KanCare Ombudsman Office Report

Quarter 2, 2022 (based on calendar year)
April 1 – June 30, 2022

Data downloaded 7/15/2022

Kerrie Bacon, KanCare Ombudsman
Office of Public Advocates
Email: KanCare.Ombudsman@ks.gov or Kerrie.Bacon@ks.gov
Phone: (785) 296-6270
Cell: (785) 213-2258
Toll Free: 1-855-643-8180
Relay: 711
Fax: (785) 368-6310
Address: 900 S. Jackson, Suite 1041, Topeka, KS 66612
Website: www.KanCareOmbudsman.ks.gov
Find Us on Facebook

I. Table of Contents

Contents

II. Brief Overview

The KanCare Ombudsman Office continues to have lower initial contacts due to the pandemic emergency order that maintains health coverage for those on Medicaid. (see page 5)

Regarding Medicaid issues, Spenddown concerns were at an all-time high for the last six quarters with 29 contacts; (see page 13)

The KanCare Ombudsman Office responded to initial contacts within 2 days 91% of the time and 3-7 days 9% of the time. (see page 15)

The KanCare Ombudsman Office closed cases in second quarter within two days 78% of the time. 9% of the cases took eight or more days to close. (see page 17)

Updates to the KanCare Ombudsman Program (see page 18-19):

- The KanCare Ombudsman Office (KOO) has transitioned from being part of Kansas Department of Aging and Disability Services to a small independent agency connected to the Department of Administration. The fiscal transition happened on July1, 2023. Memorandums of understanding and data sharing agreements between other state agencies started on or before July 1, 2023.

- The KanCare Ombudsman Office worked with KHDE to set up a grievance process for the KanCare Ombudsman Office. The grievance process explains what a grievance is, examples of a grievance, if there are deadlines, how to submit a grievance, and what the process is after submitting a grievance. Information can be found on our website at: Grievance (ks.gov).

- The KanCare Ombudsman Office worked with the KDHE Eligibility Team to create new training for the new Elderly and Disability application and the Medicare Savings Program application. This training is intended for providers that work with applicants but can also be used by applicants. Final documents have been posted to KanCare website on Apply for KanCare page (at the bottom). Apply for KanCare (ks.gov)

- The KanCare Ombudsman office met with all three managed care organizations during the last week of June to discuss ways to provide information about the KanCare Ombudsman office to the members and providers. A game plan is in place and will be begun during the next two quarters.

- The KanCare Ombudsman Office is using a new software product, LearnWorlds, for staff and volunteer training. It is an on-line training program that includes review questions and tests for each section. We hope to have the material available and ready for use by the end of the year.

III. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid members and applicants, with a priority on individuals participating in long-term supports and services through KanCare. The KanCare Ombudsman Office assists KanCare members 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 (2019-2023), Section 36 for KanCare, provides the KanCare Ombudsman program description and objectives.

IV. Accessibility to the Ombudsman's Office

A. Initial Contacts

The KanCare Ombudsman Office was available to members and applicants of KanCare/Kansas Medicaid by phone, email, written communication, social media, the Integrated Referral and Intake System (IRIS) and Healthify during second 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. Our tracking system is set up to keep the information of all contacts for that person in one file for ease of reviewing a case and maintaining ongoing information on a case. We may help a person who contacts our office with one call, or it may take many emails and phone calls to resolve. This chart shows only the number of people who have contacted us.

The last several quarters of contacts are down; we believe it is due to the policy of not dropping members from coverage during the federal pandemic emergency order.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2017	825	835	970	1,040
2018	1,214	1,059	1,088	1,124
2019	1,060	1,097	1,071	915
2020	903	478	562	601
2021	564	591	644	566
2022	524	526		

The chart below shows an example of one other organization that has had a significant decrease in calls during the pandemic emergency order as well. According to this information it appears that the Clearinghouse contacts have a similar decrease to first quarter of 2020 as the KanCare Ombudsman office.

	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%

B.   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 filling out KanCare applications (by phone only during the pandemic emergency order).

During second quarter, five volunteers assisted in the offices and one volunteer was mentored on taking calls and office procedures. Both satellite offices follow COVID-19 protocol for the offices. 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.

Office	Volunteer Hours	# of Volunteers	# of hours covered/wk.	Area Codes covered
Kansas City Office	Mon: 9:00 to noon Tues: 1:00 to 4:00pm Wed. 9am to noon Thurs. 1:00pm to 4:00pm	4	12	Northern Kansas Area Codes 785, 913, 816
Wichita Office	Mon: 9:00 to noon Thurs: 1:00 to 4:00pm	2	6	Southern Kansas Area Codes 316, 620

As of May 15, 2022

V. Outreach by KanCare Ombudsman Office

The KanCare Ombudsman Office 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 large increase in outreach for during third and fourth quarters of 2021 was directly related to our AmeriCorps VISTA volunteers. They updated our KanCare Application Assistance Guide that lists organizations that help with filling out KanCare applications. The VISTAs contacted all Local Public Health Departments and other community organizations that have the potential to provide that type of assistance. The VISTAs explained what our organization does, what resources we have available and asked if they would like a packet of our brochures to share with staff and consumers. We are very excited about this outreach and hope that it will create new opportunities for collaboration across the state.

The below chart shows the outreach efforts by the KanCare Ombudsman Office.

	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022	Q2/2022
Outreach	49	171	348	142	77	86

For the full listing of outreach, see 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, issue categories, action taken, and priority.

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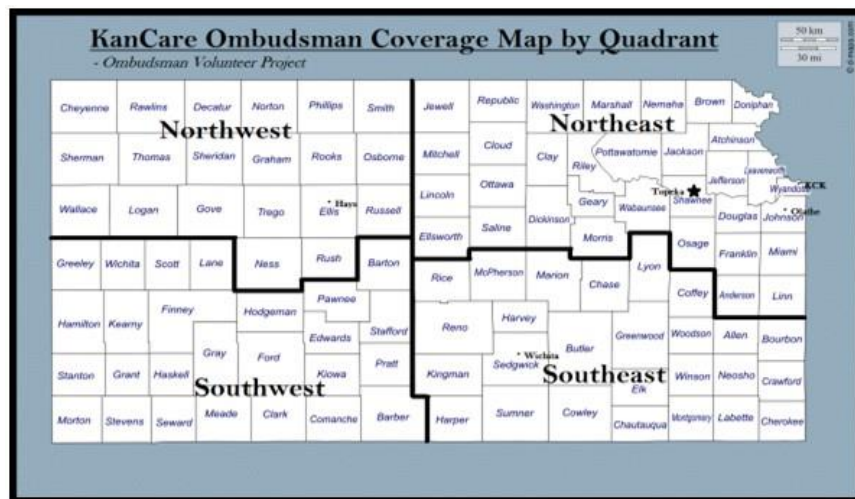
- 785, 913 and 816 area code toll-free calls go to the Kansas City Metro Satellite office.
- 316 and 620 area code toll-free calls go to the Wichita Satellite office.
- The remaining calls, direct calls and complex calls, and emails go to the Topeka (main) office unless people call the direct number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

This chart shows the calls by region to the KanCare Ombudsman Office.

KanCare Ombudsman Office

REGION	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022	Q2/2022
Northwest	10	7	9	8	6	3
Northeast	80	147	94	80	77	88
Southwest	16	19	12	14	11	8
Southeast	60	134	96	94	73	70
Unknown	400	284	432	367	353	355
Out of State	0	1	1	3	4	2
Total	**566**	**592**	**644**	**566**	**524**	**526**

- 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 are not being dropped at this time due to the pandemic health emergency (PHE) order, so the total Medicaid number is increasing each quarter.

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

Medicaid

Region	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022	Q2/2022
Northeast	218,205	222,688	227,276	231,064	235,371	239,190
Southeast	198,235	202,161	206,092	209,226	213,493	217,347
Northwest	14,310	14,409	14,817	15,087	15,281	15,393
Southwest	41,958	42,834	43,910	44,639	45,647	46,516
Total	472,708	482,092	492,095	500,016	509,792	518,446

- 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.

This map is based on 2015 Census data. The Kansas Population Density map shows population density using number of people per square mile (ppsm).
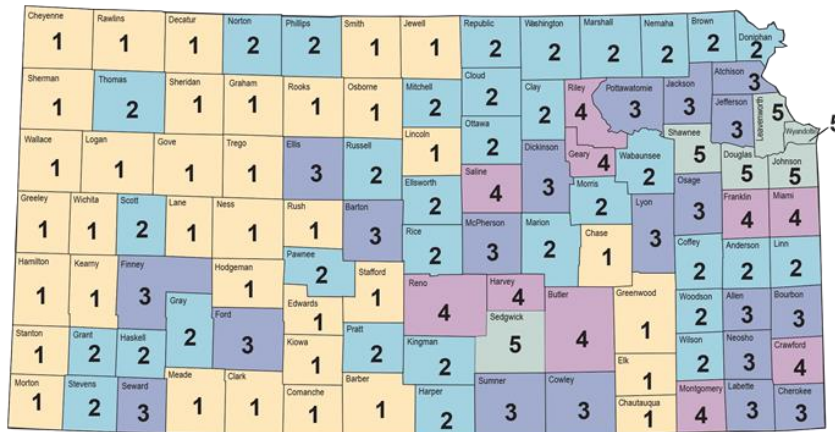
5 Urban - 150+ ppsm
4 Semi-Urban - 40-149.9 ppsm
3 Densely Settled Rural - 20 to 39.9 ppsm
2 Rural - 6 to 19.9 ppsm
1 Frontier - less than 6 ppsm

B.   Data by Office Location

During second quarter, we had the assistance of volunteers in the satellite offices about four days per week (including new volunteers being mentored on the phones). When there was no volunteer coverage for the day, the Ombudsman Administrative Specialist or the Ombudsman Volunteer Coordinator took the toll-free number calls.

The calls in Wichita decreased due to two of the college student volunteers leaving. The Kansas City Metro office picked up messages from the Wichita office when volunteers were not available.

Contacts by Office	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
Main - Topeka	387	432	458	410	347	344
Kansas City Metro	74	90	104	46	78	119
Wichita	103	69	82	110	99	63
Total	**564**	**591**	**644**	**566**	**524**	**526**

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

Contact Method	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
Telephone	473	449	510	446	377	386
Email	86	139	126	106	144	137
Letter	1	1	1	3	0	0
Face-to-Face Meeting	0	0	3	5	2	1
Other	2	1	3	5	0	0
Online	4	2	1	1	1	2
CONTACT METHOD TOTAL	**566**	**592**	**644**	**566**	**524**	**526**

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	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
Provider	62	100	82	61	93	89
Consumer	465	434	478	447	364	345
MCO Employee	2	4	10	5	2	5
Other Type	37	54	74	53	65	87
CALLER TYPE TOTAL	566	592	644	566	524	526

E.   Data by Program Type

Nursing facility issues and Frail Elderly (FE) waiver are the top program concerns within the Program Type contacts received for second quarter

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
PD	9	14	11	12	26	17
I/DD	9	17	8	10	10	14
FE	13	23	23	16	18	21
AUTISM	0	2	1	1	1	2
SED	1	1	1	8	5	5
TBI	5	6	6	5	5	2
TA	1	1	0	2	0	7
WH	0	1	0	0	0	0
MFP	1	1	1	2	2	1
PACE	0	1	0	3	0	0
MENTAL HEALTH	3	1	9	4	3	1
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	24	20	15	35	29	21
FOSTER CARE	1	0	1	1	3	0
MEDIKAN	2	1	2	0	1	1
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	0	3	1	1
INSTITUTIONAL TRANSITION FROM MH/BH	1	1	0	0	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	71	91	78	102	104	94

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.

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	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
HCBS	21	33	28	30	29	35
Long Term Care / MF	14	22	19	35	28	22
Urgent Medical Need	9	15	8	10	8	8
Urgent	15	30	24	24	17	16
Life Threatening	2	2	0	1	2	2
PRIORITIES TOTAL	61	102	79	100	84	83

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 top Medicaid issues are Medicaid General issues, Medicaid Eligibility issues, Medicaid Application Issues, Medicaid Info/status, Billing and Spenddown concerns. Spenddown issues are at an all time high when reviewing the last six quarters.

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
Access to Providers (usually Medical)	9	11	11	14	12	10
Appeals/Fair Hearing questions/issues	12	15	7	5	8	10
Background Checks	0	0	2	2	0	0
Billing	38	35	43	45	39	29
Care Coordinator Issues	7	6	4	6	8	8
Change MCO	6	3	2	2	4	4
Choice Info on MCO	1	4	3	4	4	1
Coding Issues	8	3	1	2	4	7
Consumer said Notice not received	1	2	1	1	5	0
Cultural Competency	1	2	0	0	1	0
Data Requests	6	5	19	11	10	10
Dental	4	5	6	9	7	6
Division of Assets	11	10	4	6	13	12
Durable Medical Equipment	3	7	11	4	4	8
Grievances Questions/Issues	18	13	12	17	13	16
Help understanding mail (NOA)	11	24	19	12	16	8
MCO transition	0	1	0	1	2	1
Medicaid Application Assistance	124	104	130	133	110	95
Medicaid Eligibility Issues	108	88	110	103	102	105
Medicaid Fraud	3	2	3	2	1	3
Medicaid General Issues/questions	143	173	176	171	167	139
Medicaid info (status) update	90	86	127	86	78	94
Medicaid Renewal	14	6	3	3	2	8
Medical Card issues	10	12	24	20	14	12
Medicare Savings Plan Issues	31	21	29	30	26	19
MediKan issues	5	5	4	4	3	9
Moving to / from Kansas	2	12	10	13	8	5
Medical Services	22	25	20	11	19	16
Pain management issues	1	3	3	2	1	3
Pharmacy	10	10	7	11	10	5
Pregnancy issues	30	38	23	5	18	13
Prior authorization issues	4	7	5	7	1	11
Refugee/Immigration/SOBRA issues	2	2	2	2	0	3
Respite	2	2	0	1	1	1
Spend Down Issues	19	19	21	17	17	28
Transportation	5	14	12	7	13	15
Working Healthy	2	2	1	2	6	2
MEDICAID ISSUES TOTAL	763	777	855	771	747	716

There may be multiple selections for a member/contact.

- HCBS/LTSS Issues

The top issues for this group are HCBS eligibility issues, and HCBS General Issues and Nursing Facility issues. Nursing facility concerns were the second highest this quarter out of the last six quarters.

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
Client Obligation	14	10	7	24	13	15
Estate Recovery	3	9	9	12	17	20
HCBS Eligibility issues	30	51	45	47	51	54
HCBS General Issues	45	54	43	35	49	42
HCBS Reduction in hours of service	3	2	1	1	1	4
HCBS Waiting List	4	4	5	3	7	6
Nursing Facility Issues	26	38	35	51	28	42
HCBS/LTSS ISSUES TOTAL	**125**	**168**	**145**	**173**	**166**	**183**

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 and Social Security issues were the two top concerns this quarter.

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
Abuse / neglect complaints	7	13	10	17	10	16
ADA Concerns	1	1	0	1	0	3
Adoption issues	0	3	3	3	0	1
Affordable Care Act Calls	4	1	3	2	0	2
Community Resources needed	11	6	6	11	11	6
Domestic Violence concerns	0	0	1	1	1	3
Foster Care issues	2	2	10	3	5	4
Guardianship	3	5	5	4	1	3
Homelessness	2	4	0	6	0	3
Housing Issues	5	9	4	16	4	12
Medicare related Issues	14	17	20	26	21	23
Social Security Issues	14	15	15	25	13	22
Used Interpreter	4	2	5	4	4	0
X-Other	207	54	49	55	39	68
Z Thank you	336	346	355	294	204	191
Z Unspecified	26	31	22	19	20	39
OTHER ISSUES TOTAL	**636**	**509**	**508**	**487**	**333**	**396**

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. response rates for the KanCare Ombudsman office (Responding to members)
2. response rates to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office
3. information on resources provided (Action Taken)
4. how contacts are resolved (Resolution of Issues)

A. Responding to Issues

- KanCare Ombudsman Office response to members/applicants

The Ombudsman Office goal is to respond to a contact within two business days. The last two quarters show improvement in response time.

		% Responded 0-2 Days	% Responded in 3-7 Days	% Responded 8 or More Days
Q1/2021	566	88%	12%	0%
Q2/2021	592	89%	10%	1%
Q3/2021	644	87%	12%	1%
Q4/2021	566	87%	12%	2%
Q1/2022	524	92%	8%	0%
Q2/2022	526	91%	9%	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.

Quarter/yr.: Q2/2022

Number of Referrals	Referred to	% responded 0-2 Days	% responded 3-7 Days	% responded 7-30 Days	% responded 31 or More Days
41	Clearinghouse	98%	2%	0%	0%
1	DCF	100%	0%	0%	0%
3	KDADS-Behavior Health	33%	33%	33%	0%
4	KDADS-HCBS	100%	0%	0%	0%
-	KDADS-Health Occ. Cred.	0%	0%	0%	0%
6	KDHE-Eligibility	33%	33%	33%	0%
2	KDHE-Program Staff	50%	0%	50%	0%
2	KDHE-Provider Contact	50%	50%	0%	0%
2	KMAP	100%	0%	0%	0%
2	Aetna	50%	0%	50%	0%
9	Sunflower	67%	0%	33%	0%
3	United Healthcare	57%	29%	14%	0%

- Action Taken by KanCare Ombudsman Office to resolve requests

Action Taken Resolution Type	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
Questions/Issue Resolved (No Resources)	28	19	25	32	36	37
Used Contact or Resources/Issue Resolved	496	542	591	513	449	420
Closed (No Contact)	39	24	21	21	31	38
ACTION TAKEN RESOLUTION TYPE TOTAL	**563**	**585**	**637**	**566**	**516**	**495**

There may be multiple selections for a member/contact

Action Taken Additional Help	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22
Provided Resources	261	526	585	522	448	411
Mailed/Email Resources	90	131	107	86	101	75

There may be multiple selections for a member/contact

- Ombudsman Office Resolution of Issues

The average days to close/resolve an issue has been improving over the last year. The percentage of resolution in 8 or more days has also improved over the last six quarters.

Qtr./Year	Nmbr. Of Contacts	Avg Days To Completion	% Completed 0-2 Days	% Completed in 3-7 Days	%Completed 8 or More Days
Q1/2021	552	5	71%	16%	13%
Q2/2021	578	4	72%	16%	12%
Q3/2021	630	4	74%	15%	11%
Q4/2021	543	4	74%	14%	12%
Q1/2022	495	4	77%	12%	11%
Q2/2022	476	3	78%	13%	9%

VIII. Enhancements/Updates

A. Transition to New Small Independent Agency

The KanCare Ombudsman Office (KOO) has transitioned from being part of Kansas Department of Aging and Disability Services to a small independent agency connected to the Department of Administration.

- The fiscal transition happened with beginning of the new 2023 fiscal year (July 1, 2022).
- The memorandums of understanding were completed before or start on the new fiscal year start date of July1, 2022.
- The physical move of the office was May 9th. The new location of the KanCare Ombudsman Office is 900 S Jackson, Suite 1041, Topeka, KS 66612.
- The emails and phone numbers have all remained the same. The fax number is new.

B. Grievance Process created for KanCare Ombudsman Office

The KanCare Ombudsman Office worked with KHDE to set up a grievance process for the KanCare Ombudsman Office. The grievance process explains what a grievance is, examples of a grievance, if there are deadlines, how to submit a grievance, and what the process is after submitting a grievance. Information can be found on our website at: Grievance (ks.gov).

C. Guide to Completing the Elderly and Disabled Application – KC1500 and the Medicare Savings Program Application/Redetermination

KDHE published new KanCare applications in the fall of 2021. The application has clearer instructions, and it is much easier to read and understand. The KanCare Ombudsman Office worked with the KDHE Eligibility Team to create new training with additional help in filling out the Elderly and Disability application and the Medicare Savings Program application. This training is intended for providers that work with applicants but can also be used by applicants.

The KanCare Ombudsman Office Volunteer Coordinator provided KDHE the rough draft of the guide. The draft went through several revisions and updates as it was reviewed by several KDHE eligibility team members.

Final documents have been posted to KanCare website on Apply for KanCare page (at the bottom). Apply for KanCare (ks.gov)

D.   Outreach Meetings with the Three Managed Care Organizations

The KanCare Ombudsman office met with all three managed care organizations during the last week of June to discuss ways to provide information about the KanCare Ombudsman office to the members and providers. A game plan is in place and will be begun during the next two quarters.

E.   On-line Training for Volunteers

The KanCare Ombudsman Office is using a new software product, LearnWorlds, for staff and volunteer training. It is an on-line training program that includes review questions and tests for each section. We hope to have the material available and ready for use by the end of the year.

IX. Appendix A: Outreach by KanCare Ombudsman Office

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

A. Outreach through Education and Collaboration

Outreach includes Community events and presentations such as education, networking, and referrals.

- 4/6: VISTA/MSW practicum student attended CPAAA monthly networking meeting via Zoom.
- 4/7: WSU CEI staff attended the KDADS-led settlement agreement information Zoom session.
- 4/14: WSU CEI staff and VISTA/MSW practicum student emailed with Healthier Lyon County personnel regarding outreach meeting.
- 4/14: WSU CEI staff emailed with SCMHCC staff regarding summer outreach event.
- 4/17: Ombudsman attended KHLAAC stakeholder meeting; provided update on KanCare Ombudsman office to KanCare Long Term Care meeting.
- 4/19/2022: KHLAAC Stakeholder Meeting; Volunteer Coordinator shared about Ombudsman office and services
- 4/19: WSU CEI staff attended Healthify/Wellsky NE KS partner network meeting and presented on the Public Health Emergency (PHE) and Ombudsman Office resources.
- 4/20: Ombudsman provided overview of first quarter report to the Bethell Joint Committee on HCBS and KanCare Oversight.
- 4/21: WSU CEI staff emailed with organizers of Public Health Workers Symposium.
- 4/22: VISTA/MSW practicum student attended Sedgwick County-area Veteran's Coalition meeting in Wichita, in person.
- 4/26: Ombudsman attended KHLAAC stakeholder meeting; provided update on KanCare Ombudsman office to KanCare Long Term Care meeting.
- 4/28: WSU CEI staff attended quarterly Sedgwick County IRIS network meeting and shared PHE messaging.
- 4/29: WSU CEI staff and VISTA/MSW practicum student attended quarterly Sedgwick County CDDO networking meeting in person.
- 5/4: WSU CEI staff attended CPAAA monthly networking meeting via Zoom. During all outreach meetings, our office announced PHE unwinding message.
- 5/4: Meeting with Kansas Marketplace Navigators to discuss unwind and

discuss collaboration opportunities.

- 5/9: WSU CEI staff discussed providing newsletter content with Sharon Witzell, Program Coordinator for Senior Adult Ministries Catholic Diocese of Wichita. They will begin producing their newsletter, the Seasoned Servant Connection, sometime in the summer; they are considering selling ad space.
- 5/12: Ombudsman provided update on KanCare Ombudsman office to KanCare Long Term Care meeting
- 5/12: VISTA/MSW practicum student attended the Lyon County area Family Council resource networking meeting via Zoom.
- 5/17: WSU CEI staff and VISTA/MSW practicum student exhibited in-person at Derby's Let's DiaBEAT This Health Expo. We spoke with at least 50 community members and 10 other community providers.
- 5/18: WSU CEI staff emailed with Harvey Co Health Department staff to arrange exhibit at HV CO Baby Shower on 6/11.
- 5/18: WSU CEI staff attended Butler County Early Childhood Taskforce monthly networking meeting via Zoom.
- 5/18: WSU CEI staff registered for Butler County Health Department Baby Jubilee event on 8/3.
- 5/18: WSU CEI staff emailed with HOPE Via Christi staff to follow up on resources conversation.
- 5/18: WSU CEI staff emailed with Grene Vision Group staff to follow up on WSU student recruitment resources.

- 5/26/22- attended the Livable Neighborhoods Monthly meeting for KC Metro.

- 6/1: WSU CEI staff attended CPAAA monthly networking meeting via Zoom. During all outreach meetings, our office announced PHE unwinding message.
- 6/3: WSU CEI staff arranged a presentation to the Kansas Statewide Homeless Coalition for July, via Zoom.
- 6/7-6/8: WSU CEI staff exhibited at the Annual Kansas Consumer Advisory Council Recovery Conference. She gave out 5 Ombudsman brochure packets, spoke with approximately 50 attendees, and connected with approximately 10 other exhibitors.
- 6/9: Ombudsman provided update on KanCare Ombudsman office to KanCare Long Term Care meeting
- 6/10: WSU CEI staff emailed with staff at the Association of Community Mental Health Centers of KS.
- 6/11: WSU CEI staff exhibited at the Harvey County Health Department Baby Shower in Newton. She spoke with 40 attendees and representatives from at least 11 other community agencies.

- 6/13: WSU CEI staff presented to the Center for Public Health Initiatives team at CEI to encourage collaboration.
- 6/15: WSU CEI staff attended the Butler County Early Childhood Taskforce monthly networking meeting via Zoom.
- 6/17: Sent announcement to Local Public Health team at KDHE and Kansas Navigators regarding the new Application Guide for E&D that is now on the KanCare website.
- 6/21: WSU CEI staff attended the Harvey County Healthier County Coalition meeting via Zoom.
- 6/21: WSU CEI staff attended the Wellsky.com community referral network meeting via Zoom.
- 6/22: Ombudsman provided update on KanCare Ombudsman office to KanCare Advisory Council Meeting
- 6/24: WSU CEI staff exhibited at the Alzheimer's Association Dementia Conference in Mulvane. She spoke to approximately 100 conference attendees and exhibitors.

- 6.22.22, Josephine gave a brief presentation to the Livable Neighborhoods Monthly Meeting
- 6.27.22, KanCare Ombudsman team met with outreach representatives from Sunflower Health Plan to discuss Outreach methods for our office within their contact pool (providers and members).
- 6.30.22, KanCare Ombudsman team met with outreach representatives from Aetna Better Health KS to discuss outreach methods for our office within their contact pool (providers and members).
- 7/1/22 KanCare Ombudsman team met with outreach representatives from United to discuss outreach methods for our office within their contact pool (providers and members).

B.   Outreach through Social Media and Print Media

The highest reaches during second quarter were posts regarding food assistance and new resources/training regarding the KanCare Elderly and Disabled application and Medicare Savings Program application
- Facebook Posts – 18 in April
- Facebook page followers at end of April: 463, up from 453 on 3/31/22.
- The April post with highest engagement and reach was a link to an online session sponsored by Minds Matter and the Alzheimer's Association on. Posts regarding waivers and/or disabilities tended to perform well.

Date of post	Topic	# "reaches	# "engagements"
4/4/2022	National Public Health Week-Racism public health crisis	71	3
4/4/2022	Social Security Contact information	44	1
4/5/2022	National Public Health Week-Public Health Workforce	87	3
4/6/2022	Child Abuse Awareness-reporting and recognizing signs of abuse	76	0
4/6/2022	National Public Health Week-community: collab and resilience	102	5
4/8/2022	Medicare Fraud warning -- Spanish	75	4
4/10/2022	National Public Health Week-Mental Health	82	4
4/19/2022	Child Abuse awareness	39	0
4/20/2022	National Volunteer Week-recognizing volunteers in office	68	9
4/21/2022	National Minority Health Month	40	0
4/22/2022	Volunteer Recruitment for Ombudsman Office	102	8
4/25/2022	National Minority Health Month	31	1
4/26/2022	Recognizing AmeriCorps VISTAs	97	10
4/27/2022	National Infant Immunization Week	37	0
4/27/2022	Alzheimer's Association virtual forum	169	9
4/28/2022	National Infant Immunization Week - Spanish	34	0
4/29/2022	Mental Health and Substance Abuse Coalition community update	32	2
4/29/2022	National Immunization Week - Medicaid and CHIP	27	2

- The WSU Community Program Specialist and VISTA/MSW practicum student focused approximately 32.25 hours combined on Facebook/social media projects. This time included creating a transition plan, planning, and creating posts, researching Facebook analytics tools, creating office guidance/reference materials for future use, and collaborating with other CEI social media personnel. The office created 9 Facebook posts for this month and several other posts for 2022-2023; we continued to coordinate with Ombudsman staff to approve them.

- Facebook Posts – 9 in May
- Facebook page followers at end of May: 469, up from 463 at the end of April.
- The May post with highest engagement and reach was a link to a needs survey from the Statewide Independent Living Council.

Date of post	Topic	# "reaches	# "engagements"
5/2/2022	Older Americans Month	64	2
5/4/2022	Survey for the Kansas Drug Overdose Prevention Plan	19	1
5/5/2022	Ombudsman Officing Moving	45	1
5/6/2022	SAMSHA app help	60	2
5/10/2022	National Foster Care Month	63	2
5/13/2022	Older Americans Month	39	1
5/16/2022	Derby Health Expo	43	1
5/20/2022	SILCK Needs Survey	96	8
5/27/2022	Office closed-Memorial Day	31	0

- The WSU Community Program Specialist and VISTA/MSW practicum student focused approximately 13 hours combined on Facebook/social media projects. This time included finalizing a transition plan, planning, and creating posts, researching Facebook analytics tools, creating office guidance/reference materials for future use, and collaborating with other CEI social media personnel. The office created 14 Facebook posts for this month; we continued to coordinate with Ombudsman staff to approve them.

- Facebook Posts – 16 in June
- Facebook page followers at end of June: 482, up from 469 at the end of May.
- The June posts with highest engagements and reaches were a link to Food Assistance resources statewide and the new Ombudsman Application Assistance materials.

Date of post	Topic	# "reaches	# "engagements"
6/1	Harvey County Community Baby Shower promotion	59	2
6/6	We are available for outreach events and presentations!	32	1
6/8	PHE Unwinding webinar series promotion	38	3
6/10	Adult Protective Services resources	30	0
6/14	Hiring VISTA positions	90	5
6/15	Food Assistance resources	440	42
6/16	Kansas Prevention Collaborative resource	52	5
6/18	Ombudsman Volunteer Recruitment	42	3
6/20	Ombudsman General Services	44	2
6/20	ABLE account resources	31	2
6/21	New resources for KanCare Application Assistance	490	33

6/22	Kansas Homeowners payment assistance resources (Ks Housing Resource Corporation)	39	3
6/23	Kansas Renters payment assistance resources (KS Housing Resources Corporation)	20	0
6/24	Veteran's Benefits resources	22	0
6/29	Shared Kansas Consumer Advisory Council Mental Health post	99	6
6/30	VISTA recruitment	84	4

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

A. Aetna

MEDICAID ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Access to Providers (usually Medical)	0	3	1	2	1	0
Appeals/Fair Hearing questions/issues	0	1	0	1	1	1
Background Checks	0	0	0	0	0	0
Billing	2	4	2	6	3	2
Care Coordinator Issues	1	0	1	3	3	1
Change MCO	1	0	0	0	1	1
Choice Info on MCO	0	0	0	0	1	0
Coding Issues	0	1	0	1	0	0
Consumer said Notice not received	0	1	0	0	0	0
Cultural Competency	0	1	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	0	0	1	0	0	0
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	0	0	0	0	1	0
Grievances Questions/Issues	0	1	0	5	1	0
Help understanding mail (NOA)	0	0	0	0	0	0
MCO transition	0	0	0	0	1	0
Medicaid Application Assistance	0	0	0	1	1	0
Medicaid Eligibility Issues	2	2	4	1	4	1
Medicaid Fraud	0	0	1	0	0	0
Medicaid General Issues/questions	3	6	9	5	9	2
Medicaid info (status) update	3	2	4	6	5	2
Medicaid Renewal	1	1	0	0	0	0
Medical Card issues	0	1	3	2	1	1
Medicare Savings Plan Issues	1	0	0	0	2	0
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	0	1	0	0	0	0
Medical Services	2	6	4	0	4	2
Pain management issues	0	0	1	1	0	0
Pharmacy	0	1	2	2	0	1
Pregnancy issues	1	0	0	0	0	0
Prior authorization issues	0	2	0	1	0	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	0	1	3	2	1	0
Transportation	0	2	0	1	1	1
Working Healthy	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	**17**	**37**	**36**	**40**	**41**	**17**

Aetna

HCBS/LTSS ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Client Obligation	2	0	0	1	0	1
Estate Recovery	0	0	0	0	0	0
HCBS Eligibility issues	0	2	2	1	3	3
HCBS General Issues	0	2	2	3	8	3
HCBS Reduction in hours of service	0	0	0	0	0	0
HCBS Waiting List	0	0	0	0	0	0
Nursing Facility Issues	1	1	1	4	0	0
HCBS/LTSS ISSUES TOTAL	**3**	**5**	**5**	**9**	**11**	**7**

OTHER ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Abuse / neglect complaints	0	0	0	3	1	1
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	1	1	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	0	1	0	0	0
Guardianship	0	0	1	0	0	0
Homelessness	0	0	0	0	0	0
Housing Issues	0	0	0	1	1	1
Medicare related Issues	0	0	1	0	1	0
Social Security Issues	0	0	0	0	1	0
Used Interpreter	0	0	0	0	0	0
X-Other	5	0	1	1	0	1
Z Thank you	7	18	17	11	14	4
Z Unspecified	0	0	3	0	0	1
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	**12**	**19**	**25**	**16**	**18**	**8**

Aetna

PROGRAM TYPE	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
PD	1	1	0	2	2	4
I/DD	0	1	0	0	0	0
FE	0	1	0	0	6	0
AUTISM	0	0	0	0	0	0
SED	0	0	0	0	0	0
TBI	0	0	1	1	1	1
TA	0	1	0	0	0	0
WH	0	0	0	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	0	0	1	1	0	1
FOSTER CARE	0	0	1	0	0	0
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	2	5	3	4	9	6

PRIORITY	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
HCBS	1	6	1	2	2	3
Long Term Care / MF	0	2	1	0	0	1
Urgent Medical Need	1	2	2	1	1	0
Urgent	0	3	3	2	0	3
Life Threatening	0	0	0	0	0	1
PRIORITIES TOTAL	2	13	7	5	3	8

B.   Sunflower

MEDICAID ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Access to Providers (usually Medical)	2	2	1	2	2	1
Appeals/Fair Hearing questions/issues	1	2	1	0	1	2
Background Checks	0	0	0	0	0	0
Billing	5	3	5	3	3	5
Care Coordinator Issues	0	1	0	0	0	1
Change MCO	0	1	0	1	0	0
Choice Info on MCO	0	2	0	0	0	0
Coding Issues	0	0	1	0	0	0
Consumer said Notice not received	0	0	0	0	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	1	1	0	0
Dental	0	0	1	2	0	0
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	0	2	2	0	1	2
Grievances Questions/Issues	4	2	0	1	0	2
Help understanding mail (NOA)	1	1	0	0	1	1
MCO transition	0	1	0	0	0	0
Medicaid Application Assistance	0	0	0	0	1	0
Medicaid Eligibility Issues	1	0	4	0	1	5
Medicaid Fraud	0	0	0	0	0	0
Medicaid General Issues/questions	2	6	7	2	4	10
Medicaid info (status) update	1	2	3	2	1	1
Medicaid Renewal	0	0	0	0	0	0
Medical Card issues	1	0	2	1	1	1
Medicare Savings Plan Issues	0	0	0	0	0	0
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	1	2
Medical Services	4	2	3	3	2	2
Pain management issues	0	1	0	1	0	0
Pharmacy	0	2	2	3	1	1
Pregnancy issues	0	0	0	0	0	2
Prior authorization issues	0	1	0	1	0	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	0	1	0	0
Spend Down Issues	1	0	0	0	0	0
Transportation	0	2	3	0	2	2
Working Healthy	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	23	33	36	24	22	41

Sunflower

HCBS/LTSS ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Client Obligation	1	1	0	0	0	1
Estate Recovery	0	0	0	0	0	0
HCBS Eligibility issues	3	2	3	0	1	3
HCBS General Issues	4	4	1	3	4	5
HCBS Reduction in hours of service	0	0	0	0	0	0
HCBS Waiting List	0	1	1	0	1	0
Nursing Facility Issues	2	1	0	2	2	2
HCBS/LTSS ISSUES TOTAL	**10**	**9**	**5**	**5**	**8**	**11**

OTHER ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Abuse / neglect complaints	0	0	0	1	2	0
ADA Concerns	0	0	0	0	0	0
Adoption issues	0	1	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	2	0	0	0	0
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0
Guardianship	2	1	0	0	0	0
Homelessness	0	0	0	0	0	0
Housing Issues	0	2	0	0	0	0
Medicare related Issues	2	1	0	1	0	0
Social Security Issues	1	0	0	0	0	0
Used Interpreter	0	0	0	0	0	0
X-Other	4	4	0	1	2	3
Z Thank you	19	17	12	6	9	16
Z Unspecified	1	0	1	0	0	0
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	**29**	**28**	**13**	**9**	**13**	**19**

Sunflower

PROGRAM TYPE	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
PD	1	1	0	0	2	2
I/DD	2	5	1	2	1	5
FE	1	2	2	1	1	2
AUTISM	0	0	0	0	0	0
SED	0	0	0	0	0	1
TBI	2	1	3	0	0	0
TA	0	0	0	1	0	2
WH	0	0	0	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	1	0	1	0	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	0	0	1	1	1	0
FOSTER CARE	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	1	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	8	9	8	5	5	12

PRIORITY	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
HCBS	3	4	6	3	2	7
Long Term Care / MF	1	3	1	0	1	0
Urgent Medical Need	1	5	2	2	1	4
Urgent	1	6	1	3	4	1
Life Threatening	1	1	0	0	1	0
PRIORITIES TOTAL	7	19	10	8	9	12

C.   United Healthcare

MEDICAID ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Access to Providers (usually Medical)	0	3	3	1	4	1
Appeals/Fair Hearing questions/issues	0	4	1	1	2	1
Background Checks	0	0	0	0	0	0
Billing	3	4	5	7	8	3
Care Coordinator Issues	0	2	1	1	2	1
Change MCO	0	2	0	0	2	0
Choice Info on MCO	0	1	0	0	1	0
Coding Issues	0	0	0	1	1	1
Consumer said Notice not received	0	0	0	0	2	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	1	0	0	1
Dental	0	2	1	1	2	1
Division of Assets	0	0	0	0	0	1
Durable Medical Equipment	1	0	3	1	1	3
Grievances Questions/Issues	3	3	3	2	4	3
Help understanding mail (NOA)	1	1	0	2	1	2
MCO transition	0	0	0	0	0	1
Medicaid Application Assistance	1	0	2	0	1	4
Medicaid Eligibility Issues	2	1	2	3	8	7
Medicaid Fraud	0	1	0	0	0	0
Medicaid General Issues/questions	4	9	8	6	15	13
Medicaid info (status) update	3	2	5	1	7	8
Medicaid Renewal	1	0	0	1	0	1
Medical Card issues	0	1	1	2	1	2
Medicare Savings Plan Issues	0	2	1	1	3	1
MediKan issues	0	0	0	0	0	0
Moving to / from Kansas	0	1	0	1	0	0
Medical Services	1	5	5	1	3	1
Pain management issues	0	2	1	0	1	0
Pharmacy	0	4	3	2	5	0
Pregnancy issues	0	2	0	0	0	0
Prior authorization issues	0	2	2	2	1	4
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Spend Down Issues	1	1	0	1	2	0
Transportation	0	3	2	1	5	0
Working Healthy	0	0	0	0	1	0
MEDICAID ISSUES TOTAL	21	58	50	39	83	60

United HealthCare

HCBS/LTSS ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Client Obligation	0	1	1	0	0	0
Estate Recovery	0	0	0	0	0	0
HCBS Eligibility issues	2	1	2	2	2	3
HCBS General Issues	4	4	4	4	4	5
HCBS Reduction in hours of service	1	0	0	0	1	1
HCBS Waiting List	1	1	1	0	1	2
Nursing Facility Issues	1	2	4	7	2	0
HCBS/LTSS ISSUES TOTAL	**9**	**9**	**12**	**13**	**10**	**11**

OTHER ISSUES	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
Abuse / neglect complaints	1	2	2	0	1	1
ADA Concerns	0	0	0	0	0	1
Adoption issues	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0
Community Resources needed	0	2	0	1	1	0
Domestic Violence concerns	0	0	0	0	0	0
Foster Care issues	0	0	1	0	1	0
Guardianship	0	0	0	0	0	0
Homelessness	0	1	0	1	0	0
Housing Issues	0	3	0	2	0	1
Medicare related Issues	1	2	0	0	4	3
Social Security Issues	0	0	0	2	1	0
Used Interpreter	0	0	0	0	0	0
X-Other	6	2	6	4	4	2
Z Thank you	8	23	25	13	17	17
Z Unspecified	1	0	2	0	1	1
Health Homes	0	0	0	0	0	0
OTHER ISSUES TOTAL	**17**	**35**	**36**	**23**	**30**	**26**

United HealthCare

PROGRAM TYPE	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
PD	1	2	1	0	5	4
I/DD	1	5	1	0	1	2
FE	1	1	1	3	0	1
AUTISM	0	0	0	0	0	0
SED	0	0	0	1	1	0
TBI	0	2	1	2	1	0
TA	1	0	0	0	0	1
WH	0	0	0	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	1	5	2	1	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	0	1	1	5	2	1
FOSTER CARE	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0
PROGRAM TYPE TOTAL	4	12	10	14	11	9

PRIORITY	Q1 21	Q2 21	Q3 21	Q4 21	Q1 22	Q2 22
HCBS	3	4	4	5	3	4
Long Term Care / MF	0	1	4	5	2	4
Urgent Medical Need	2	0	1	2	2	0
Urgent	2	5	6	3	2	2
Life Threatening	0	0	0	1	0	0
PRIORITIES TOTAL	7	10	15	16	9	10