



## KanCare Ombudsman Quarterly Report

**Kerrie J. Bacon, KanCare Ombudsman**

**1st Quarter, 2016 Report**

### ***Accessibility by Ombudsman’s Office***

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 2016. There were 1130 contacts through these various means, 250 of which were related to an MCO issue (22.1 percent).

<b>Contacts</b>	<b>Qtr. 1</b>	<b>Qtr. 2</b>	<b>Qtr. 3</b>	<b>Qtr. 4</b>	<b>Comments</b>
2013	615	456	436	341	this year does not include emails
2014	545	474	526	547	
2015	510	462	579	524	Avg. for 2014/2015 is 521
2016	1130				

<b>MCO related</b>	<b>Q1/15</b>	<b>Q2/15</b>	<b>Q3/15</b>	<b>Q4/15</b>	<b>Q1/16</b>
Amerigroup	53	69	63	45	92
Sunflower	96	92	72	62	92
United Health	75	47	52	32	66
<b>Total</b>	<b>224</b>	<b>208</b>	<b>187</b>	<b>139</b>	<b>250</b>

The KanCare Ombudsman webpage (<http://www.kancare.ks.gov/ombudsman.htm>) continues to provide information and resources to members of KanCare and consumers. It is updated on a regular basis.



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

- Goodwill Industries Presentation, January 18, 2016
- Volunteer Fair at Wichita State University, January 28, 2016
- Women's Recovery Center presentation, February 18, 2016
- Attended KDHE Spec Health Care Needs Program Regional Meeting in Topeka, KS – February 24, 2016.
- Wichita State University social work practicum class presentation, March 10, 2016 and March 17, 2016
- Health Fair in Wichita, KS, March 30, 2016
- Provided report and requested feedback from the KanCare Consumer Specialized Interest (CSI) Workgroup – March 31, 2016
- Provided quarterly and annual Ombudsman report to the KanCare Advisory Committee – March 31, 2016
- The Ombudsman's office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met two times 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.
- Created an explanation for the KanCare application process as an outreach tool.
- Revised/Updated the appeal and state fair hearing information provided to members needing assistance.

### ***KanCare Ombudsman Volunteer Program Update***

- The Ombudsman's office is in the process of hiring a new Ombudsman Volunteer Coordinator. The first priority after orientation and training will be to launch the Kansas City volunteer program during the second quarter.
- The Wichita volunteer office is in its second quarter of providing assistance to KanCare members. It has assisted approximately 303 consumers. There are five active volunteers.
- Volunteer Applications are available on the KanCare Ombudsman webpage.  
[www.KanCare.ks.gov/ombudsman.htm](http://www.KanCare.ks.gov/ombudsman.htm)



**Data by Ombudsman's Office**

Contact Method	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16
phone	415	378	462	438	862
email	94	82	112	83	265
letter	1	1	0	2	2
in person	0	1	5	1	0
online	0	0	0	0	1
<b>Total</b>	<b>510</b>	<b>462</b>	<b>579</b>	<b>524</b>	<b>1130</b>

Caller Type	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16
Provider	111	94	102	93	179
Consumer	366	343	426	385	866
MCO employee	3	3	5	3	7
Other	30	22	46	43	78
<b>Total</b>	<b>510</b>	<b>462</b>	<b>579</b>	<b>524</b>	<b>1130</b>

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

	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16
<b>Avg. Days to Resolve Issue</b>	6	7	11	6	7
<b>% files resolved in one day or less</b>	54%	38%	36%	45%	49.6%
<b>% files closed</b>	85%	88%	93%	83%	77%



The most frequent calls regarding home- and community-based services (HCBS) waivers during the first quarter of 2016 and for all of 2015 were in regard to the physical disability waiver and the intellectual/developmental disability 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	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16
PD	57	48	33	28	48
I/DD	35	25	29	28	48
FE	15	12	16	18	23
AUTISM	4	3	4	5	1
SED	1	7	5	4	4
TBI	10	9	7	9	10
TA	11	13	11	13	10
MFP	2	2	3	1	8
PACE	0	0	1	1	0
MENTAL HEALTH	5	9	7	11	8
SUB USE DIS	0	0	0	2	0
NURSING FACILITY	12	28	33	29	47
Other	512	320	443	391	941
<b>Total</b>	<b>664</b>	<b>476</b>	<b>592</b>	<b>540</b>	<b>1148</b>



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 many quarters are Medicaid Eligibility Issues, Other and HCBS General Issues. There may be multiple issues for a member/contact.

<b>Issues</b>	<b>Q1/15</b>	<b>Q2/15</b>	<b>Q3/15</b>	<b>Q4/15</b>	<b>Q1/16</b>
Access to Providers	3	11	1	12	7
Appeals, Grievances	42	33	47	26	49
Billing	36	40	41	30	43
Care Coordinators	10	8	9	8	7
Change MCO	8	4	10	9	15
Dental	7	5	1	4	4
Durable Medical Equipment	25	12	7	8	7
Guardianship Issues	5	1	2	1	0
HCBS Eligibility issues	11	15	24	30	45
HCBS General Issues	60	36	54	34	69
HCBS Reduction in hours of service	10	8	13	16	12
HCBS Waiting List issues	11	8	9	11	18
Housing issues	1	6	4	3	8
Medicaid Eligibility Issues	139	108	206	182	512
Medicaid Service Issues	20	24	27	21	29
Nursing Facility Issues	15	34	34	29	40
Other	130	150	141	149	332
Pharmacy	25	33	14	20	24
Questions for Conf Calls/sessions	5	2	0	1	0
Thank you	14	15	11	12	72
Transportation	12	17	8	7	6
Unspecified	31	12	36	21	79
<b>Total</b>	<b>620</b>	<b>582</b>	<b>699</b>	<b>634</b>	<b>1378</b>



The Resource Category below shows what resources were used to resolve 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 accessed to find the help needed, or to which resource the member was referred, or possibly what document was provided. Often multiple resources are provided to a member/contact.

<b>Resource Category</b>	<b>Q1/15</b>	<b>Q2/15</b>	<b>Q3/15</b>	<b>Q4/15</b>	<b>Q1/16</b>
QUESTION/ISSUE RESOLVED	84	61	65	58	122
USED RESOURCES/ISSUE RESOLVED	262	234	321	296	463
KDHE RESOURCES	95	77	124	87	214
DCF RESOURCES	20	13	25	37	6
MCO RESOURCES	79	73	48	62	48
HCBS TEAM	32	43	36	29	28
CSP MH TEAM	0	1	0	2	1
OTHER KDADS RESOURCES	31	31	38	58	53
PROVIDED RESOURCES TO MEMBER	85	108	177	184	361
REFERRED TO STATE/COMMUNITY AGENCY	22	54	75	72	111
REFERRED TO DRC AND/OR KLS	26	16	19	5	13
CLOSED	14	29	60	72	198
<b>Total</b>	<b>750</b>	<b>740</b>	<b>988</b>	<b>962</b>	<b>1618</b>

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

#### ***KanCare Ombudsman Volunteer Program***

- Creating and delivering volunteer training in the second quarter on how to assist consumers to fill out Medicaid applications.
- A long-term project includes creating training programs for volunteers so they can assist members one-on-one with the grievance, appeal, and/or state fair hearing process, to be started in the 4<sup>th</sup> quarter of 2016.