



KanCare Ombudsman Quarterly Report

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1st Quarter 2017 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 first quarter of 2017. First quarter is decrease of 27% from last year. The decrease is still a significant increase of 2014 and 2015.

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	
2015	510	462	579	524	
2016	1130	846	687	523	
2017	825				
2017 Comparison to 2016	-27%				

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 10-5, Tuesday - Friday along with a ¾ time Project Coordinator who supervised the volunteers, assisted with phone coverage, and provided outreach. There are currently 7 Ombudsman volunteers and one Ombudsman VISTA volunteer (started in March) at the Wichita satellite office.
- Johnson County satellite office opened in July 2016 and is currently staffed with volunteers Monday, Wednesday and Thursday, 10am – 1pm. There are currently 3 volunteers at the Olathe satellite office with three in various stages of training.



MCO related	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17
Amerigroup	92	46	45	31	60
Sunflower	92	57	59	46	65
UnitedHealthcare	66	47	37	31	53
Total	250	150	141	108	178

The KanCare Ombudsman webpage (www.kancare.ks.gov/kancare-ombudsman-office) is **recently UPDATED**. The Resources page was updated to reflect the resource notebook that is used by the volunteers and staff and is now being provided on the website to make available to the Ombudsman Liaison Volunteers. Much of this information is mailed or emailed to KanCare members on an as needed basis.

Outreach by Ombudsman’s office

- **Presentations:** (educational, networking, referrals, advertisement)
 - Life Centers of Kansas City (Leavenworth County), January 26, 2017
 - Human Trafficking Conference booth; January 27, 2017
 - Catholic Charities presentation; February 22, 2017
 - POWER Conference booth; February 24, 2017
 - Spoke at three Wichita State University classes about Ombudsman’s office, February 2, 2017; March 6, 2017; March 7, 2017.
 - Livable Neighborhoods Task Force meeting (Wyandotte County) February 23, 2017
 - Wichita State University Public Health Fair; March 29, 2017
 - KanCare Ombudsman Liaison Training Session; Kansas City, March 30, 2017
- **Publications:** Outreach post and/or article about the KanCare Ombudsman office services.
 - Livable Neighborhoods Neighborhood News (Wyandotte Co. newsletter) (January, February, March)
 - Senior Bluebook (KC, KS and KC, MO) Jan., Feb., March, 2017
 - Public Health Newsletter; February 2017
 - City of Wichita, District 2 (on-line); March 2017
- Friends and Family Advisory Council which met one time during the first quarter.
- 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 fourth quarter of providing assistance to KanCare members. Johnson County Satellite office is answering the phone and meeting with individuals on Mondays, Wednesdays, and Thursdays, 10:00am to 1:00pm.
- The ***KanCare Ombudsman Southern Kansas Satellite Office (Wichita)*** has been open over a year, providing assistance to KanCare members. The Southern Kansas Satellite Office is answering the phone and meeting with individuals Tuesdays through Fridays 10:00am to 5:00pm.
- Both Satellite offices are assisting consumers with filling out applications on the phone and by appointment, in person.
- Volunteer Applications are available on the ***recently 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	Q1/17
Main	432	648
Johnson County	21	28
Wichita	70	149
Total	523	825



Contact Method	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17
phone	862	644	507	394	687
email	265	191	174	125	125
letter	2	3	1	0	2
in person	0	8	3	3	11
online	1	0	2	1	0
Total	1130	846	687	523	825

Caller Type	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17
Provider	179	110	100	71	117
Consumer	866	601	544	352	630
MCO employee	7	4	10	8	18
Other	78	131	33	92	60
Total	1130	846	687	523	825

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

	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17
Avg. Days to Resolve Issue	7	5	6	4	11
% files resolved in one day or less	49.6%	56%	54%	52%	34%
% files closed	77%	88%	87%	80%	88%



The most frequent calls regarding home- and community-based services (HCBS) waivers during the first quarter of 2017 was in regard to the intellectual/developmental disability waiver and then the physical disability and frail elderly 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	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17
PD	48	22	13	9	40
I/DD	48	27	21	11	43
FE	23	19	10	7	30
Autism	1	2	2	1	3
SED	4	0	1	3	4
TBI	10	3	7	5	6
TA	10	9	4	4	8
MFP	8	5	3	0	2
PACE	0	0	0	0	0
Mental Health	8	6	3	2	5
Substance Use Disorder	0	0	0	0	0
Nursing Facility	47	27	16	27	65
Other	941	739	612	456	628
Total	1148	859	692	525	834



The Issue Categories listed below reflect the last five quarters in alphabetical order. The top five issues for each quarter are highlighted. The issues that carry across several quarters are Medicaid Eligibility Issues and Other. ***The Issue titles that are highlighted are newly added to help clarify assistance provided to members and potential members.*** History is only available for first quarter, 2017 so far for the new issues. There may be multiple issues for a member/contact.

Issues	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17
Access to Providers	7	6	9	13	14
Affordable Care Act	n/a	n/a	n/a	n/a	3
Appeals, Grievances	49	42	36	16	36
Billing	43	39	37	26	21
Care Coordinator Issues	7	3	6	4	5
Change MCO	15	3	0	6	3
Client Obligation	n/a	n/a	n/a	n/a	17
Dental	4	5	5	5	7
Division of Assets	n/a	n/a	n/a	n/a	2
Durable Medical Equipment	7	7	2	4	2
Estate Recovery	n/a	n/a	n/a	n/a	5
Guardianship Issues	0	1	2	2	3
HCBS Eligibility issues	45	33	21	9	46
HCBS General Issues	69	32	16	15	33
HCBS Reduction in hours of service	12	4	3	3	7
HCBS Waiting List issues	18	2	2	4	6
Housing issues	8	2	2	3	4
Medicaid Eligibility Issues	512	244	173	174	236
Medicaid Renewal	n/a	n/a	n/a	n/a	29
Medical Services	29	20	10	12	20
Moving to/from Kansas	n/a	n/a	n/a	n/a	5
Nursing Facility Issues	40	25	22	22	38
Other	332	377	381	224	274
Pharmacy	24	13	11	8	10
Questions for Conf Calls	0	0	1	2	0
Spenddown Issues	n/a	n/a	n/a	n/a	18
Thank you	72	85	114	100	235
Transportation	6	8	6	1	8
Unspecified	79	38	21	17	45
Total	1378	989	880	670	1132



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, potential member, provider or other caller to resolve an issue and what resources were provided. Highlighted titles in the Action Taken column indicate title changes or new categories to clarify assistance provided to members, potential members, providers, etc. History is only available for first quarter, 2017 so far for the new actions. Often multiple resources are provided to a member/contact.

Action Taken	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17
Question/Issue Resolved	122	239	233	214	160
Used Contacts or Resources/Issues Resolved	463	394	313	166	494
Closed	198	313	111	17	65
Provided Resources to Member	361	239	115	88	203
Mailed/Email Resources	n/a	n/a	n/a	n/a	43
KDHE Contacts	214	97	97	111	134
DCF Contacts	6	2	1	4	1
MCO Contacts	48	43	44	31	33
MCO Referral	n/a	n/a	n/a	n/a	19
Clearinghouse Contact	n/a	n/a	n/a	n/a	73
Clearinghouse Referral	n/a	n/a	n/a	n/a	25
HCBS Team Contacts	28	21	12	5	29
HCBS Team Referral	n/a	n/a	n/a	n/a	7
CSP Mental Health Contacts	1	1	0	0	2
Other KDADS Contacts/Referral	53	16	44	38	49
State/Community Agency Referral	111	40	53	14	46
Disability Rights and/or KLS Referral	13	7	4	3	8
Total	1618	1412	1027	691	1391

Next Steps for Ombudsman’s Office

KanCare Ombudsman Volunteer Program

The Ombudsman Volunteer Coordinator, Lisa Churchill, and Ombudsman Project Coordinator, Percy Turner, have begun providing training to interested community service organizations regarding Medicaid. Trainings will be two - one and a half hour trainings with topics such as: How to assist with Medicaid applications, and KanCare programs and Home and Community Based Services overview. The feedback so far has been very positive. The classes on-line are filling up and we are planning to also offer this as a webinar for those who may have difficulty getting away from the office to attend. This is another way the Ombudsman’s office is adding capacity to the Kansas Community for KanCare/Medicaid assistance.