KanCare
Ombudsman

KanCare Ombudsman Quarterly Report

Kerrie J. Bacon, KanCare Ombudsman
1st Quarter, 2015

Accessibility

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) through the phone, email, letters and in person during the first quarter of 2015. There were 510 contacts through these various means, 221 of which were related to an MCO issue. First quarter had a decrease in contacts compared to the fourth quarter and to first quarter last year.

1st Qtr. Contacts	
January	185
February	165
March	160
Total	**510**

MCO related	
Amerigroup	53
Sunflower	96
United Health	75
Total	**221**

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				

The KanCare Ombudsman webpage on the KanCare website (www.kancare.ks.gov/ombudsman.htm) has information regarding the Ombudsman contact information, resources for and information about applying for KanCare, contact information for the three Managed Care Organizations, the grievance process, the appeal process and state fair hearing process, the three managed care organization (MCO) handbook links, quarterly and annual reports by the Ombudsman and a resource providing a four-page document with medical, prescription, vision and dental assistance for those without insurance or with high spend downs (www.kancare.ks.gov/download/Medical_Assistance.pdf).

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Outreach

- Shared report at the Consumer Specialized Issues meeting in Leavenworth; 3/26/15
- Presented to the Bob Bethel KanCare Oversight Committee; 1/24/15
- Mailed a letter of introduction from the Ombudsman and a package of Ombudsman brochures to all Centers of Independent Living, Aging and Disability Resource Centers and the four Families Together Resource Centers. .
- The Ombudsman's office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met three times during first quarter.
- Hosted the HCBS Lunch-and-Learn bi-weekly conference calls for all HCBS members, parents, guardians and other consumers. 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.

KanCare Ombudsman Volunteer Program

Start-up Information

- Planned start date August 1, 2015
- Soft start-up in most populous areas of Kansas
    - Kansas City Metro Area, then Wichita

Training and Education

- Online and in-person regional training
- Pre and Post testing for competency
- Subjects
    - Medicaid history and agencies, federal to state
    - Processes – applications, benefits, processes and claims
    - Resources
    - Handling of calls and levels of inquiries
    - Practice and case studies

Volunteer Applications – sending out mid-May through June

For those interested in applying as a volunteer, applications will be available mid-May on the KanCare Ombudsman webpage at www.kancare.ks.gov/ombudsman.htm.

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Data

Contact Method	
phone	415
email	94
letter	1
in person	0
online	0
Total	**510**

Caller Type	
Provider	111
Consumer	366
MCO employee	3
Other	30
Total	**510**

Consumer Sub-Caller Type	
HCBS Related	87
Long Term Care	20
Other	403
Total	**510**

Contact Information for 1st Qtr. The average number of days to resolve an issue was 6 days; 276 files were resolved in one day or less (54 percent)

Open	Contact date entered, but no response or closed	0
Responded	Contact date entered and first response, but not closed.	68
Closed	Closed dated is entered.	442
Total		**510**
% closed		87%

	Qtr 3 2014	Qtr 4 2014	Qtr 1 2015
Avg. Days to Resolve Issue	9	7	7
% files resolved in one day or less	47%	56%	54%
% files closed	86%	82%	87%

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There are 20 issue categories. The top three concerns for 1st quarter are HCBS General Issues, Appeals/Grievances and Billing.

Issue Category	Total
HCBS General Issues	60
Appeals / Grievances	42
Billing	36
Durable Medical Equipment	25
Pharmacy	25
Medical Services	20
Nursing Facility Issues	15
Transportation	12
HCBS Eligibility issues	11
HCBS Waiting List	11
Care Coordinator Issues	10
HCBS Reduction in hours of service	10
Change MCO	8
Dental	7
Guardianship	5
Questions for Conference Calls/Sessions	5
Access to Providers (usually Medical)	3
Housing Issues	1
Medicaid Eligibility Issues	139
X-Other	130
Z Thank you.	14
Z Unspecified	31
Total	**620**

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The Issue Categories below are listed for the last five quarters in alphabetical order. You will note that although Durable Medical Equipment dipped down in 4th quarter it is back up to the consistent range in 1st quarter of 2015.

Issues	Q1/14	Q2/14	Q3/14	Q4/14	Q1/15
Access to Providers	16	16	6	15	3
Appeals, Grievances	22	22	46	46	42
Billing	51	33	40	42	36
Care Coordinators	10	9	18	14	10
Change MCO	6	11	10	9	8
Dental	16	15	8	9	7
Durable Medical Equipment	25	35	25	8	25
Guardianship Issues	16	3	1	2	5
HCBS Eligibility issues	55	14	10	11	11
HCBS General Issues	11	25	45	49	60
HCBS Reduction in hours of service	22	11	15	8	10
HCBS Waiting List issues	3	8	19	7	11
Housing issues	3	8	12	10	1
Medicaid Eligibility Issues	81	73	90	194	139
Medicaid Service Issues	14	31	41	70	20
Nursing Facility Issues	8	12	16	24	15
Pharmacy	38	15	20	19	25
Questions for Conf Calls/sessions	13	5	15	2	5
Transportation	11	8	18	13	12
Other	49	75	103	112	130
Unspecified	73	44	33	27	31
Thank you	2	1	10	13	14
Total	**545**	**474**	**600**	**704**	**620**

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Resource Category shows what resources were used in resolving an issue. If a Question/Issue is resolved, then it is answered without having to call, refer to another resource, or provide another resource for assistance. If an issue is resolved using a resource, then one of the other categories below is also usually noted to indicate which resource was called to find the help needed, or referred the member to, or possibly a document was provided. There are many times when multiple resources are provided to a member/contact.

Resource Category	Q3/14	Q4/14	Q1/15
QUESTION/ISSUE RESOLVED	118	81	84
USED RESOURCES/ISSUE RESOLVED	177	260	262
KDHE RESOURCES	107	87	95
DCF RESOURCES	22	15	20
MCO RESOURCES	98	55	79
HCBS TEAM	57	33	32
CSP MH TEAM	2	0	0
OTHER KDADS RESOURCES	38	17	31
PROVIDED RESOURCES TO MEMBER	23	20	85
REFERRED TO STATE/COMMUNITY AGENCY	20	18	22
REFERRED TO DRC AND/OR KLS	27	9	26
CLOSED	55	18	14
Total	**744**	**613**	**750**

Waiver	Q3/14	Q4/14	Q1/15
PD	43	29	57
I/DD	42	36	35
FE	16	11	15
AUTISM	4	1	4
SED	5	4	1
TBI	19	10	10
TA	8	15	11
MFP	6	4	2
PACE	0	1	0
MENTAL HEALTH	4	10	5
BEHAVIOR HEALTH	0	0	0
NURSING FACILITY	10	25	12
Total	**157**	**146**	**152**