



## KanCare Ombudsman Quarterly Report

Kerrie J. Bacon, KanCare Ombudsman  
4<sup>th</sup> Quarter, 2014

### Accessibility

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) through the phone, email, letters and in person during the third quarter of 2014. There were 547 contacts through these various means, 210 of which were related to an MCO issue. Fourth quarter had an increase in contacts compared third quarter and to last year.

4 <sup>th</sup> Qtr. Contacts		MCO related	
October	238	Amerigroup	56
November	175	Sunflower	102
December	134	United Health	52
<b>Total</b>	<b>547</b>	<b>Total</b>	<b>210</b>

Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Comments
2013	615	456	436	341	this year does not include emails
2014	545	474	526	547	

The KanCare Ombudsman website (<http://www.kancare.ks.gov/ombudsman.htm>) has information regarding the Ombudsman contact information, resources for and information about applying for KanCare, contact information for the three Managed Care Organizations, the grievance process, the appeal process and state fair hearing process, the three managed care organization (MCO) handbook links, quarterly and annual reports by the Ombudsman and a resource providing a four-page document with medical, prescription, vision and dental assistance for those without insurance or with high spend downs ([http://www.kancare.ks.gov/download/Medical\\_Assistance.pdf](http://www.kancare.ks.gov/download/Medical_Assistance.pdf)).

The KanCare website was updated with a revision of the **Contact Us page** to guide people to correct contact information based on calls received over the past year by the Ombudsman's office. ([http://www.kancare.ks.gov/contact\\_us.htm](http://www.kancare.ks.gov/contact_us.htm))



## **Outreach**

- Attended PRTF (Psychiatric Residential Treatment Facility) Stakeholder Meeting; 10/8/14
- Provided a Vendor Booth at Interhab Conference; 10/16/14
- Attended State Aging and Advisory Council Meeting; 10/17/14
- Spoke briefly about Ombudsman's office at Brain Injury Conference; 10/25/14
- Attended HCBS Public Listening Sessions 11/14/14
- Presented to the Bob Bethel KanCare Oversight Committee; 11/18/14
- Mailed all Targeted Case Managers in Kansas (101 TCMs) a letter of introduction from the Ombudsman and a package of Ombudsman brochures.
- The Ombudsman's office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met once during fourth quarter.
- Hosted the HCBS Lunch-and-Learn bi-weekly conference calls for all HCBS members, parents, guardians and other consumers. Calls addressed topics of interest and emerging issues and included a guided question and answer time with a panel from the three Managed Care Organizations. **The format is changing for 2015.** We are calling it the KanCare Member Lunch and Learn Bi-Weekly Calls. The topics will be about KanCare and resources that may be of interest to people who are on Medicaid. We are hoping to appeal to the broader range of members including the long-term care members.

## **KanCare Ombudsman Volunteer Program**

### Start-up Information

- Planned start date August 1, 2015
- Soft start-up in most populous areas of Kansas
  - Kansas City Metro Area, then Wichita

### Training and Education

- Online and in-person regional training
- Pre and Post testing for competency
- Subjects
  - Medicaid history and agencies, federal to state
  - Processes – applications, benefits, processes and claims
  - Resources
  - Handling of calls and levels of inquiries
  - Practice and case studies



**Data**

Contact Method	
phone	455
email	90
letter	1
in person	0
online	1
<b>Total</b>	<b>547</b>

Caller Type	
Provider	77
Consumer	437
MCO employee	3
Other	30
<b>Total</b>	<b>547</b>

Consumer Sub-Caller Type	
HCBS Related	70
Long Term Care	21
Other	456
<b>Total</b>	<b>547</b>

There are 20 issue categories. The top four concerns for 4<sup>th</sup> quarter are Medical Services, HCBS General Issues, Appeals/Grievances, and Billing issues.

Issue Category	total
Medical Services	70
HCBS General Issues	49
Appeals / Grievances	46
Billing	42
Nursing Facility Issues	24
Pharmacy	19
Access to Providers (usually Medical)	15
Care Coordinator Issues	14
Transportation	13
HCBS Eligibility issues	11
Housing Issues	10
Change MCO	9
Dental	9
Durable Medical Equipment	8
HCBS Reduction in hours of service	8
HCBS Waiting List	7
Guardianship	2
Questions for Conference Calls/Sessions	2
Medicaid Eligibility Issues	194
X-Other	112
Z Thank you.	13
Z Unspecified	27
<b>Total</b>	<b>704</b>



In comparing issue categories over the last four quarters, two categories have stayed consistently in the top six: billing, and appeals/grievances. Note: The Issue Category number equals more than the total number of callers because we are able to choose more than one issue category. Members often have more than one issue when they call.

Resource Category shows what resources were used in resolving an issue.

**Contact Information for 4<sup>th</sup> Qtr.** The average number of days to resolve an issue was 7 days. 308 files were resolved in one day or less.

Open	Contact date entered, but no response or closed	0
Responded	Contact date entered and first response, but not closed.	97
Closed	Closed dated is entered.	450
<b>Total</b>		<b>547</b>
% closed		82%

Waiver	total
PD	29
I/DD	36
FE	11
AUTISM	1
SED	4
TBI	10
TA	15
MFP	4
PACE	1
MENTAL HEALTH	10
SUB USE DIS	0
NURSING FACILITY	25
(NOT IDENTIFIED)	421
<b>Total</b>	<b>567</b>

Resource Category	total
QUESTION/ISSUE RESOLVED	81
USED RESOURCES/ISSUE RESOLVED	260
KDHE RESOURCES	87
DCF RESOURCES	15
MCO RESOURCES	55
HCBS TEAM	33
CSP MH TEAM	0
OTHER KDADS RESOURCES	17
PROVIDED RESOURCES TO MEMBER	20
REFERRED TO STATE/COMMUNITY AGENCY	18
REFERRED TO DRC AND KLS	9
CLOSED	18
<b>Total</b>	<b>613</b>



## KanCare Ombudsman Annual Report 2014

**Kerrie J. Bacon, Kancare Ombudsman**

### ***Accessibility***

The months with the highest call volume were February, March, July and October.

Contact by Month	
January	153
Feb	195
Mar	197
April	148
May	169
June	157
July	182
August	174
September	170
October	238
November	175
December	134
<b>Average by month</b>	<b>174</b>

### **MCO related**

2014	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Amerigroup	67	73	77	56
Sunflower	96	91	134	102
United	51	46	45	52
None	331	264	270	337
<b>Total</b>	<b>545</b>	<b>477</b>	<b>526</b>	<b>547</b>



## Outreach (recap)

- The Ombudsman webpage was completely revamped during first quarter and materials have been added or updated periodically as KanCare member resources. (i.e. Appeals process, Medical assistance information, Contact information page, etc.)
- The Ombudsman's brochure was updated and printed. Qtr 1
- The Ombudsman attended the I/DD listening tour sessions across Kansas (March 18, Salina; March 19, Wichita; March 20, Pittsburg; March 21, Topeka).
- Attended and/or presented report at the quarterly KanCare Advisory Council meeting in Topeka.
- Attended and presented report at the quarterly Consumer Specialized Issues (CSI) committee meetings.
- The Ombudsman's office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met three times during first quarter and had several conference calls.
- Hosted bi-weekly Lunch-and-Learn conference calls for the Intellectual/Developmental Disability (I/DD) parents, guardians and other consumers and HCBS waiver members. **The format is changing for 2015.** It is going to be called KanCare Member Lunch and Learn Bi-Weekly Calls. The topics will be about KanCare and resources that may be of interest to people who are on Medicaid. We are hoping to appeal to the broader range of members including the long term care members.
- Provided a vendor booth for the ARC Transition Expo at Free State High School in Lawrence, KS, April 9, 2014.
- Provided testimony to the Bob Bethell KanCare Oversight Committee regarding Ombudsman activities each quarter.
- Attended the Employment First Summit and provided a vendor booth; April 30-May 1, 2014. Approximately 300 people in attendance from the Disability Community.
- Attended the Health Home Listening Session; Pittsburg, KS, June 5; 2014. Provided information about the Ombudsman's office.
- Attended Training on the Prevention of Elder Abuse, Neglect and Exploitation, Augusta, KS. June 4, 2014. Provided information about the Ombudsman's office.
- Gave presentation on KanCare Ombudsman to Money Follows the Person Steering Committee, Topeka, KS. June 10, 2014.
- Provided a vendor booth for the Conference on Poverty in Topeka, July 16-18, 2014
- Coordinated a dozen trainings with disability, agency, and community partnering organizations as part of orientation for the ombudsman volunteer coordinator training; used this as an opportunity for outreach for the Ombudsman office.
- Provided a vendor booth for the Conference on Poverty in Topeka, July 16-18, 2014.
- Coordinated a dozen trainings with disability, agency, and community partnering organizations as part of orientation for the ombudsman volunteer coordinator training; used this as an



opportunity for outreach for the Ombudsman office. Attended PRTF (Psychiatric Residential Treatment Facility) Stakeholder Meeting; 10/8/14

- Provided a Vendor Booth at Interhab Conference; 10/16/14
- Attended State Aging and Advisory Council Meeting; 10/17/14
- Spoke briefly about Ombudsman’s office at Brain Injury Conference; 10/25/14
- Attended HCBS Public Listen Sessions 11/14/14
- Mailing to all Targeted Case Managers in Kansas (101 TCMs) a letter of introduction from the Ombudsman and a package of Ombudsman brochures.
- The Ombudsman’s office sponsors the KanCare (I/DD) Friends and Family Advisory Council which meets several times during the year.

## Data

Contact Method	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Email	194	83	90	90
Face-to-Face Meeting	1	2	2	1
Letter	5	5	2	1
ONLINE	1	0	0	0
Other	1	0	0	0
Telephone	343	384	432	455
<b>Total</b>	<b>545</b>	<b>474</b>	<b>526</b>	<b>547</b>

Caller Type	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Consumer	384	347	412	437
MCO Employee	4	5	1	3
Other type	22	7	21	30
Provider	135	115	92	77
<b>Total</b>	<b>545</b>	<b>474</b>	<b>526</b>	<b>547</b>



The top two categories for the year are Billing and Appeals/Grievances. The number of Appeals/Grievances has almost doubled in the 3<sup>rd</sup> and 4<sup>th</sup> quarters vs. 1<sup>st</sup> and 2<sup>nd</sup> quarters.

Issues	Q1	Issues	Q2	Issues	Q3	Issues	Q4
HCBS Eligibility issues	55	Durable Medical Equipment	35	Appeals / Grievances	46	Medical Services	70
Billing	51	Billing	33	HCBS General Issues	45	HCBS General Issues	49
Pharmacy	38	Medical Services	31	Medical Services	41	Appeals / Grievances	46
Durable Medical Equipment	25	HCBS General Issues	25	Billing	40	Billing	42
Appeals, Grievances	22	Appeals / Grievances	22	Durable Medical Equipment	25	Nursing Facility Issues	24
HCBS Reduction in hours of service	22	Access to Providers	16	Pharmacy	20	Pharmacy	19
Access to Providers	16	Dental	15	HCBS Waiting List	19	Access to Providers (usually Medical)	15
Dental	16	Pharmacy	15	Care Coordinator Issues	18	Care Coordinator Issues	14
Guardianship Issues	16	HCBS Eligibility issues	14	Transportation	18	Transportation	13
Medicaid Service Issues	14	Nursing Facility Issues	12	Nursing Facility Issues	16	HCBS Eligibility issues	11
Questions for Conf Calls/sessions	13	Change MCO	11	HCBS Reduction in hours of service	15	Housing Issues	10
HCBS General Issues	11	HCBS Reduction in hours of service	11	Questions for Conference Calls/Sessions	15	Change MCO	9
Transportation	11	Care Coordinator Issues	9	Housing Issues	12	Dental	9
Care Coordinators	10	HCBS Waiting List	8	Change MCO	10	Durable Medical Equipment	8
Nursing Facility Issues	8	Housing Issues	8	HCBS Eligibility issues	10	HCBS Reduction in hours of service	8
Change MCO	6	Transportation	8	Dental	8	HCBS Waiting List	7
HCBS Waiting List issues	3	Questions for Conference Calls/Sessions	5	Access to Providers (usually Medical)	6	Guardianship	2
Housing issues	3	Guardianship	3	Guardianship	1	Questions for Conference Calls/Sessions	2
Medicaid Eligibility Issues	81	Medicaid Eligibility Issues	73	Medicaid Eligibility Issues	90	Medicaid Eligibility Issues	194
Other	49	Other	75	X-Other	103	X-Other	112
Unspecified	73	Unspecified	44	Z Thank you.	10	Z Thank you.	13
Thank you	2	Thank you.	1	Z Unspecified	33	Z Unspecified	27
Total	545	Total	474	Total	600	Total	704





This is the same issues category sorted in alphabetical order by quarter in order to compare categories by quarter.

Issues	Q1	Issues	Q2	Issues	Q3	Issues	Q4
Access to Providers	16	Access to Providers	16	Access to Providers (usually Medical)	6	Access to Providers (usually Medical)	15
Appeals, Grievances	22	Appeals / Grievances	22	Appeals / Grievances	46	Appeals / Grievances	46
Billing	51	Billing	33	Billing	40	Billing	42
Care Coordinators	10	Care Coordinator Issues	9	Care Coordinator Issues	18	Care Coordinator Issues	14
Change MCO	6	Change MCO	11	Change MCO	10	Change MCO	9
Dental	16	Dental	15	Dental	8	Dental	9
Durable Medical Equipment	25	Durable Medical Equipment	35	Durable Medical Equipment	25	Durable Medical Equipment	8
Guardianship Issues	16	Guardianship	3	Guardianship	1	Guardianship	2
HCBS Eligibility issues	55	HCBS Eligibility issues	14	HCBS Eligibility issues	10	HCBS Eligibility issues	11
HCBS General Issues	11	HCBS General Issues	25	HCBS General Issues	45	HCBS General Issues	49
HCBS Reduction in hours of service	22	HCBS Reduction in hours of service	11	HCBS Reduction in hours of service	15	HCBS Reduction in hours of service	8
HCBS Waiting List issues	3	HCBS Waiting List	8	HCBS Waiting List	19	HCBS Waiting List	7
Housing issues	3	Housing Issues	8	Housing Issues	12	Housing Issues	10
Medicaid Eligibility Issues	81	Medicaid Eligibility Issues	73	Medicaid Eligibility Issues	90	Medicaid Eligibility Issues	194
Medicaid Service Issues	14	Medical Services	31	Medical Services	41	Medical Services	70
Nursing Facility Issues	8	Nursing Facility Issues	12	Nursing Facility Issues	16	Nursing Facility Issues	24
Pharmacy	38	Pharmacy	15	Pharmacy	20	Pharmacy	19
Questions for Conf Calls/sessions	13	Questions for Conference Calls/Sessions	5	Questions for Conference Calls/Sessions	15	Questions for Conference Calls/Sessions	2
Transportation	11	Transportation	8	Transportation	18	Transportation	13
Other	49	Other	75	X-Other	103	X-Other	112
Unspecified	73	Unspecified	44	Z Unspecified	33	Z Unspecified	27
Thank you	2	Thank you.	1	Z Thank you.	10	Z Thank you.	13
Total	545	Total	474	Total	600	Total	704