KanCare Ombudsman Office Report

Quarter 4, 2022 (based on calendar year)
October 1 – December 31, 2022

Data downloaded 1/13/2023

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A.   Contacts

Contacts for fourth quarter increased and were the highest for the 2022 year. We anticipate that the contact numbers will continue to increase as the change in policy regarding renewals goes into effect in the spring.

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

B.   Outreach

Facebook is an important part of the KOO outreach. The Wichita Satellite office is responsible for the Facebook research, creation and posting. During 2022, we averaged 44 Facebook posts per quarter.

	Q1/22	Q2/22	Q3/22	Q4/22	Avg.
Facebook posts	43	45	38	51	44

C.   Response Time

Response time, from initial contact to returning the initial call, is down for third and fourth quarters. The Ombudsman will be reviewing this issue to ensure better response times going forward.

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

D.   Annual Survey

The KanCare Ombudsman Office (KOO) is required by Centers for Medicare and Medicaid Services (CMS) to get feedback on how we are doing by beneficiaries, providers and other stakeholders.

The survey was available on our webpages at Survey & Listening Sessions (ks.gov) from October 3 to October 31. The survey results will be included in the KanCare Ombudsman Annual Report and can be found on the KOO webpage for Annual Surveys.

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

E. 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 fourth 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. This chart shows only the number of people who have contacted us.

The last three years of contacts are down; we believe it is due to the policy of not dropping members from coverage during the federal pandemic emergency order. Fourth quarter results were higher than the other three quarters this year. KDHE will begin the renewal process this spring and we anticipate initial contact numbers will continue to grow.

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	480	546

The chart below shows an example of another organization that has had a significant decrease in contacts during the public health emergency (PHE) as well. According to the chart below, the KanCare Clearinghouse and the KanCare Ombudsman Office have had similar decreases when comparing contacts to second quarter of 2020 through the most recent quarter.

	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%

F.   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 fourth 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.

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 Wed. 9am to 4pm Fri: 9:00am to noon	2	15	Southern Kansas Area Codes 316, 620

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 by the KanCare Ombudsman Office.

	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Outreach	49	171	348	142	77	86	100	73

For the full listing of outreach, see Appendix A.

Facebook is an important part of the KOO outreach. The Wichita Satellite office is responsible for the Facebook research, creation and posting. During 2022, we averaged 44 Facebook posts per quarter.

	Q1/22	Q2/22	Q3/22	Q4/22	Avg.
Facebook posts	43	45	38	51	44

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).

KanCare Ombudsman Coverage Map by Quadrant
- Ombudsman Volunteer Project
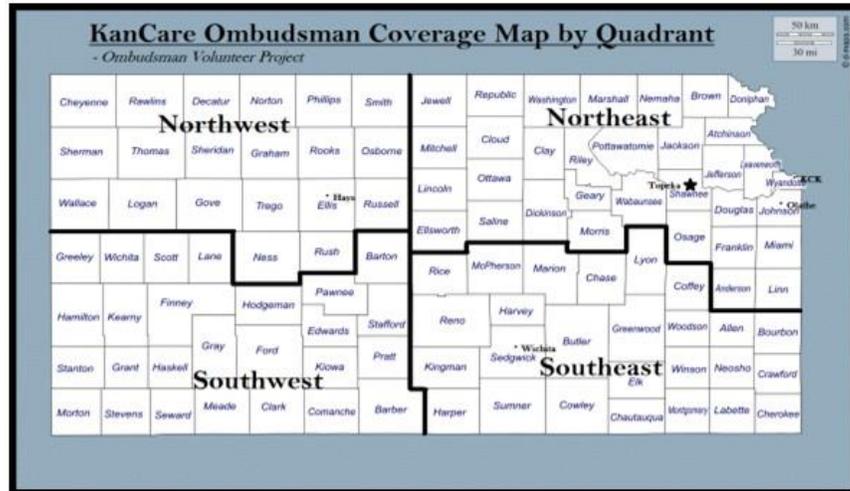
The chart below, by region, shows that most KanCare Ombudsman contacts come from the Northeast and Southeast part of Kansas.

- o 785, 913 and 816 area code toll-free calls go to the Kansas City Metro Satellite office.
- o 316 and 620 area code toll-free calls go to the Wichita Satellite office.
- o 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	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Northwest	10	7	9	8	6	3	3	4
Northeast	80	147	94	80	77	88	98	150
Southwest	16	19	12	14	11	8	3	14
Southeast	60	134	96	94	73	70	75	120
Unknown	400	284	432	367	353	355	299	247
Out of State	0	1	1	3	4	2	2	11
Total	**566**	**592**	**644**	**566**	**524**	**526**	**480**	**546**

- 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 Member Contacts by Region

Medicaid

Region	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Northwest	14,310	14,409	14,817	15,087	15,281	15,393	15,670	15,670
Northeast	218,205	222,688	227,276	231,064	235,371	239,190	243,511	243,511
Southwest	41,958	42,834	43,910	44,639	45,647	46,516	47,573	47,573
Southeast	198,235	202,161	206,092	209,226	213,493	217,347	221,215	221,215
Total	274,473	279,931	286,003	290,790	296,299	301,099	306,754	527,969

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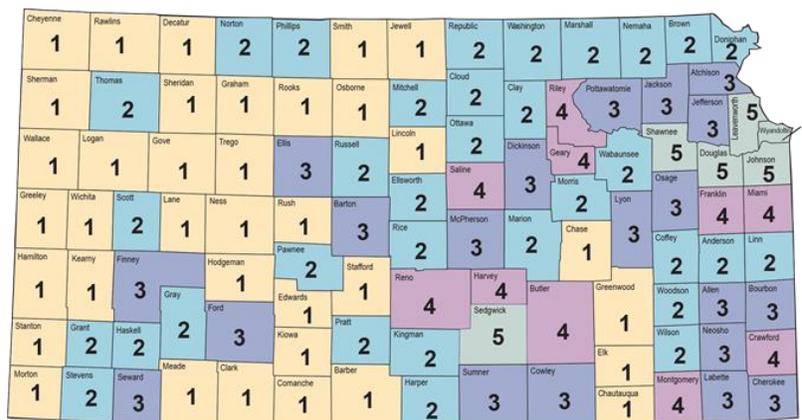
5 Urban - 150+ ppsm
4 Semi-Urban - 40-149.9 ppsm
3 Densely Settled Rural - 20 to 39.9 ppsm
2 Rural - 6 to 19.9 ppsm
1 Frontier - less than 6 ppsm

B.   Data by Office Location

During fourth 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 took the toll-free number calls.

Contacts by Office	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Main - Topeka	387	432	458	410	347	344	258	286
Kansas City Metro	74	90	104	46	78	119	144	129
Wichita	103	69	82	110	99	63	78	131
Total	**564**	**591**	**644**	**566**	**524**	**526**	**480**	**546**

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	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Telephone	473	449	510	446	377	386	364	366
Email	86	139	126	106	144	137	111	151
Letter	1	1	1	3	0	0	1	1
Face-to-Face Meeting	0	0	3	5	2	1	4	6
Other	2	1	3	5	0	0	0	21
Online	4	2	1	1	1	2	0	1
CONTACT METHOD TOTAL	**566**	**592**	**644**	**566**	**524**	**526**	**480**	**546**

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	Q3/22	Q4/22
Provider	62	100	82	61	93	88	67	91
Consumer	465	434	478	447	364	346	333	384
MCO Employee	2	4	10	5	2	5	2	3
Other Type	37	54	74	53	65	87	78	68
CALLER TYPE TOTAL	**566**	**592**	**644**	**566**	**524**	**526**	**480**	**546**

E.   Data by Program Type

Nursing facility, Intellectual Developmental Disability (IDD) waiver, and Physical Disability (PD) waiver concerns are the top program concerns within the Program Type contacts received for fourth quarter.

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
PD	9	14	11	12	26	17	11	15
I/DD	9	17	8	10	10	14	16	18
FE	13	23	23	16	18	21	14	12
AUTISM	0	2	1	1	1	2	2	0
SED	1	1	1	8	5	6	6	7
TBI	5	6	6	5	5	2	11	5
TA	1	1	0	2	0	7	9	3
WH	0	1	0	0	0	0	0	1
MFP	1	1	1	2	2	1	0	1
PACE	0	1	0	3	0	0	0	0
MENTAL HEALTH	3	1	9	4	3	1	3	2
SUB USE DIS	0	0	0	0	0	0	0	1
NURSING FACILITY	24	20	15	35	29	21	19	36
FOSTER CARE	1	0	1	1	3	0	0	0
MEDIKAN	2	1	2	0	1	1	0	2
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	0	3	1	1	2	3
INSTITUTIONAL TRANSITION FROM MH/BH	1	1	0	0	0	1	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	1
PROGRAM TYPE TOTAL	**71**	**91**	**78**	**102**	**104**	**95**	**93**	**108**

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	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
HCBS	21	33	28	30	29	37	43	64
Long Term Care / MF	14	22	19	35	28	22	14	43
Urgent Medical Need	9	15	8	10	8	8	10	10
Urgent	15	30	24	24	17	17	10	27
Life Threatening	2	2	0	1	2	2	1	3
PRIORITIES TOTAL	61	102	79	100	84	86	78	147

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 over the last several quarters are Medicaid Application Assistance and Medical Services.

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Access to Providers (usually Medical)	9	11	11	14	12	10	17	31
Appeals/Fair Hearing questions/issues	12	15	7	5	8	11	7	12
Background Checks	0	0	2	2	0	0	0	0
Billing	38	35	43	45	39	29	32	34
Care Coordinator Issues	7	6	4	6	8	8	12	9
Change MCO	6	3	2	2	4	4	7	2
Choice Info on MCO	1	4	3	4	4	1	2	4
Coding Issues	8	3	1	2	4	7	5	0
Consumer said Notice not received	1	2	1	1	5	0	0	2
Cultural Competency	1	2	0	0	1	0	0	1
Data Requests	6	5	19	11	10	10	7	7
Dental	4	5	6	9	7	6	8	7
Division of Assets	11	10	4	6	13	12	3	7
Durable Medical Equipment	3	7	11	4	4	8	6	13
Grievances Questions/Issues	18	13	12	17	13	16	23	25
Help understanding mail (NOA)	11	24	19	12	16	8	8	24
MCO transition	0	1	0	1	2	1	2	1
Medicaid Application Assistance	124	104	130	133	110	95	90	116
Medicaid Eligibility Issues	108	88	110	103	102	105	100	95
Medicaid Fraud	3	2	3	2	1	3	3	2
Medicaid General Issues/questions	143	173	176	172	167	139	145	172
Medicaid info (status) update	90	86	127	86	78	94	88	71
Medicaid Renewal	14	6	3	3	2	8	3	7
Medical Card issues	10	12	24	20	14	12	18	12
Medicare Savings Plan Issues	31	21	29	30	26	19	11	25
MediKan issues	5	5	4	4	3	9	4	3
Moving to / from Kansas	2	12	10	13	8	5	12	12
Medical Services	22	25	20	11	19	16	20	36
Pain management issues	1	3	3	2	1	3	2	1
Pharmacy	10	10	7	11	10	5	6	8
Pregnancy issues	30	38	23	5	18	13	5	17
Prior authorization issues	4	7	5	7	1	11	3	5
Refugee/Immigration/SOBRA issues	2	2	2	2	0	3	2	3
Respite	2	2	0	1	1	1	1	0
Spend Down Issues	19	19	21	17	17	28	13	23
Transportation	5	14	12	7	13	15	7	10
Working Healthy	2	2	1	2	6	2	3	2
MEDICAID ISSUES TOTAL	763	777	855	772	747	717	675	799
OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22

There may be multiple selections for a member/contact.

- **HCBS/LTSS Issues**

The top issues for the past year are HCBS General Issues, HCBS Eligibility issues, and Nursing Facility issues.

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Client Obligation	14	10	7	24	13	15	10	4
Estate Recovery	3	9	9	12	17	20	12	12
HCBS Eligibility issues	30	51	45	47	51	54	38	35
HCBS General Issues	45	54	43	36	49	42	51	51
HCBS Reduction in hours of service	3	2	1	1	1	4	8	7
HCBS Waiting List	4	4	5	3	7	6	5	7
Nursing Facility Issues	26	38	35	51	28	42	32	31
HCBS/LTSS ISSUES TOTAL	**125**	**168**	**145**	**174**	**166**	**183**	**156**	**147**

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 and Community Resources Needed were the two top concerns this quarter.

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Abuse / neglect complaints	7	13	10	17	10	16	15	13
ADA Concerns	1	1	0	1	0	3	0	2
Adoption issues	0	3	3	3	0	1	1	1
Affordable Care Act Calls	4	1	3	2	0	2	1	1
Community Resources needed	11	6	6	11	11	6	11	23
Domestic Violence concerns	0	0	1	1	1	3	1	2
Foster Care issues	2	2	10	3	5	4	3	4
Guardianship	3	5	5	4	1	3	1	6
Homelessness	2	4	0	6	0	3	0	3
Housing Issues	5	9	4	17	4	12	7	10
Medicare related Issues	14	17	20	26	21	23	13	24
Social Security Issues	14	15	15	25	13	22	8	13
Used Interpreter	4	2	5	4	4	0	2	3
X-Other	207	54	49	55	39	68	58	66
Z Thank you	336	346	355	294	204	191	210	260
Z Unspecified	26	31	22	19	20	39	39	30
Health Homes	0	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	**636**	**509**	**508**	**488**	**333**	**396**	**370**	**461**

There may be multiple selections for a member/contact.

H.   Data by Managed Care Organization (MCO)

See Appendix B (pages 22-30)

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 Ombudsman Office goal is to respond to a contact within two business days. Third and fourth quarters shows a decrease in the response rate. The ombudsman will be addressing this concern with staff and volunteers.

Quarter/Year	Number of Contacts	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 8 or more Days
Q1/2021	566	87%	12%	1%
Q2/2021	592	89%	10%	1%
Q3/2021	644	87%	12%	1%
Q4/2021	566	87%	12%	2%
Q1/2022	524	92%	7%	1%
Q2/2022	526	90%	9%	1%
Q3/2022	480	84%	15%	1%
Q4/2022	546	84%	15%	2%

- **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.

Q4, 2022

Number Referrals	Referred to	% Resolved 0-2 Days	% Resolved 3-7 Days	% Resolved 7-30 Days	% Resolved 31 or More Days
41	Clearinghouse	100%	0%	0%	0%
4	DCF	25%	25%	50%	0%
6	KDADS-HCBS	83%	17%	0%	0%
11	KDHE-Eligibility	64%	27%	9%	0%
4	KDHE-Program Staff	50%	25%	25%	0%
8	KDHE-Provider Contact	75%	13%	13%	0%
1	KMAP	100%	0%	0%	0%
9	Aetna	11%	33%	44%	11%
5	Sunflower	80%	0%	0%	20%
15	UnitedHealthcare	53%	27%	20%	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	Q3/22	Q4/22
Questions/Issue Resolved (No Resources)	28	19	25	32	35	39	32	41
Used Contact or Resources/Issue Resolved	496	542	591	513	450	424	397	445
Closed (No Contact)	39	24	21	21	31	42	39	32
ACTION TAKEN RESOLUTION TYPE TOTAL	**563**	**585**	**637**	**566**	**516**	**505**	**468**	**518**

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	Q3/22	Q4/2
Provided Resources	261	526	585	522	449	415	388	449
Mailed/Email Resources	90	131	107	86	102	76	66	81
ACTION TAKEN ADDITIONAL HELP TOTAL	**351**	**657**	**692**	**608**	**551**	**491**	**454**	**530**

There may be multiple selections for a member/contact

- **KanCare Ombudsman Office Resolution Rate**

Although the average days to close/resolve an issue has been improving over the last year, third and fourth quarter numbers were down compared to prior quarters. Since we have been down one to two staff people during this timeframe, we were not able to review cases at the end of the quarter to see if some had been resolved and not closed yet.

Quarter/ Year	Number Contacts	Avg Days To Completion	% Completed in 0-2 Days	% Completed in 3-7 Days	% Completed in 8 or More Days
Q1/2021	552	5	71%	16%	13%
Q2/2021	578	4	72%	16%	12%
Q3/2021	631	5	74%	15%	12%
Q4/2021	564	4	74%	14%	12%
Q1/2022	509	4	76%	12%	12%
Q2/2022	492	5	75%	12%	13%
Q3/2022	459	4	68%	18%	14%
Q4/2022	480	5	66%	20%	14%

VIII. Enhancements/Updates

A. Staff updates

The Volunteer Coordinator resigned mid-August. After several rounds of interviews, a new Volunteer Coordinator was hired mid-December. Her husband retired in January, and they have decided to move out of state. We will continue to work to fill this position.

B. Updates

The KanCare Ombudsman Office worked with the KDHE Eligibility Team to create new training for the new Families with Children application (KC-1100). This training is intended for providers that work with applicants but can also be used by applicants. The documents are posted on the KanCare website on the Apply for KanCare page (at the bottom). Apply for KanCare (ks.gov)

C. KanCare Ombudsman Office survey

The KanCare Ombudsman Office (KOO) is required by Centers for Medicare and Medicaid Services (CMS) to get feedback on how we are doing by beneficiaries, providers and other stakeholders. The survey was available on our webpages at Survey & Listening Sessions (ks.gov) from October 3 to October 31. The survey results will be included in the KanCare Ombudsman Annual Report and can be found on the KOO webpage for Annual Surveys.

IX. Appendix A: Outreach by KanCare Ombudsman Office

This is a listing of fourth quarter KanCare Ombudsman 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

- 10/5: Aurora and Lydia attended the monthly CPAAA networking meeting via Zoom and reminded attendees that KanCare members need to update their mailing address with Clearinghouse before the end of the COVID PHE. (Aurora repeated this message at all outreach events and meetings.)
- 10/5: Aurora emailed volunteer recruitment resources with Sharon Wetzell from the Catholic Diocese of Wichita
- 10/4: Aurora emailed with Crawford County Health Dept to provide KanCare application resources
- 10/4: Aurora exhibited at the Saline County Health Dept Baby Fair event
- 10/12-10/13: Aurora and VISTA/AmeriCorps members exhibited at the InterHab Power Up annual conference
- 10/14: Aurora and Lydia exhibited at the Sedgwick County-area Veterans' Resource Drive Through Fair

- 10/18: Aurora presented at the KCSL Governor's Conference on the Prevention of Child Abuse and Neglect. The 1-hour Zoom workshop was titled "Basics of Children's KanCare Coverage" and had 53 attendees.
- 10/18: Aurora attended the Wellsky quarterly outreach meeting via Zoom.
- 10/19: Aurora and Lydia attended and assisted with separate KDHE feedback sessions.
- 10/20: Aurora exhibited at the Emporia Together Resource fair in Emporia, organized by DCF Workforce staff.
- 11/2: Aurora and Lydia attended the monthly CPAAA networking meeting via Zoom and reminded attendees that KanCare members need to update their mailing address with Clearinghouse before the end of COVID PHE.
- 11/2; Presentation at the Bethel Joint Committee on HCBS and KanCare Oversight.
- 11/10: Aurora attended the quarterly Lyon County Family Resource Council meeting via Zoom.
- 11/14: Aurora and Lydia attended the United Way of the Plains lunch for community volunteer organizations
- 11/16: Aurora attended the United HealthCare MCO member advisory meeting via Zoom.
- 12/1: Aurora emailed www.kshomecare.org (Kansas Home Care & Hospice Association) to request placement on their resource page: https://www.kshomecare.org/helpful_links. Will continue to follow up.
- 12/6: Aurora spoke with Aetna Community Development Coordinator Liz Zuiss regarding case issues and community outreach opportunities.
- 12/14: Aurora and Lydia attended the KanCare Public Forum via Zoom.
- 12/14: Aurora attended the Butler County Early Childhood Taskforce monthly meeting via Zoom.
- 12/14; Attended and provided written report for the KanCare Advisory Committee. Attended the Public Forum.

B.   Outreach through Social Media and Print Media

Created and posted 51 Facebook posts on the KanCare Ombudsman Office Facebook page.

Date of post	Topic	# "reaches	# "engagements"
1-Oct	Sedgwick County HD Baby Fair Event	101	4
3-Oct	Saline County HD Baby Fair Event	81	2
3-Oct	Survey initial post -- boosted	39,445	2,566
3-Oct	Social Security Admin information	62	2
4-Oct	State Fair Hearings	61	2
5-Oct	Medicaid Enrollment dates are ongoing	71	3
6-Oct	SG CO area Veteran's Resource Fair	474	17
7-Oct	Resources from Area Agencies on Aging	83	7
10-Oct	Changing MCO resources	110	10
18-Oct	Affordable Connectivity.gov resource	85	17
24-Oct	Ombudsman Office Is Hiring	172	24
25-Oct	Feedback Survey closes soon!	58	3
28-Oct	Support Groups in KC resources	83	13
10/26	LINKEDIN post with job posting		
1-Nov	Adult Dental Benefits	48	4
4-Nov	Call us or email for assistance (don't send us FB messages)	67	4
7-Nov	Veteran's Day Closure	49	1
7-Nov	SSI Resources turning 18	41	1
9-Nov	Update your info at Clearinghouse	250	16
9-Nov	We are hiring!	42	2
10-Nov	Area Agency on Aging Resource Share	41	39
16-Nov	Miami County HD Resource Share	77	7
17-Nov	Medicare Savings Program information	91	9
17-Nov	boosted post: We're hiring	5,401	1,352
17-Nov	We are hiring!	70	7
18-Nov	Value Added Benefits	77	13
21-Nov	Thanksgiving Closure dates	27	0
22-Nov	We are problem solvers!	63	5
24-Nov	Medicaid Basics/Medicare Resources	32	5
26-Nov	Difference between SSI & SSDI	234	39
26-Nov	KanCare Ombudsman Home Page	26	4
28-Nov	ABLE account resources	237	25
28-Nov	Resource share: Juntos Center for Advancing Latino Health	54	5
29-Nov	Resource "Who Should I Call" fact sheet	322	40
30-Nov	ADRC spotlight	26	26

Date of post	Topic	# "reaches	# "engagements"
6-Dec	Maternal Mental Health Support Resources	42	4
7-Dec	Kansas Homeowners Assistance Fund	32	4
7-Dec	Volunteer Recruitment	33	4
8-Dec	KDADS Get Set Up Resource Share	25	1
9-Dec	Medicaid is different in every state	82	3
13-Dec	Flu Shot	39	4
14-Dec	DSNP fact sheet update	33	5
15-Dec	Division of Assets & Estate Recovery	64	17
16-Dec	Dental Coverage Update	30	3
19-Dec	KCDD Council Member Recruitment	92	8
20-Dec	Ks Housing Resources Corp Resources	41	2
21-Dec	Office Closure Reminder	39	1
21-Dec	Volunteer Recruitment & Thank you	47	4
21-Dec	Office Closure -- Inclement Weather	86	3
27-Dec	Grievances, Appeals, Fair Hearings	26	1
29-Dec	How to report Adult Abuse, Neglect, Exploitation	24	3

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

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Access to Providers (usually Medical)	0	3	1	2	1	0	3	3
Appeals/Fair Hearing questions/issues	0	1	0	1	1	1	0	1
Background Checks	0	0	0	0	0	0	0	0
Billing	2	4	2	6	3	2	1	4
Care Coordinator Issues	1	0	1	3	3	1	3	1
Change MCO	1	0	0	0	1	1	3	0
Choice Info on MCO	0	0	0	0	1	0	1	1
Coding Issues	0	1	0	1	0	0	1	0
Consumer said Notice not received	0	1	0	0	0	0	0	0
Cultural Competency	0	1	0	0	0	0	0	1
Data Requests	0	0	0	0	0	0	0	0
Dental	0	0	1	0	0	0	3	0
Division of Assets	0	0	0	0	0	0	0	0
Durable Medical Equipment	0	0	0	0	1	0	0	4
Grievances Questions/Issues	0	1	0	5	1	0	2	4
Help understanding mail (NOA)	0	0	0	0	0	0	0	0
MCO transition	0	0	0	0	1	0	1	0
Medicaid Application Assistance	0	0	0	1	1	0	1	0
Medicaid Eligibility Issues	2	2	4	1	4	1	1	3
Medicaid Fraud	0	0	1	0	0	0	0	0
Medicaid General Issues/questions	3	6	9	5	9	2	9	11
Medicaid info (status) update	3	2	4	6	5	2	2	2
Medicaid Renewal	1	1	0	0	0	0	0	1
Medical Card issues	0	1	3	2	1	1	4	1
Medicare Savings Plan Issues	1	0	0	0	2	0	1	1
MediKan issues	0	0	0	0	0	0	0	0
Moving to / from Kansas	0	1	0	0	0	0	0	0
Medical Services	2	6	4	0	4	2	3	4
Pain management issues	0	0	1	1	0	0	0	0
Pharmacy	0	1	2	2	0	1	0	1
Pregnancy issues	1	0	0	0	0	0	0	0
Prior authorization issues	0	2	0	1	0	2	0	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0	0
Spend Down Issues	0	1	3	2	1	0	1	1
Transportation	0	2	0	1	1	1	0	0
Working Healthy	0	0	0	0	0	0	1	1
MEDICAID ISSUES TOTAL	17	37	36	40	41	17	41	46

Aetna

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/2
Client Obligation	2	0	0	1	0	1	0	0
Estate Recovery	0	0	0	0	0	0	0	0
HCBS Eligibility issues	0	2	2	1	3	3	3	4
HCBS General Issues	0	2	2	3	8	3	4	6
HCBS Reduction in hours of service	0	0	0	0	0	0	2	3
HCBS Waiting List	0	0	0	0	0	0	0	0
Nursing Facility Issues	1	1	1	4	0	0	5	1
HCBS/LTSS ISSUES TOTAL	3	5	5	9	11	7	14	14

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Abuse / neglect complaints	0	0	0	3	1	1	1	0
ADA Concerns	0	0	0	0	0	0	0	0
Adoption issues	0	1	1	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0	0
Community Resources needed	0	0	0	0	0	0	0	1
Domestic Violence concerns	0	0	0	0	0	0	0	0
Foster Care issues	0	0	1	0	0	0	0	0
Guardianship	0	0	1	0	0	0	0	0
Homelessness	0	0	0	0	0	0	0	0
Housing Issues	0	0	0	1	1	1	0	2
Medicare related Issues	0	0	1	0	1	0	0	0
Social Security Issues	0	0	0	0	1	0	0	0
Used Interpreter	0	0	0	0	0	0	0	0
X-Other	5	0	1	1	0	1	5	4
Z Thank you	7	18	17	11	14	4	17	18
Z Unspecified	0	0	3	0	0	1	0	0
Health Homes	0	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	12	19	25	16	18	8	23	25

PRIORITY	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
HCBS	1	6	1	2	2	3	5	8
Long Term Care / MF	0	2	1	0	0	1	0	3
Urgent Medical Need	1	2	2	1	1	0	1	1
Urgent	0	3	3	2	0	3	0	3
Life Threatening	0	0	0	0	0	1	0	0
PRIORITIES TOTAL	2	13	7	5	3	8	6	15

Aetna

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
PD	1	1	0	2	2	4	4	4
I/DD	0	1	0	0	0	0	0	1
FE	0	1	0	0	6	0	6	1
AUTISM	0	0	0	0	0	0	0	0
SED	0	0	0	0	0	0	1	2
TBI	0	0	1	1	1	1	3	0
TA	0	1	0	0	0	0	0	0
WH	0	0	0	0	0	0	0	1
MFP	0	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	0	0	1	1	0	1	0	0
FOSTER CARE	0	0	1	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	0	0	0	0	2	2
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	2	5	3	4	9	6	16	11

B. Sunflower

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Access to Providers (usually Medical)	2	2	1	2	2	1	3	2
Appeals/Fair Hearing questions/issues	1	2	1	0	1	2	1	0
Background Checks	0	0	0	0	0	0	0	0
Billing	5	3	5	3	3	5	8	2
Care Coordinator Issues	0	1	0	0	0	2	1	0
Change MCO	0	1	0	1	0	0	1	0
Choice Info on MCO	0	2	0	0	0	0	0	0
Coding Issues	0	0	1	0	0	0	0	0
Consumer said Notice not received	0	0	0	0	0	0	0	1
Cultural Competency	0	0	0	0	0	0	0	0
Data Requests	0	0	1	1	0	0	0	0
Dental	0	0	1	2	0	0	2	0
Division of Assets	0	0	0	0	0	0	0	0
Durable Medical Equipment	0	2	2	0	1	2	3	3
Grievances Questions/Issues	4	2	0	1	0	2	6	4
Help understanding mail (NOA)	1	1	0	0	1	1	1	2
MCO transition	0	1	0	0	0	0	0	0
Medicaid Application Assistance	0	0	0	0	1	0	0	1
Medicaid Eligibility Issues	1	0	4	0	1	5	4	1
Medicaid Fraud	0	0	0	0	0	0	0	1
Medicaid General Issues/questions	2	6	7	2	4	10	7	11
Medicaid info (status) update	1	2	3	2	1	1	5	2
Medicaid Renewal	0	0	0	0	0	0	0	0
Medical Card issues	1	0	2	1	1	1	2	0
Medicare Savings Plan Issues	0	0	0	0	0	0	0	1
MediKan issues	0	0	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	1	2	0	1
Medical Services	4	2	3	3	2	2	3	5
Pain management issues	0	1	0	1	0	0	1	0
Pharmacy	0	2	2	3	1	1	2	0
Pregnancy issues	0	0	0	0	0	2	0	0
Prior authorization issues	0	1	0	1	0	1	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0	0
Respite	0	0	0	1	0	0	1	0
Spend Down Issues	1	0	0	0	0	0	4	1
Transportation	0	2	3	0	2	2	1	1
Working Healthy	0	0	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	**23**	**33**	**36**	**24**	**22**	**42**	**57**	**39**

Sunflower

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Client Obligation	1	1	0	0	0	1	0	0
Estate Recovery	0	0	0	0	0	0	1	0
HCBS Eligibility issues	3	2	3	0	1	3	0	2
HCBS General Issues	4	4	1	3	4	5	8	5
HCBS Reduction in hours of service	0	0	0	0	0	0	1	0
HCBS Waiting List	0	1	1	0	1	0	0	0
Nursing Facility Issues	2	1	0	2	2	2	4	2
HCBS/LTSS ISSUES TOTAL	10	9	5	5	8	11	14	9

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Abuse / neglect complaints	0	0	0	1	2	0	2	0
ADA Concerns	0	0	0	0	0	0	0	0
Adoption issues	0	1	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0	0
Community Resources needed	0	2	0	0	0	0	1	1
Domestic Violence concerns	0	0	0	0	0	1	0	0
Foster Care issues	0	0	0	0	0	0	0	0
Guardianship	2	1	0	0	0	0	0	0
Homelessness	0	0	0	0	0	0	0	0
Housing Issues	0	2	0	0	0	1	1	0
Medicare related Issues	2	1	0	1	0	0	2	2
Social Security Issues	1	0	0	0	0	0	0	1
Used Interpreter	0	0	0	0	0	0	0	0
X-Other	4	4	0	1	2	3	4	3
Z Thank you	19	17	12	6	9	16	15	15
Z Unspecified	1	0	1	0	0	0	0	0
Health Homes	0	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	29	28	13	9	13	21	25	22

PRIORITY	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
HCBS	3	4	6	3	2	8	8	6
Long Term Care / MF	1	3	1	0	1	0	3	0
Urgent Medical Need	1	5	2	2	1	4	4	1
Urgent	1	6	1	3	4	2	3	2
Life Threatening	1	1	0	0	1	0	0	1
PRIORITIES TOTAL	7	19	10	8	9	14	18	10

Sunflower

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
PD	1	1	0	0	2	2	0	1
I/DD	2	5	1	2	1	5	4	0
FE	1	2	2	1	1	2	0	2
AUTISM	0	0	0	0	0	0	0	0
SED	0	0	0	0	0	2	1	0
TBI	2	1	3	0	0	0	0	2
TA	0	0	0	1	0	2	4	0
WH	0	0	0	0	0	0	0	0
MFP	0	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	1	0	1	0	0	0	1	1
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	0	0	1	1	1	0	3	1
FOSTER CARE	0	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	1	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	8	9	8	5	5	13	13	7

C. United Healthcare

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Access to Providers (usually Medical)	0	3	3	1	4	1	2	12
Appeals/Fair Hearing questions/issues	0	4	1	1	2	2	3	3
Background Checks	0	0	0	0	0	0	0	0
Billing	3	4	5	7	8	3	5	5
Care Coordinator Issues	0	2	1	1	2	1	3	6
Change MCO	0	2	0	0	2	0	0	1
Choice Info on MCO	0	1	0	0	1	0	0	1
Coding Issues	0	0	0	1	1	1	1	0
Consumer said Notice not received	0	0	0	0	2	0	0	1
Cultural Competency	0	0	0	0	0	0	0	0
Data Requests	0	0	1	0	0	1	0	0
Dental	0	2	1	1	2	1	0	1
Division of Assets	0	0	0	0	0	1	0	0
Durable Medical Equipment	1	0	3	1	1	3	0	3
Grievances Questions/Issues	3	3	3	2	4	3	3	9
Help understanding mail (NOA)	1	1	0	2	1	2	0	2
MCO transition	0	0	0	0	0	1	0	0
Medicaid Application Assistance	1	0	2	0	1	4	0	2
Medicaid Eligibility Issues	2	1	2	3	8	7	1	4
Medicaid Fraud	0	1	0	0	0	0	0	0
Medicaid General Issues/questions	4	9	8	7	15	13	4	17
Medicaid info (status) update	3	2	5	1	7	8	3	6
Medicaid Renewal	1	0	0	1	0	1	0	0
Medical Card issues	0	1	1	2	1	2	0	2
Medicare Savings Plan Issues	0	2	1	1	3	1	0	1
MediKan issues	0	0	0	0	0	0	0	0
Moving to / from Kansas	0	1	0	1	0	0	0	0
Medical Services	1	5	5	1	3	1	3	12
Pain management issues	0	2	1	0	1	0	0	1
Pharmacy	0	4	3	2	5	0	2	4
Pregnancy issues	0	2	0	0	0	0	0	0
Prior authorization issues	0	2	2	2	1	4	1	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0	0
Spend Down Issues	1	1	0	1	2	0	0	4
Transportation	0	3	2	1	5	0	0	7
Working Healthy	0	0	0	0	1	0	0	0
MEDICAID ISSUES TOTAL	**21**	**58**	**50**	**40**	**83**	**61**	**31**	**105**

United HealthCare

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Client Obligation	0	1	1	0	0	0	0	0
Estate Recovery	0	0	0	0	0	0	0	0
HCBS Eligibility issues	2	1	2	2	2	3	0	5
HCBS General Issues	4	4	4	5	4	5	5	11
HCBS Reduction in hours of service	1	0	0	0	1	1	3	2
HCBS Waiting List	1	1	1	0	1	2	0	2
Nursing Facility Issues	1	2	4	7	2	0	0	3
HCBS/LTSS ISSUES TOTAL	9	9	12	14	10	11	8	23

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
Abuse / neglect complaints	1	2	2	0	1	1	0	3
ADA Concerns	0	0	0	0	0	1	0	0
Adoption issues	0	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0	0
Community Resources needed	0	2	0	1	1	0	0	4
Domestic Violence concerns	0	0	0	0	0	0	0	1
Foster Care issues	0	0	1	0	1	0	0	0
Guardianship	0	0	0	0	0	0	0	0
Homelessness	0	1	0	1	0	0	0	0
Housing Issues	0	3	0	3	0	1	1	0
Medicare related Issues	1	2	0	0	4	3	2	4
Social Security Issues	0	0	0	2	1	0	0	2
Used Interpreter	0	0	0	0	0	0	1	0
X-Other	6	2	6	4	4	2	2	7
Z Thank you	8	23	25	13	17	17	9	29
Z Unspecified	1	0	2	0	1	1	2	1
Health Homes	0	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	17	35	36	24	30	26	17	51

PRIORITY	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
HCBS	3	4	4	5	3	5	6	10
Long Term Care / MF	0	1	4	5	2	4	1	4
Urgent Medical Need	2	0	1	2	2	0	3	4
Urgent	2	5	6	3	2	2	0	4
Life Threatening	0	0	0	1	0	0	0	1
PRIORITIES TOTAL	7	10	15	16	9	11	10	23

United HealthCare

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22	Q4/22
PD	1	2	1	0	5	4	0	4
I/DD	1	5	1	0	1	2	3	3
FE	1	1	1	3	0	1	1	0
AUTISM	0	0	0	0	0	0	0	0
SED	0	0	0	1	1	0	0	1
TBI	0	2	1	2	1	0	1	2
TA	1	0	0	0	0	1	1	1
WH	0	0	0	0	0	0	0	0
MFP	0	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	0	1	5	2	1	0	0	1
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	0	1	1	5	2	1	1	3
FOSTER CARE	0	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	4	12	10	14	11	9	7	16