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Bob Bethel Joint Committee on HCBS and KanCare Oversight
Report by Kerrie J. Bacon, KanCare Ombudsman – Written Testimony
February 16, 2018

Mr. Chair and Committee members,

Thank you for the opportunity to share information with you about how the KanCare Ombudsman's office is working to help members, potential members and providers with information, assistance, referrals and resources. The attached report is the KanCare Ombudsman Annual Report for 2017. The fourth quarter report has been posted to our website.

First, please look at page two, the first chart, which is regarding the contacts for the Ombudsman's office. The contacts for 4th quarter were up 99% over 4th quarter last year. The month of January 2018 was at 464 contacts with is almost half of last quarter. The number of contacts continues to increase. Our staff and volunteers are having difficulty keeping up with the contacts.

Second, on page 8, there is a new chart that shows the number of notes made on a file and the number of emails sent and received. This is a better reflection of the activity for the Ombudsman's office. Although there were 1,040 contacts, there were 2,122 notes history which has data entered whenever someone talks to a beneficiary on the phone. So more than double the contacts. Some beneficiaries are taken care of in one call; other may take two to seven or more before the issue is resolved.

Third, on page 9 and 10, the Issues Category chart is showing the issues over the last four years and the top six issues during that time. Although billing is a top issue, it has also consistently reduced over the four years. Durable Medical Equipment and Pharmacy have also trended down. Medicaid Eligibility and HCBS Eligibility have trended up over the last four years. In 2017, the Other category came down significantly. (page 10)

Fourth, on page 12, if you review the total for Action Taken by year, you will see that the Ombudsman's office has significantly increased the contacts to assist beneficiaries and resources provided to beneficiaries.

There is a bill moving the Ombudsman's office to Department of Administration in the House of Representatives; HB2663.

Thank you for your support of the Ombudsman's office. Your time and attention to make certain this office works ensures the members of KanCare have access to resolving their problems regarding their services, coverage, access and rights.