/8: Aurora presented to Rose Hill Parents as Teachers – 6 staff.
- 2/8: Aurora spoke with Cottonwood Pediatrics staff regarding Liaison Training.
- 2/9: Aurora attended the Healthier Lyon County monthly networking meeting and shared Medicaid Unwinding preparation messaging with approx. 31 attendees.
- 2/13: Aurora shared materials with Tamara Thomas, Outreach Coordinator of Robert J Dole VA Medical Center about sharing resources & upcoming events.
- 2/13: Aurora spoke with Liz Zuiss from Aetna regarding client resources and various outreach events.

- 2/16: Aurora attended Lyon County Coalition meeting to learn about their use of the Unite Us referral platform.
- 2/20: Aurora communicated with staff at Four County Mental Health about upcoming outreach events and Ombudsman resources.
- 2/24: Aurora communicated with Kristen Alhareedi at Sedgwick County Health Dept about upcoming events and Ombudsman resources.
- 3/1: Aurora & VISTA staff recruited volunteers/AmeriCorps/VISTA staff at the WSU Wellness Expo; Aurora also promoted Ombudsman services. She spoke to approx. 30 attendees and gave a packet of agency brochures to attendees from the SG CO Health Dept.
- 3/1: Aurora mailed a packet of brochures to the North Central Flint Hills Area Agency on Aging.
- 3/1: Aurora dropped off MSP brochures & agency brochures to Steve Henry at Liberty Insurance (Wichita) by request.
- 3/3: Aurora & VISTA staff recruited volunteers/AmeriCorps/VISTA staff at the WSU POWER Social Work Conference; Aurora also promoted Ombudsman services.
- 3/6: Aurora exhibited at a resource fair for St. Francis Community Ministries clients and employees. She spoke with approx. 65 people.
- 3/15: Ombudsman met with KDHE, Deputy Medicaid Operations Director, Christine Osterlund to discuss the KanCare unwinding.
- 3/22: Aurora exhibited at Lyon County Baby Fair in Emporia.
- 3/22: Lydia and VISTA staff exhibited at the WSU Health Professions Career Fair at WSU Campus. This was service outreach and volunteer/VISTA/AmeriCorps recruitment.
- 3/24: Lydia attended the DCF Community Conversations event at the Wichita DCF Office.
- 3/27: Aurora exhibited at Wilson County Baby Fair in Fredonia. She spoke with approx. 50 people.
- 3/29-3/30: Aurora exhibited at the Governor's Conference on Public Health in Manhattan, which had over 550 attendees.
- 3/29-3/30: Aurora emailed KanCare resources to personnel at Nemaha County Community Health Services.
- 3/30: Ombudsman provided written report to the KanCare Advisory Council, but did not attend due to funeral.
- 3/30: Aurora emailed resources to personnel at CKF Addiction Treatment.

Outreach through Social Media and Print Media

Created and posted 55 Facebook posts on the KanCare Ombudsman Office Facebook page during first quarter.

Date of post	Topic	# "reaches"	# "engagements"	# of shares
4-Jan	Tips on faxing Clearinghouse	665	38	9
5-Jan	LIEAP resources	118	24	3
5-Jan	Kansas LEND Education Series	68	5	0
6-Jan	Kansasfoodsource.org resources	106	11	0
9-Jan	NAMI KS online supports	92	7	1
9-Jan	Tips on calling Clearinghouse	1,600	65	14
11-Jan	2023 Value Added Benefits	160	21	3
12-Jan	Guides to KanCare applications -- website resources	80	4	0
13-Jan	MLK Day Office Closure	41	0	0
13-Jan	CH Release of Information resources	135	12	1
17-Jan	Value Added Benefits	45	4	0
19-Jan	Families Together Resources	60	6	0
20-Jan	Unwinding messaging: update contact information at CH	244	12	4
24-Jan	NPR article-- Medicaid unwinding messaging	229	45	5
27-Jan	CDDO resources & map	78	11	1
30-Jan	ABLE account resources	38	5	0
30-Jan	LIEAP resources -- paper applications	53	8	1
1-Feb	Technology access for those with disabilities resource	86	8	1
3-Feb	ADRC resource spotlight	46	8	0
6-Feb	www.insurekidsnow.gov resource (dentist)	90	11	1
9-Feb	SSI/SSDI resource	186	20	3
13-Feb	DYK series #1: Unwinding messaging-renewals are coming/update info	702	68	14
14-Feb	DYK Series #2: Unwinding messaging -- schedule of renewal letters	478	22	3
15-Feb	DYK Series #3: Unwinding messaging -- three renewal processes	144	21	2
15-Feb	March 6 is Deaf & Hard of Hearing Day in Topeka	52	4	0
16-Feb	DYK Series #4: Unwinding messaging -- get a new renewal form if you lose yours	56	4	0
16-Feb	Disability resource -- IDD Navigators	45	3	0
17-Feb	Down Syndrome & Dementia Resources	52	2	0
17-Feb	DYK Series #5: Unwinding Messaging -- Med Rep, Guardian, Conservator ppwk.	96	7	1
18-Feb	DYK Series #6: Unwinding Messaging 3 types of renewals	158	20	2

19-Feb	DYK Series #7: Unwinding messaging - online KanCare portal renewal	48	7	0
20-Feb	Unwinding messaging: Update contact information with chatbot -- Community Care Network of Ks resources	47	9	1
21-Feb	Unwinding messaging: update information with chatbot	137	22	4
22-Feb	National Children's Dental Health Month check up reminder	45	8	2
22-Feb	SNAP benefits resources	55	12	2
22-Feb	KDHE Affordable Connectivity Resources	82	13	1
24-Feb	Support Groups Services resource share	367	45	4
27-Feb	Come see our vendor table at the WSU POWER Social Work Conference 3/3/23	77	8	1
1-Mar	VISTA & AmeriCorps openings	91	9	0
2-Mar	LinkedIn post - recruitment			
2-Mar	Kancare Home Page	110	18	3
2-Mar	We're Hiring	94	4	0
7-Mar	COVID resources from LTC Ombudsman	82	5	1
8-Mar	Governor's Conference on Public Health	83	9	0
9-Mar	Scam avoidance resources	85	7	0
10-Mar	SG Co Community Baby Shower	159	19	1
10-Mar	KanCare Renewals	277	30	3
13-Mar	FMLA resources	60	3	0
15-Mar	KanCare Renewals KDHE info	85	9	2
20-Mar	KMOM dental event	52	5	1
23-Mar	affordableconnectivity.gov Broadband access	57	5	0
28-Mar	PACE Program Resources	74	11	1
29-Mar	Scam avoidance resources from SSA	29	3	0
29-Mar	Tobacco Cessation Program	26	1	0
30-Mar	Positive Aging Day	188	8	5
31-Mar	National Public Health Week	35	1	0

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

A. Aetna

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

Aetna

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

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

Aetna

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

B.   Sunflower

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

Sunflower

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

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

Sunflower

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

C.   United Healthcare

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

United HealthCare

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

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

United HealthCare

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