



## KanCare Ombudsman Quarterly Report

**Kerrie J. Bacon, KanCare Ombudsman  
2nd 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 second quarter of 2016. There were 846 contacts through these various means, 150 of which had an MCO or an issue with an MCO (18 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	846			
% incr./dec.	117%	63%			Increase over average of 2014/2015

<b>MCO related</b>	<b>Q1/15</b>	<b>Q2/15</b>	<b>Q3/15</b>	<b>Q4/15</b>	<b>Q1/16</b>	<b>Q2/16</b>
Amerigroup	53	69	63	45	92	46
Sunflower	96	92	72	62	92	57
United Health	75	47	52	32	66	47
<b>Total</b>	<b>224</b>	<b>208</b>	<b>187</b>	<b>139</b>	<b>250</b>	<b>150</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***

- Provided a report and testimony for the Robert Bethel Joint Committee on HCBS and KanCare Oversight, April 18, 2016.
- Attended the Employment First Summit and provided a vendor booth for outreach for the Ombudsman's office, April 21-22, 2016.
- Attended the May KanCare Listening Sessions in Hays, Wichita; May 24, 26, 2016.
- Attended the Final Rule Listening Session in Topeka and Overland Park; June 15, 16, 2016.
- Provided vendor outreach for the SACK Conference, June 25, 2016.
- The Ombudsman's office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met two times during the second 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...

### ***Outreach through the***

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

- Lisa Churchill was hired as the KanCare Ombudsman Volunteer Coordinator. She is originally from Kansas. Most recently she was working as the Volunteer Coordinator for a hospital in Corpus Christi, Texas with over 400 volunteers. We are very pleased she has returned to Kansas and is working with our program.
- The ***KanCare Ombudsman Johnson County Satellite Office*** opened in July. We have two volunteers fully trained; Planning to start August with three Johnson County volunteer trainees, one Wyandotte County volunteer trainee and one Wichita volunteer trainee.
- The ***KanCare Ombudsman Southern Kansas Satellite Office (Wichita)*** is in its third quarter of providing assistance to KanCare members.
  - It has assisted approximately 224 consumers.
  - There were five active volunteers at the end of second quarter..
  - The Project Coordinator has attended two functions for outreach with a vendor booth: Health Fair in April and Butler County Aging Fair in June.
- 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	Q2/16
phone	415	378	462	438	862	644
email	94	82	112	83	265	191
letter	1	1	0	2	2	3
in person	0	1	5	1	0	8
online	0	0	0	0	1	0
<b>Total</b>	<b>510</b>	<b>462</b>	<b>579</b>	<b>524</b>	<b>1130</b>	<b>846</b>

Caller Type	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16
Provider	111	94	102	93	179	110
Consumer	366	343	426	385	866	601
MCO employee	3	3	5	3	7	4
Other	30	22	46	43	78	131
<b>Total</b>	<b>510</b>	<b>462</b>	<b>579</b>	<b>524</b>	<b>1130</b>	<b>846</b>

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

	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16
<b>Avg. Days to Resolve Issue</b>	7	7	11	6	7	5
<b>% files resolved in one day or less</b>	54%	38%	36%	45%	49.6%	56%
<b>% files closed</b>	87%	88%	93%	83%	77%	88%



The most frequent calls regarding home- and community-based services (HCBS) waivers during the second 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	Q2/16
PD	57	48	33	28	48	22
I/DD	35	25	29	28	48	27
FE	15	12	16	18	23	19
AUTISM	4	3	4	5	1	2
SED	1	7	5	4	4	0
TBI	10	9	7	9	10	3
TA	11	13	11	13	10	9
MFP	2	2	3	1	8	5
PACE	0	0	1	1	0	0
MENTAL HEALTH	5	9	7	11	8	6
SUB USE DIS	0	0	0	2	0	0
NURSING FACILITY	12	28	33	29	47	27
Other	512	320	443	391	941	739
<b>Total</b>	<b>664</b>	<b>476</b>	<b>592</b>	<b>540</b>	<b>1148</b>	<b>859</b>



The Issue Categories listed below reflect the last six quarters in alphabetical order. The top five issues for each quarter are highlighted. The issues that carry across many quarters are Medicaid Eligibility Issues and Other. There may be multiple issues for a member/contact.

Issues	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16
Access to Providers	3	11	1	12	7	6
Appeals, Grievances	42	33	47	26	49	42
Billing	36	40	41	30	43	39
Care Coordinators	10	8	9	8	7	3
Change MCO	8	4	10	9	15	3
Dental	7	5	1	4	4	5
Durable Medical Equipment	25	12	7	8	7	7
Guardianship Issues	5	1	2	1	0	1
HCBS Eligibility issues	11	15	24	30	45	33
HCBS General Issues	60	36	54	34	69	32
HCBS Reduction in hours of service	10	8	13	16	12	4
HCBS Waiting List issues	11	8	9	11	18	2
Housing issues	1	6	4	3	8	2
Medicaid Eligibility Issues	139	108	206	182	512	244
Medicaid Service Issues	20	24	27	21	29	20
Nursing Facility Issues	15	34	34	29	40	25
Other	130	150	141	149	332	377
Pharmacy	25	33	14	20	24	13
Questions for Conf Calls/sessions	5	2	0	1	0	0
Thank you	14	15	11	12	72	85
Transportation	12	17	8	7	6	8
Unspecified	31	12	36	21	79	38
<b>Total</b>	<b>620</b>	<b>582</b>	<b>699</b>	<b>634</b>	<b>1378</b>	<b>989</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.

Resource Category	Q1/15	Q2/15	Q3/15	Q4/15	Q1/16	Q2/16
QUESTION/ISSUE RESOLVED	84	61	65	58	122	239
USED RESOURCES/ISSUE RESOLVED	262	234	321	296	463	394
KDHE RESOURCES	95	77	124	87	214	97
DCF RESOURCES	20	13	25	37	6	2
MCO RESOURCES	79	73	48	62	48	43
HCBS TEAM	32	43	36	29	28	21
CSP MH TEAM	0	1	0	2	1	1
OTHER KDADS RESOURCES	31	31	38	58	53	16
PROVIDED RESOURCES TO MEMBER	85	108	177	184	361	239
REFERRED TO STATE/COMMUNITY AGENCY	22	54	75	72	111	40
REFERRED TO DRC AND/OR KLS	26	16	19	5	13	7
CLOSED	14	29	60	72	198	313
<b>Total</b>	<b>750</b>	<b>740</b>	<b>988</b>	<b>962</b>	<b>1618</b>	<b>1412</b>

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

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

- 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.