



# KanCare Ombudsman Quarterly Report

Kerrie J. Bacon, KanCare Ombudsman  
4th Quarter 2017 Report

## Executive Summary Dashboard

1. Contacts have increased from fourth quarter 2016 to fourth quarter 2017 by 99% (523 to 1040). Page 2.

Contacts by Office	Q4/16	Q4/17
Main	432	718
Johnson County	21	62
Wichita	70	260
<b>Total</b>	<b>523</b>	<b>1,040</b>

Contact Method	Q3/17	Q4/17
Email	143	122
Face-to-Face Meeting	6	8
Letter	0	0
ONLINE	0	0
Other	5	4
Telephone	816	906
<b>Total</b>	<b>970</b>	<b>1,040</b>

	Q3/17	Q4/17
<b>Avg. Days to Resolve Issue</b>	9	7
<b>% files resolved in one day or less</b>	34%	45%
<b>% files closed</b>	90%	83%

2. *Top five issues for fourth quarter (without Other):*

Issues	Q4/17
Medicaid Eligibility Issues	300
Medicaid Application Assistance	179
HCBS Eligibility issues	61
Medicaid Renewal	58
HCBS General Issues	49



**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 2017. The number of contacts for the Ombudsman’s office received during 4<sup>th</sup> quarter doubled from 2016 to 2017 (523 to 1040); the percent of increase is 99%. Fourth quarter continued the trend of increasing contacts each quarter since the beginning of 2017 ending only 90 contacts short of the highest quarter (Q1, 2016) during the five years of the Ombudsman’s office time of operation.

Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Qtr. Avg.	Comments
2013	615	456	436	341		this year does not include emails
2014	545	474	526	547	523	
2015	510	462	579	524	519	
2016	<b>1,130</b>	846	687	523	797	
2017	825	835	970	<b>1,040</b>	918	January 2018, 464 contacts
<b>2016 vs. 2017</b>	-27%	-1%	41%	99%	15%	

In the chart below, the “percent of files closed” is relatively low for Q4/17 in comparison to other quarters in the past two years. Because of the higher call volume, the Ombudsman’s assistant, whose task is to close a certain percentage of cases, was given a lower goal in closing and was prioritized to answering emails coming to the Ombudsman’s office (due to the higher contact volume).

	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
<b>Avg. Days to Resolve Issue</b>	7	5	6	4	11	9	9	7
<b>% files resolved in one day or less</b>	50%	56%	54%	52%	34%	44%	34%	45%
<b>% files closed</b>	77%	88%	87%	80%	88%	92%	90%	83%



## **Outreach by Ombudsman's office**

### **Presentations:** (educational, networking, referrals)

- 2017 Live Well Age Well, a JOCO 50+ Clubs Event (Overland Park, KS) (October 19, 2017)
- Spoke at InterHab Conference (October 25, 2017)
- St. Mary's University Career and Graduate School Fair (Kansas City, KS) (November 8, 2017)
- Governor's Conference November 1<sup>st</sup> through the 3<sup>rd</sup>. Maintained booth interacted with approximately 60 people.
- KanCare Listening Session (Dodge City) (November 14, 2017) (2 sessions approximately 30 people per session.
- KanCare Listening session (Wichita (November 16, 2017) 2 sessions approximately 20 people per session.
- Schlagle High School Health Fair (Kansas City, KS) (December 11, 2017)
- **KanCare Ombudsman Liaison Training Sessions:** (educational, networking, referrals, increase capacity)
  - RCIL, Emporia, KS (Lyon Co.) (October 25, 2017)
  - Catholic Charities, Kansas City (Wyandotte Co.) (October 30, 2017)
  - ECKAAA, Ottawa, KS (Franklin Co.) (November 29, 2017)

### **Publications:** Outreach, posts and/or articles about the KanCare Ombudsman office services.

- Shepherd's Voice (Kansas City, KS) (October 2017)
- St. Paul's Catholic Church News Bulletin (Olathe, KS) (October 2017)
- The Communicator (Wyandotte/Leavenworth, KS) (November and December 2017)
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (Oct, Nov, Dec 2017)
- Mailed or emailed KanCare Ombudsman flyers to:
  - Atwater Neighborhood Resource Center, Wichita, October
  - Colvin Neighborhood Resource Center, Wichita, October
  - United Methodist Open Door, Wichita, October
  - St. Mark United Methodist Church, Wichita, October
  - Grasslands Estates, Wichita, October
  - Andover Senior Center, Andover, October
  - Northeast Senior Center, Wichita; November
  - Glenville Church, Wichita, November
  - First United Methodist Church, Wichita, November
  - St. Mark's Cathedral Church of God, Wichita, November
  - Fresh Hope, Wichita, November



**Outreach through the KanCare Ombudsman Volunteer Program Update.**

- The **KanCare Ombudsman Johnson County Satellite Office** has been providing assistance to KanCare members for almost a year and a half. The Johnson County Satellite office is answering the phone and meeting with individuals on Wednesdays (10-1), Thursdays (10-4), and Fridays (10-1). Two Education Resource and Information volunteers, through St. Mary’s college, assist with developing resources for the Ombudsman’s office.
- The **KanCare Ombudsman Southern Kansas Satellite Office (Wichita)** has been open two years, providing assistance to KanCare members. The Southern Kansas Satellite Office is answering the phone and meeting with individuals Monday (12-4), Tuesday (10-2), Thursday (10-12) and Friday (12-4). One intern through Wichita State University assists with community outreach, resources, and assisting beneficiaries.
- Both Satellite offices assist consumers with filling out applications on the phone and by appointment, in person.

**Data by Ombudsman’s Office**

The Ombudsman on-line tracker has been updated to include the main Ombudsman office and the two Ombudsman satellite offices covered by volunteers.

The reason for the variance in the numbers in the satellite offices is when volunteers start or end their time with the Ombudsman’s office. For example, in Johnson County there were two volunteers for some time, then there were four, then it dropped back to three. You can see the number of calls taken reflected in the number of volunteers available to take those calls. Something similar happened in Wichita between first, second and third quarters.

During fourth quarter we found that the 620 area code numbers, for some reason, had stopped going to the Wichita office. It’s not clear when that happened, although if you look at the chart below, it may have been in second quarter. It was fixed by early November which accounts for the increase in numbers for Wichita for fourth quarter.

<b>Contacts by Office</b>	<b>Q4/16</b>	<b>Q1/17</b>	<b>Q2/17</b>	<b>Q3/17</b>	<b>Q4/17</b>
Main	432	648	639	759	718
Johnson County	21	28	81	51	62
Wichita	70	149	115	160	260
<b>Total</b>	<b>523</b>	<b>825</b>	<b>835</b>	<b>970</b>	<b>1,040</b>



Contact Method	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
Email	291	192	175	125	125	127	143	122
Face-to-Face Meeting	0	8	3	3	11	5	6	8
Letter	2	3	1	0	2	0	0	0
ONLINE	0	0	0	0	0	0	0	0
Other	3	0	2	1	0	2	5	4
Telephone	866	647	507	393	689	701	816	906
<b>Total</b>	<b>1162</b>	<b>850</b>	<b>688</b>	<b>522</b>	<b>827</b>	<b>835</b>	<b>970</b>	<b>1040</b>

Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.

Caller Type	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
Consumer	876	601	544	351	631	661	773	862
MCO Employee	8	4	11	8	18	9	11	6
Other type	93	133	33	92	61	53	45	50
Provider	185	112	100	71	117	112	141	122
<b>Total</b>	<b>1162</b>	<b>850</b>	<b>688</b>	<b>522</b>	<b>827</b>	<b>835</b>	<b>970</b>	<b>1040</b>

Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.

The most frequent calls regarding home and community-based services (HCBS) waivers during the fourth quarter of 2017 was regarding the intellectual developmental disability waiver, then the physical disability waiver, second, and the frail/elderly waiver was third.

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	Q2/17	Q3/17	Q4/17
PD	48	22	13	9	40	37	32	45
I/DD	49	27	21	11	43	28	52	77
FE	23	19	10	7	30	27	33	38
AUTISM	1	2	2	1	3	2	2	0
SED	4	0	1	3	4	4	5	5
TBI	11	3	7	5	6	8	7	6
TA	13	10	4	4	8	10	2	7
WH	0	0	0	0	0	0	1	3
MFP	8	5	3	0	2	1	0	0
PACE	0	0	0	0	0	0	1	1
MENTAL HEALTH	11	7	3	2	5	5	2	5
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	51	27	16	27	66	45	79	61
<b>Total</b>	<b>219</b>	<b>122</b>	<b>80</b>	<b>69</b>	<b>207</b>	<b>167</b>	<b>216</b>	<b>248</b>

Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.



The Issue Categories listed below reflect the last two years in alphabetical order. The top six issues for each quarter are highlighted. The issues that carry across several quarters are Medicaid Eligibility Issues, Other and HCBS Eligibility Issues.

The highlighted issues on the left were added at the end of fourth quarter. There may be multiple issues for a member/contact.

Issues	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
Access to Providers (usually Medical)	7	6	9	13	14	14	13	10
Abuse / neglect complaints	0	0	0	0	0	0	0	2
Affordable Care Act Calls	0	0	0	0	3	6	5	5
Appeals/Fair Hearing questions/issues	0	0	0	0	0	0	21	23
Background Checks	0	0	0	0	0	0	0	2
Billing	44	40	37	26	21	33	17	19
Care Coordinator Issues	8	3	6	4	5	11	6	12
Change MCO	15	3	0	6	3	1	2	6
Choice Info on MCO	0	0	0	0	0	0	0	0
Client Obligation	0	0	0	0	17	36	37	33
Coding Issues	0	0	0	0	3	0	8	18
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	0	0	0	0	3	5
Dental	4	5	5	5	7	9	7	6
Division of Assets	0	0	0	0	2	2	5	5
Durable Medical Equipment	7	7	2	4	2	9	4	3
Estate Recovery	0	0	0	0	6	5	6	4
Grievances Questions/Issues	53	42	36	16	36	33	29	9
Guardianship	0	1	2	2	3	1	3	4
HCBS Eligibility issues	46	33	21	9	46	50	58	61
HCBS General Issues	70	32	16	15	33	34	21	49
HCBS Reduction in hours of service	13	4	3	3	7	2	4	6
HCBS Waiting List	18	2	2	4	6	9	8	4
Health Homes	8	2	0	2	0	3	0	0
Housing Issues	8	2	2	3	4	6	7	0
Medicaid Application Assistance	0	0	0	0	45	55	162	179
Medicaid Coding	0	0	0	0	0	0	0	0
Medicaid Eligibility Issues	529	247	173	173	237	177	237	299
Medicaid Fraud	0	0	0	0	0	0	0	0
Medicaid info (status) update	0	0	0	0	0	0	0	2
Medicaid Renewal	0	0	0	0	29	43	38	61
Medical Services	29	21	10	12	20	20	11	9
Medicare related Issues	0	0	0	0	0	0	15	22
Medicare Savings Plan Issues	0	0	0	0	0	0	9	21
Moving to / from Kansas	0	0	0	0	5	7	6	9
Nursing Facility Issues	42	26	22	22	40	26	23	21
Pharmacy	26	14	11	8	11	9	10	13
Questions for Conference Calls/Sessions	0	0	1	2	0	0	0	0
Respite	0	0	0	0	0	0	0	0
Social Security Issues	0	0	0	0	0	0	1	4
Spend Down Issues	19	19	17	16	18	32	29	28
Transportation	6	8	6	1	8	9	12	5



Working Healthy	0	0	0	0	0	0	2	3
X-Other	356	381	382	223	275	315	241	188
Z Thank you.	79	94	115	101	238	319	416	430
Z Unspecified	34	38	20	18	44	36	61	75
<b>Total</b>	<b>1421</b>	<b>1030</b>	<b>898</b>	<b>688</b>	<b>1188</b>	<b>1312</b>	<b>1537</b>	<b>1656</b>

Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.

## Issues by Managed Care Organization

### Amerigroup

Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.

Issue Category - Amerigroup	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
Access to Providers (usually Medical)	1	1	2	2	3	7	2	2
Abuse / neglect complaints	0	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0	0
Appeals/Fair Hearing questions/issues	0	0	0	0	0	0	2	3
Background Checks	0	0	0	0	0	0	0	1
Billing	11	6	7	2	1	5	3	2
Care Coordinator Issues	4	1	3	1	1	4	0	3
Change MCO	1	1	0	0	1	0	0	1
Choice Info on MCO	0	0	0	0	0	0	0	0
Client Obligation	0	0	0	0	1	7	4	3
Coding Issues	0	0	0	0	0	0	3	2
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	0	0	0	0	0	0
Dental	0	0	1	1	0	0	1	0
Division of Assets	0	0	0	0	0	0	0	0
Durable Medical Equipment	2	2	1	1	0	1	1	0
Estate Recovery	0	0	0	0	0	1	0	1
Grievances Questions/Issues	9	5	1	0	10	4	4	0
Guardianship	0	0	0	0	1	0	0	0
HCBS Eligibility issues	8	5	4	0	6	7	7	10
HCBS General Issues	13	3	3	3	11	10	3	8
HCBS Reduction in hours of service	6	1	1	1	2	0	0	2
HCBS Waiting List	0	0	0	1	1	2	0	1
Health Homes	1	0	0	0	0	2	0	0
Housing Issues	1	1	0	1	0	1	1	0
Medicaid Application Assistance	0	0	0	0	0	0	0	1
Medicaid Coding	0	0	0	0	0	0	0	0
Medicaid Eligibility Issues	30	10	5	6	8	5	10	18
Medicaid Fraud	0	0	0	0	0	0	0	0
Medicaid info (status) update	0	0	0	0	0	0	0	0
Medicaid Renewal	0	0	0	0	4	7	3	8
Medical Services	7	2	3	1	5	7	1	0
Medicare related Issues	0	0	0	0	0	0	2	3
Medicare Savings Plan Issues	0	0	0	0	0	0	0	1
Moving to / from Kansas	0	0	0	0	1	0	0	1
Nursing Facility Issues	2	1	0	1	1	4	0	0



Pharmacy	4	1	0	2	1	2	2	1
Questions for Conference Calls/Sessions	0	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0	0
Social Security Issues	0	0	0	0	0	0	0	0
Spend Down Issues	2	3	0	3	2	5	2	4
Transportation	2	1	1	0	1	1	3	0
Working Healthy	0	0	0	0	0	0	0	0
X-Other	20	16	20	9	14	19	11	6
Z Thank you.	6	4	9	5	23	31	13	26
Z Unspecified	2	0	0	2	1	1	1	0
<b>Total</b>	<b>132</b>	<b>64</b>	<b>61</b>	<b>42</b>	<b>99</b>	<b>133</b>	<b>79</b>	<b>109</b>

<b>WAIVER - Amerigroup</b>	<b>Q1/16</b>	<b>Q2/16</b>	<b>Q3/16</b>	<b>Q4/16</b>	<b>Q1/17</b>	<b>Q2/17</b>	<b>Q3/17</b>	<b>Q4/17</b>
PD	8	5	1	2	12	9	3	12
I/DD	10	8	3	3	9	2	6	8
FE	7	0	1	1	3	6	3	7
AUTISM	0	0	1	0	1	1	0	0
SED	2	0	0	1	1	3	2	1
TBI	5	1	2	2	2	2	3	1
TA	4	3	1	0	2	4	2	1
WH	0	0	0	0	0	0	1	0
MFP	0	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	3	2	0	0	1	1	2	0
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	1	1	1	0	2	3	2	0
<b>Total</b>	<b>40</b>	<b>20</b>	<b>10</b>	<b>9</b>	<b>33</b>	<b>31</b>	<b>24</b>	<b>30</b>

## Sunflower

*Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.*

<b>Issue Category - Sunflower</b>	<b>Q1/16</b>	<b>Q2/16</b>	<b>Q3/16</b>	<b>Q4/16</b>	<b>Q1/17</b>	<b>Q2/17</b>	<b>Q3/17</b>	<b>Q4/17</b>
Access to Providers (usually Medical)	1	1	2	0	4	3	2	3
Abuse / neglect complaints	0	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	1	0	0
Appeals/Fair Hearing questions/issues	0	0	0	0	0	0	1	1
Background Checks	0	0	0	0	0	0	0	0
Billing	6	8	9	7	3	6	5	9
Care Coordinator Issues	2	1	1	2	1	2	1	6
Change MCO	3	1	0	1	0	0	0	3
Choice Info on MCO	0	0	0	0	0	0	0	0
Client Obligation	0	0	0	0	3	5	4	5
Coding Issues	0	0	0	0	2	0	1	3
Consumer said Notice not received	0	0	0	0	0	0	0	0
Cultural Competency	0	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	0	0
Dental	1	2	0	0	0	1	1	1
Division of Assets	0	0	0	0	0	0	0	0





Durable Medical Equipment	5	2	0	2	0	2	1	2
Estate Recovery	0	0	0	0	0	0	1	0
Grievances Questions/Issues	14	11	8	2	5	8	1	3
Guardianship	0	0	0	0	0	0	1	0
HCBS Eligibility issues	3	7	3	2	3	10	10	6
HCBS General Issues	15	9	1	5	5	6	3	9
HCBS Reduction in hours of service	0	3	1	0	1	1	1	0
HCBS Waiting List	1	0	0	0	1	1	0	1
Health Homes	1	1	0	0	0	0	0	0
Housing Issues	0	0	0	0	1	1	1	0
Medicaid Application Assistance	0	0	0	0	1	0	3	2
Medicaid Coding	0	0	0	0	0	0	0	0
Medicaid Eligibility Issues	26	7	10	9	14	8	13	14
Medicaid Fraud	0	0	0	0	0	0	0	0
Medicaid info (status) update	0	0	0	0	0	0	0	0
Medicaid Renewal	0	0	0	0	6	5	8	6
Medical Services	4	8	0	3	5	3	5	1
Medicare related Issues	0	0	0	0	0	0	1	1
Medicare Savings Plan Issues	0	0	0	0	0	0	0	1
Moving to / from Kansas	0	0	0	0	0	1	0	0
Nursing Facility Issues	3	4	2	1	2	1	0	1
Pharmacy	4	1	4	4	4	3	1	0
Questions for Conference Calls/Sessions	0	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0	0
Social Security Issues	0	0	0	0	0	0	0	1
Spend Down Issues	3	3	2	0	2	4	4	3
Transportation	1	2	4	1	4	3	1	1
Working Healthy	0	0	0	0	0	0	0	0
X-Other	23	12	24	16	18	19	11	15
Z Thank you.	7	6	8	11	20	25	31	32
Z Unspecified	1	0	0	0	1	0	1	2
<b>Total</b>	<b>124</b>	<b>89</b>	<b>79</b>	<b>66</b>	<b>106</b>	<b>119</b>	<b>113</b>	<b>132</b>

<b>WAIVER - Sunflower</b>	<b>Q1/16</b>	<b>Q2/16</b>	<b>Q3/16</b>	<b>Q4/16</b>	<b>Q1/17</b>	<b>Q2/17</b>	<b>Q3/17</b>	<b>Q4/17</b>
PD	16	6	2	3	7	8	8	8
I/DD	11	4	5	2	8	4	10	12
FE	1	6	1	1	4	5	3	6
AUTISM	0	1	0	0	1	0	1	0
SED	0	0	1	1	0	1	0	0
TBI	0	0	4	2	1	2	0	1
TA	3	2	2	2	2	2	0	1
WH	0	0	0	0	0	0	0	1
MFP	3	1	0	0	0	1	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	2	2	2	0	1	1	0	0
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	6	5	2	2	4	6	3	3
<b>Total</b>	<b>42</b>	<b>27</b>	<b>19</b>	<b>13</b>	<b>28</b>	<b>30</b>	<b>25</b>	<b>32</b>



## UnitedHealthcare

Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.

Issue Category - UnitedHealthcare	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
Access to Providers (usually Medical)	2	1	0	2	4	2	0	2
Abuse / neglect complaints	0	0	0	0	0	0	0	1
Affordable Care Act Calls	0	0	0	0	0	0	0	0
Appeals/Fair Hearing questions/issues	0	0	0	0	0	0	3	2
Background Checks	0	0	0	0	0	0	0	0
Billing	3	5	2	3	3	7	3	0
Care Coordinator Issues	0	0	2	1	3	1	4	1
Change MCO	3	0	0	4	2	1	1	2
Choice Info on MCO	0	0	0	0	0	0	0	0
Client Obligation	0	0	0	0	2	2	3	5
Coding Issues	0	0	0	0	0	0	0	3
Consumer said Notice not received	0	0	0	0	0	0	0	0
Cultural Competency	0	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	0	0
Dental	1	3	2	0	1	3	2	0
Division of Assets	0	0	0	0	0	0	1	0
Durable Medical Equipment	0	1	0	0	2	2	1	0
Estate Recovery	0	0	0	0	0	1	0	0
Grievances Questions/Issues	6	4	5	1	3	3	4	0
Guardianship	0	0	0	1	0	0	1	0
HCBS Eligibility issues	6	4	2	0	9	6	3	7
HCBS General Issues	11	5	2	3	2	4	5	5
HCBS Reduction in hours of service	2	0	0	2	2	0	2	0
HCBS Waiting List	2	1	1	0	0	0	0	0
Health Homes	1	0	0	0	0	0	0	0
Housing Issues	0	0	0	0	0	0	1	0
Medicaid Application Assistance	0	0	0	0	0	1	1	2
Medicaid Coding	0	0	0	0	0	0	0	0
Medicaid Eligibility Issues	18	4	5	5	7	7	9	19
Medicaid Fraud	0	0	0	0	0	0	0	0
Medicaid info (status) update	0	0	0	0	0	0	0	0
Medicaid Renewal	0	0	0	0	1	1	6	6
Medical Services	4	1	4	0	3	3	0	2
Medicare related Issues	0	0	0	0	0	0	2	1
Medicare Savings Plan Issues	0	0	0	0	0	0	0	1
Moving to / from Kansas	0	0	0	0	0	0	0	0
Nursing Facility Issues	2	1	2	2	2	2	1	2
Pharmacy	8	2	4	0	0	1	0	3
Questions for Conference Calls/Sessions	0	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0	0
Social Security Issues	0	0	0	0	0	0	0	0



Spend Down Issues	0	2	0	1	0	1	6	2
Transportation	1	0	0	0	2	2	2	1
Working Healthy	0	0	0	0	0	0	0	0
X-Other	14	20	21	12	15	17	13	12
Z Thank you.	5	10	7	9	11	22	30	33
Z Unspecified	2	0	0	0	2	0	4	4
<b>Total</b>	<b>91</b>	<b>64</b>	<b>59</b>	<b>46</b>	<b>76</b>	<b>89</b>	<b>108</b>	<b>116</b>

WAIVER - UnitedHealthcare	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
PD	7	4	1	1	8	3	5	4
I/DD	7	3	3	1	5	2	6	9
FE	7	4	1	2	7	3	5	6
AUTISM	0	0	1	0	0	1	0	0
SED	1	0	0	0	1	0	0	0
TBI	1	2	0	0	2	1	2	0
TA	2	0	0	0	0	1	0	2
WH	0	0	0	0	0	0	0	0
MFP	3	1	2	0	0	0	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	2	0	0	0	0	1	0	2
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	3	0	0	4	5	2	6	3
<b>Total</b>	<b>33</b>	<b>14</b>	<b>8</b>	<b>8</b>	<b>28</b>	<b>14</b>	<b>24</b>	<b>26</b>

### Action Taken to Resolve Issues by Ombudsman's Office

The **“Resolved”** section explains how cases have been closed. If a call is returned and the person has already received an answer and does not need help from the Ombudsman's office or the person called to vent, then it is marked “Resolved” and closed. The **“Used Contacts or Resources”** shows when resources are provided; explaining KanCare processes, providing phone numbers, sending information by way of mail or email, or using contacts or resources that are listed in the blue or green categories below. Our offices will contact those offices themselves, with the member, or refer the member to the organization. Once it is resolved this is the section that is used. The **“Closed”** section is when a person contacts our offices and leaves a message and we are not able to get back in touch with them; either because the number left is a wrong number, there is no voice mail to leave a message and they don't call back, or messages are left and they don't return the call. After a month or so, the case is closed.

Action Taken	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
QUESTION/ISSUE RESOLVED (NO RESOURCES)	161	249	306	213	163	81	73	100
USED CONTACT OR RESOURCES/ISSUE RESOLVED	472	395	314	175	504	601	685	704
CLOSED (NO CONTACT)	343	367	111	20	91	75	110	85

Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.



**“Resources”** provided to members can be in many forms: a phone number for an agency, explaining the process for filing a grievance, answering a question about estate recovery, walking someone through the spenddown calculation, offering to mail the Medicaid application, or client obligation explanation, etc. These are just a few examples of the resources provided verbally, mailed and emailed to potential members, members, family, and providers assisting members.

Action Taken	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
PROVIDED RESOURCES	367	239	116	93	238	307	346	439
MAILED/EMAIL RESOURCES	0	0	0	2	46	123	124	116

*Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.*

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. A few new categories were created during first quarter of 2017. History is not available before then. Often multiple resources are provided to a member/contact.

The green lines are contacts that are typically made by the volunteers and staff of the Ombudsman’s office to follow up on a call, email or visit. The blue lines show when contacts have been referred to agencies and/or organizations for further information.

Action Taken	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17	Q4/17
KDHE CONTACT	237	106	97	113	135	76	77	60
DCF CONTACT	6	2	1	4	1	4	8	1
MCO CONTACT	52	44	44	31	34	29	18	18
MCO REFERRAL	0	0	0	0	19	34	33	29
CLEARINGHOUSE CONTACT	0	0	0	0	75	130	201	165
CLEARINGHOUSE REFERRAL	0	0	0	2	26	104	142	142
HCBS TEAM CONTACT	30	21	12	5	30	23	24	28
HCBS TEAM REFERRAL	0	0	0	0	7	12	18	19
CSP MENTAL HEALTH CONTACT	1	1	0	0	2	0	1	0
OTHER KDADS CONTACT/REFERRAL	54	17	44	37	49	41	46	88
STATE OR COMMUNITY AGENCY REFERRAL	115	40	53	15	46	78	72	82
DISABILITY RIGHTS AND/OR KLS REFERRAL	13	7	4	3	8	2	1	6

*Note: NEW: Numbers may vary from prior reports due to continuing work on past quarters and pulling information from data reporting rather than adding information to chart each quarter.*



## ***Next Steps for Ombudsman's Office***

### ***Ombudsman Bill in Legislature***

The Ombudsman's office is involved with a bill that will move the office to the Department of Administration. If passed, the changes will take place the beginning of FY 2019.