



KanCare Ombudsman Quarterly Report

**Kerrie J. Bacon, KanCare Ombudsman
4th Quarter and Annual 2016 Report**

Accessibility by Ombudsman’s Office

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) by phone, email, written communication and in person during the fourth quarter of 2016. In 2014 and 2015 there were approximately 2,000 contacts through these various means. It is evident from the chart below that the biggest increase in contacts was in 1st quarter and has continued to drop off as the year has progressed compared to the average of the prior two years. Fourth quarter is basically flat to the average of the prior two years. The 2016 year is a 53% increase in contacts over the average of the past two years.

Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Total	Comments
2013	615	456	436	341		this year does not include emails
2014	545	474	526	547	2092	
2015	510	462	579	524	2075	Qtr. Avg. for 2014/2015 is 521
2016	1130	846	687	523	3186	Yrly. Avg for 2014/2015 is 2084
% increase	117%	63%	32%	0.4%	53%	Increase over average of 2014/2015

To assist with the increase in contacts, the Ombudsman’s office had the following assistance:

- Wichita satellite office opened in November 2015 and was staffed with volunteers from 10-2, Monday- Friday along with a ¾ time Project Coordinator who supervised the volunteers, assisted with phone coverage, and provided outreach. There are currently 7 volunteers at the Wichita satellite office.
- During March of 2016, the Ombudsman’s office added one part-time staff person assisting with phone calls and emails (10-12 hours/week) from the Governor’s office.
- Johnson County satellite office opened in July 2016 and has been staffed with volunteers Monday and Thursday, 10am – 1pm. There are currently 4 volunteers at the Olathe satellite office.



MCO related	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Amerigroup	53	69	63	45	92	46	45	31
Sunflower	96	92	72	62	92	57	59	46
UnitedHealthcare	75	47	52	32	66	47	37	31
Total	224	208	187	139	250	150	141	108

The KanCare Ombudsman webpage (www.kancare.ks.gov/kancare-ombudsman-office) is **NEW and UPDATED**. It continues to provide information and resources to members of KanCare and consumers. It is updated on a regular basis.

Outreach by Ombudsman's office

- Goodwill Industries Presentation, January 18, 2016
- Volunteer Fair at Wichita State University, January 28, 2016
- Women's Recovery Center presentation, February 18, 2016
- Attended KDHE Spec Health Care Needs Program Regional Meeting in Topeka, KS – February 24, 2016.
- Wichita State University social work practicum class presentation, March 10, 2016 and March 17, 2016
- Health Fair in Wichita, KS, March 30, 2016
- Provided report and requested feedback from the KanCare Consumer Specialized Interest (CSI) Workgroup – March 31, 2016
- Provided quarterly and annual Ombudsman report to the KanCare Advisory Committee – March 31, 2016
- Created an explanation for the KanCare application process as an outreach tool.
- Provided a report and testimony for the Robert Bethel Joint Committee on HCBS and KanCare Oversight, April 18, 2016.
- Attended the Employment First Summit and provided a vendor booth for outreach for the Ombudsman's office, April 21-22, 2016.
- Attended the May KanCare Listening Sessions in Hays and Wichita; May 24, 26, 2016.
- Attended the Final Rule Listening Session in Topeka and Overland Park; June 15, 16, 2016.
- Provided vendor outreach for the SACK Conference, June 25, 2016.
- Revised/Updated the appeal and state fair hearing information provided to members needing assistance.



- Attended the Poverty Conference and shared information on the KanCare Ombudsman's Office, Topeka, KS, July 20-21, 2016
- Provided a report and testimony for the Robert Bethel Joint Committee on HCBS and KanCare Oversight, August 5, 2016.
- Attended and shared information on the KanCare Ombudsman's office at the Midwest Ability Summit, Overland Park, KS, August 27, 2016
- Shared information on the KanCare Ombudsman's office at the Northeast Kansas Head Start Conference, September 6, 2016.
- Shared information on the KanCare Ombudsman's office with the Western Kansas Long term Care Ombudsman's Regional team and local community providers; Salina, KS, September 19, 2016
- Keynote speaker for Silver-haired Legislature, October 4, 2016
- Provided a report and testimony for the Robert Bethel Joint Committee on HCBS and KanCare Oversight, November 18, 2016
- Attended Consumer and Specialized Issues Workgroup meeting (KDHE), December 15, 2016
- **Publications:** Outreach post and/or article about the KanCare Ombudsman office services.
 - Livable Neighborhoods Neighborhood News (Wyandotte Co. newsletter) (October & November)
 - Active Age newsletter – Wichita, KS (October)
 - Shepherd's Center of Kansas City, KS (November)
 - 2Mas2KC Bilingual Newspaper (November)
 - Public Service Announcement (Voice: Daniel Lassley) went out to all Kansas City radio stations. (November)
 - Senior Bluebook (Kansas City, KS and Kansas City, MO) (December)
 - Center for Public Health Initiatives Newsletter, Wichita (December-January)
- **Local Churches:** These churches agreed to post our flyers and to provide members with KanCare Ombudsman office brochures.
 - Bethel Baptist Church, Wyandotte, KS (October)
 - Eighth Street Baptist Church, Wyandotte, KS (October)
 - First Baptist Church, Wyandotte, KS (November)
 - Mt Zion Baptist Church, Wyandotte, KS (November)
 - St. Marks United Methodist Church, Wichita, KS (October)
 - New Spring Church, Wichita, KS (October)
 - River Community Church, Wichita, KS (October)
 - All Saints Church, Wichita, KS (November)
- **Presentations:** (educational, networking, referrals, advertisement)
 - Livable Neighborhoods Task Force meeting (Wyandotte Co.) (October)
 - InterHab Conference (October)



- Social Work Classes presentations (WSU – 10/26 & 11/2)
- K-State Research & Extension office (Linn Co.) (November)
- Franklin County Aging and Disability Network monthly group meeting (December)
- **Educating Kansas Area Agencies on Aging about the KanCare Ombudsman office:** (networking, referrals, advertisement)
 - Wyandotte/Leavenworth Area Agency on Aging (November)
 - East Central Kansas Area Agency on Aging (November)
 - Northeast Kansas Area Agency on Aging (November)
 - Northeast Kansas Area Agency on Aging (November)
- Friends and Family Advisory Council which met six times during the 2016 year.
- Hosted the KanCare Member Lunch-and-Learn bi-weekly conference calls for all KanCare members, parents, guardians, consumers and other interested parties. Calls address topics of interest, resources in the community, emerging issues and includes a question and answer time. Managed care organizations continue to participate on the calls and answer questions as needed.

Outreach through the KanCare Ombudsman Volunteer Program Update.

- The ***KanCare Ombudsman Johnson County Satellite Office*** is in its third quarter of providing assistance to KanCare members.
- The ***KanCare Ombudsman Southern Kansas Satellite Office (Wichita)*** completed a full year of providing assistance to KanCare members. Two of the volunteers at the site have been there since it opened and are charter volunteer members!
- Both Satellite offices are assisting consumers with filling out applications on the phone and by appointment in person.
- Volunteer Applications are available on the ***NEW and UPDATED*** KanCare Ombudsman webpage. www.KanCare.ks.gov/kancare-ombudsman-office.



Data by Ombudsman's Office

The Ombudsman on-line tracker has been updated to include the main Ombudsman office and Ombudsman satellite offices covered by volunteers. **Starting with the fourth quarter report**, we are able to provide the number of contacts made to the main office and the Ombudsman's satellite offices across Kansas.

Contacts by Office	Q4/16
Main	432
Johnson County	21
Wichita	70
Total	523

The contact method for members to contact the Ombudsman's office has changed from 2015 to 2016. In 2015, contacts by phone were between 80% - 84%; by email they were between 16% - 19%. In 2016, contacts by phone were down and email contacts were up, percent to total. This held true even in fourth quarter, 2016 when actual contacts were similar to the average of the last two years.

Contact Method	Q1/15	%	Q2/15	%	Q3/15	%	Q4/15	%	Q1/16	%	Q2/16	%	Q3/16	%	Q4/16	%
phone	415	81%	378	82%	462	80%	438	84%	862	76%	644	76%	507	74%	394	75%
email	94	18%	82	18%	112	19%	83	16%	265	23%	191	23%	174	25%	125	24%
letter	1	0%	1	0%	0	0%	2	0%	2	0%	3	0%	1	0%	0	0%
in person	0	0%	1	0%	5	1%	1	0%	0	0%	8	1%	3	0%	3	1%
online	0	0%	0	0%	0	0%	0	0%	1	0%	0	0%	2	0%	1	0%
Total	510	100%	462	100%	579	100%	524	100%	1130	100%	846	100%	687	100%	523	100%



Caller Type	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Provider	111	94	102	93	179	110	100	71
Consumer	366	343	426	385	866	601	544	352
MCO employee	3	3	5	3	7	4	10	8
Other	30	22	46	43	78	131	33	92
Total	510	462	579	524	1130	846	687	523

Contact Information. The average number of days it took to resolve an issue during third quarter was six.

	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Avg. Days to Resolve Issue	7	7	11	6	7	5	6	4
% files resolved in one day or less	54%	38%	36%	45%	49.6%	56%	54%	52%
% files closed	87%	88%	93%	83%	77%	88%	87%	80%



The most frequent calls regarding home- and community-based services (HCBS) waivers during the fourth quarter of 2016, most of 2016 and for all of 2015 were in regard to the physical disability waiver and the intellectual/developmental disability waiver. Occasionally more than one option can be chosen; for example when mental health or substance abuse might be included in addition to a waiver or a nursing facility.

Waiver	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
PD	57	48	33	28	48	22	13	9
I/DD	35	25	29	28	48	27	21	11
FE	15	12	16	18	23	19	10	7
Autism	4	3	4	5	1	2	2	1
SED	1	7	5	4	4	0	1	3
TBI	10	9	7	9	10	3	7	5
TA	11	13	11	13	10	9	4	4
MFP	2	2	3	1	8	5	3	0
PACE	0	0	1	1	0	0	0	0
Mental Health	5	9	7	11	8	6	3	2
Substance Use Disorder	0	0	0	2	0	0	0	0
Nursing Facility	12	28	33	29	47	27	16	27
Other	512	320	443	391	941	739	612	456
Total	664	476	592	540	1148	859	692	525



The Issue Categories listed below reflect the last eight quarters in alphabetical order. The top five issues for each quarter are highlighted. The issues that carry across many quarters are Medicaid Eligibility Issues, Other and Billing. There may be multiple issues for a member/contact.

New issue categories were added at the beginning of first quarter to assist with lowering the number of “Other” and better identifying contacts/issues that are of concern to members. The new categories will be: Affordable Care Act, Client Obligation, Division of Assets, Estate Recovery, Medicaid Application Assistance(for help with filling out an application or answering questions on an application), Medicaid Coding, Medicaid Renewal, Moving to/from Kansas. The new issues will be reflected in first quarter results.

Issues	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Access to Providers	3	11	1	12	7	6	9	13
Appeals, Grievances	42	33	47	26	49	42	36	16
Billing	36	40	41	30	43	39	37	26
Care Coordinators	10	8	9	8	7	3	6	4
Change MCO	8	4	10	9	15	3	0	6
Dental	7	5	1	4	4	5	5	5
Durable Medical Equipment	25	12	7	8	7	7	2	4
Guardianship Issues	5	1	2	1	0	1	2	2
HCBS Eligibility issues	11	15	24	30	45	33	21	9
HCBS General Issues	60	36	54	34	69	32	16	15
HCBS Reduction in hours of service	10	8	13	16	12	4	3	3
HCBS Waiting List issues	11	8	9	11	18	2	2	4
Housing issues	1	6	4	3	8	2	2	3
Medicaid Eligibility Issues	139	108	206	182	512	244	173	174
Medicaid Services	20	24	27	21	29	20	10	12
Nursing Facility Issues	15	34	34	29	40	25	22	22
Other	130	150	141	149	332	377	381	224
Pharmacy	25	33	14	20	24	13	11	8
Questions for Conf Calls	5	2	0	1	0	0	1	2
Thank you	14	15	11	12	72	85	114	100
Transportation	12	17	8	7	6	8	6	1
Unspecified	31	12	36	21	79	38	21	17
Total	620	582	699	634	1378	989	880	670



Action Taken to Resolve Issues by Ombudsman’s Office

The Resource Category below shows what action was taken and what contacts were made on behalf of a member or potential member to resolve an issue and what resources were provided. A “Question/Issue is resolved” if it is answered without having to make a contact, refer to another resource, or provide a resource for assistance. If we “Use contacts or resources/issues to resolve” an issue, then one of the other categories below is also noted to indicate which agency or organization was accessed to find the help needed, which resource the member may have been referred to, and/or documents provided. Often multiple resources are provided to a member/contact.

Resource Category	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16	Q3/16	Q4/16
Question/Issue Resolved	84	61	65	58	122	239	233	214
Used Contacts or Resources/Issues Resolved	262	234	321	296	463	394	313	166
KDHE Contacts	95	77	124	87	214	97	97	111
DCF Contacts	20	13	25	37	6	2	1	4
MCO Contacts	79	73	48	62	48	43	44	31
HCBS Team Contacts	32	43	36	29	28	21	12	5
CSP Mental Health Team Contacts	0	1	0	2	1	1	0	0
Other KDADS Contacts	31	31	38	58	53	16	44	38
Provided Resources to Member	85	108	177	184	361	239	115	88
Referred to State/Community Agency	22	54	75	72	111	40	53	14
Referred to DRC and/or KLS	26	16	19	5	13	7	4	3
Closed	14	29	60	72	198	313	111	17
Total	750	740	988	962	1618	1412	1027	691

Next Steps for Ombudsman’s Office

KanCare Ombudsman Volunteer Program

- The Ombudsman Volunteer Coordinator, Lisa Churchill, and Ombudsman Project Coordinator, Percy Turner, will begin providing training to interested community service organizations regarding Medicaid. Trainings will be three one-hour trainings with topics such as: How to assist with Medicaid applications, Medicaid related resources, and KanCare programs and Home and Community Based Services overview. This is another way the Ombudsman’s office is adding capacity to the Kansas Community.