



## KanCare Ombudsman Quarterly Report

**Kerrie J. Bacon, KanCare Ombudsman**  
**2<sup>nd</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 second quarter of 2014. There were 474 contacts through these various means, 210 of which were related to an MCO issue.

<b>2nd Qtr Contacts</b>		<b>MCO related</b>	
April	148	Amerigroup	73
May	169	Sunflower	91
June	157	United Health	46
<b>Total</b>	<b>474</b>	<b>Total</b>	<b>210</b>

The KanCare Ombudsman website (<http://www.kancare.ks.gov/ombudsman.htm>) has information regarding the Ombudsman contact information, resources for and information for applying for KanCare, contact information for the three managed care organizations, grievance process, appeal process and state fair hearing process, the three managed care company handbook links, and quarterly and annual reports by the Ombudsman.

### ***Outreach***

- 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 first quarter activities, April 29, 2014
- 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.
- Gave Quarterly Report to KanCare Advisory Committee, Topeka, KS. June 11, 2014.
- The Ombudsman's office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met two times during second quarter.
- Host the HCBS Lunch-and-Learn bi-weekly conference calls for all HCBS members, parents, guardians and other consumers. Calls address topics of interest and discussion from the HCBS team from Kansas Department on Aging and Disability Services (KDADS) and include a guided question and answer time with a panel from the three Managed Care organizations.

**Data**

**Current Data Info**

Contact Method		Caller Type	
phone	384	Provider	115
email	83	Consumer	347
letter	5	MCO employee	5
in person	2	Other	7
<b>Total</b>	<b>474</b>	<b>Total</b>	<b>474</b>

There are 20 issue categories. The top six concerns for 2<sup>nd</sup> quarter are: Medicaid eligibility issues, durable medical equipment, billing issues, medical services, HCBS General Issues and Appeals/Grievances.

Issue Category Qtr 2	Total
Medicaid Eligibility Issues	73
Durable Medical Equipment	35
Billing	33
Medical Services	31
HCBS General Issues	25
Appeals / Grievances	22
Access to Providers (usually Medical)	16
Dental	15
Pharmacy	15



Issue Category Qtr 2	Total
HCBS Eligibility issues	14
Nursing Facility Issues	12
Change MCO	11
HCBS Reduction in hours of service	11
Care Coordinator Issues	9
HCBS Waiting List	8
Housing Issues	8
Transportation	8
Questions for Conference Calls/Sessions	5
Guardianship	3
Other	75
Thank you.	1
Unspecified	44
<b>Total</b>	<b>474</b>

In comparing issue categories 1st quarter to 2nd quarter, four of the top five remain the same: durable medical equipment, billing, HCBS general issues, and Appeal/grievances.

**Data Enhancements**

The new tracker was put in place June 30<sup>th</sup>. Starting third quarter, the additional reporting data will include the following:

- Waiver Related Type (if applicable) (i.e. PD, I/DD, FE, etc,)
- Consumer type (if applicable) (HCBS, LTC, other)
- Resource Category (i.e. Question/issue resolved, KDHE resources)

These enhancements will facilitate a more meaningful analysis of the issues going forward.