



# KanCare Ombudsman Quarterly and Annual Report

Robert G. Bethell Joint Committee on HCBS and KanCare Oversight

Kerrie J. Bacon, KanCare Ombudsman  
 4th Quarter, 2015 and 2015 Annual 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 fourth quarter of 2015. There were 524 contacts through these various means, 139 of which were related to an MCO issue (26.5%). Fourth quarter had a small decrease in contacts compared to the fourth quarter last year compared to third quarter. In reviewing the last two years by quarter, the quarters are very similar with the exception of second quarter in 2014 and 2015, which seems to typically have a decrease.

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	462	579	524	

MCO related	Q1/14	Q2/14	Q3/14	Q4/14	Q1/15	Q2/15	Q3/15	Q4/15
Amerigroup	67	73	77	56	53	69	63	45
Sunflower	96	91	134	102	96	92	72	62
United Health	51	46	45	52	75	47	52	32
<b>Total</b>	<b>214</b>	<b>210</b>	<b>256</b>	<b>210</b>	<b>221</b>	<b>208</b>	<b>187</b>	<b>139</b>

The KanCare Ombudsman webpage (<http://www.kancare.ks.gov/ombudsman.htm>) continues to provide information and resources to members of KanCare and consumers.



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

- Presentation to Silver-haired Legislators, October 6, 2015
- Attended Wichita State University Athlete's Fair (manned a booth and discussed with students the Ombudsman program and volunteer opportunities) November 11, 2015
- Participated in Listening Sessions for Waiver Integration at Wichita , November 12, 2015
- Attended Alzheimer Conference (Manned a booth discussing the Ombudsman as a resource and presenting the volunteer opportunity) November 17, 2015
- Attended Delano District Meeting (Presented the Ombudsman as a resource, and presented the volunteer opportunity) November 17, 2015
- Provided KanCare Ombudsman report to KanCare Advisory Council, November 20, 2015
- Attended Optimist Club meeting (presented the Ombudsman as a resource and presented the volunteer opportunity) December 7, 2015
- Provided KanCare Ombudsman report at KanCare Consumer Specialized Interest Workgroup meeting, December 18, 2015
- Provided quarterly KanCare Ombudsman report to Robert G. Bethell Joint Committee on HCBS and KanCare Oversight Committee, December 29, 2015
- The Ombudsman's office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met two times during fourth 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.
- For a complete listing of outreach (other quarters) check the quarterly reports on the Ombudsman website (<http://www.kancare.ks.gov/ombudsman.htm#reports>)

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

- Wichita volunteer office started answering phones and assisting KanCare members on November 11<sup>th</sup>. In addition to training during this time, they have assisted approximately 67 consumers. There are six volunteers and two more that are in training.
  - Kansas City and Johnson County locations confirmed.
  - Working with various organizations to recruit volunteers
  - Plan to begin training of Volunteers in February.
- Volunteer Applications 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	Q3/14	Q4/14	Q1/15	Q2/15	Q3/15	Q4/15
phone	432	455	415	378	462	438
email	90	90	94	82	112	83
letter	2	1	1	1	0	2
in person	2	0	0	1	5	1
online	0	1	0	0	0	0
<b>Total</b>	<b>526</b>	<b>547</b>	<b>510</b>	<b>462</b>	<b>579</b>	<b>524</b>

Caller Type	Q3/14	Q4/14	Q1/15	Q2/15	Q3/15	Q4/15
Provider	92	77	111	94	102	93
Consumer	412	437	366	343	426	385
MCO employee	1	3	3	3	5	3
Other	21	30	30	22	46	43
<b>Total</b>	<b>526</b>	<b>547</b>	<b>510</b>	<b>462</b>	<b>579</b>	<b>524</b>

**Contact Information.** The average number of days to resolve an issue during fourth quarter was 6 days.

	Qtr. 3 2014	Qtr. 4 2014	Qtr. 1 2015	Qtr. 2 2015	Qtr. 3 2015	Qtr. 4 2015
<b>Avg. Days to Resolve Issue</b>	9	7	6	7	11	6
<b>% files resolved in one day or less</b>	47%	56%	54%	38%	36%	45%
<b>% files closed</b>	86%	82%	85%	88%	92.6%	83.2%



When reviewing fourth quarter and the last year and a half, the most frequent calls regarding home and community based waivers were the physical disability waiver and the intellectual/developmental disability waiver. There were an average number of calls received during that timeframe, comparatively, regarding the frail elderly and technology assistance waivers.

Waiver	Q3/14	Q4/14	Q1/15	Q2/15	Q3/15	Q4/15
PD	43	29	57	48	33	28
I/DD	42	36	35	25	29	28
FE	16	11	15	12	16	18
AUTISM	4	1	4	3	4	5
SED	5	4	1	7	5	4
TBI	19	10	10	9	7	9
TA	8	15	11	13	11	13
MFP	6	4	2	2	3	1
PACE	0	1	0	0	1	1
MENTAL HEALTH	4	10	5	9	7	11
SUB USE DIS	0	0	0	0	0	2
NURSING FACILITY	10	25	12	28	33	29
Other	377	421	512	320	443	391
<b>Total</b>	<b>534</b>	<b>567</b>	<b>664</b>	<b>476</b>	<b>592</b>	<b>540</b>



The Issue Categories below are listed for the last eight quarters (2 years) in alphabetical order. The top five issues for each quarter have been highlighted. The issues that seem to carry across many quarters are Medicaid Eligibility Issues, Other, Billing, HCBS General Issues, and Appeals/Grievances. Most of those were also issues in 4<sup>th</sup> Qtr. 2015.

Issues	Q1/14	Q2/14	Q3/14	Q4/14	Q1/15	Q2/15	Q3/15	Q4/15
Access to Providers	16	16	6	15	3	11	1	12
Appeals, Grievances	22	22	46	46	42	33	47	26
Billing	51	33	40	42	36	40	41	30
Care Coordinators	10	9	18	14	10	8	9	8
Change MCO	6	11	10	9	8	4	10	9
Dental	16	15	8	9	7	5	1	4
Durable Medical Equipment	25	35	25	8	25	12	7	8
Guardianship Issues	16	3	1	2	5	1	2	1
HCBS Eligibility issues	55	14	10	11	11	15	24	30
HCBS General Issues	11	25	45	49	60	36	54	34
HCBS Reduction in hours of service	22	11	15	8	10	8	13	16
HCBS Waiting List issues	3	8	19	7	11	8	9	11
Housing issues	3	8	12	10	1	6	4	3
Medicaid Eligibility Issues	81	73	90	194	139	108	206	182
Medicaid Service Issues	14	31	41	70	20	24	27	21
Nursing Facility Issues	8	12	16	24	15	34	34	29
Other	49	75	103	112	130	150	141	149
Pharmacy	38	15	20	19	25	33	14	20
Questions for Conf Calls/sessions	13	5	15	2	5	2	0	1
Thank you	2	1	10	13	14	15	11	12
Transportation	11	8	18	13	12	17	8	7
Unspecified	73	44	33	27	31	12	36	21
<b>Total</b>	<b>545</b>	<b>474</b>	<b>600</b>	<b>704</b>	<b>620</b>	<b>582</b>	<b>699</b>	<b>634</b>



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.

<b>Resource Category</b>	<b>Q3/14</b>	<b>Q4/14</b>	<b>Q1/15</b>	<b>Q2/15</b>	<b>Q3/15</b>	<b>Q4/15</b>
QUESTION/ISSUE RESOLVED	118	81	84	61	65	58
USED RESOURCES/ISSUE RESOLVED	177	260	262	234	321	296
KDHE RESOURCES	107	87	95	77	124	87
DCF RESOURCES	22	15	20	13	25	37
MCO RESOURCES	98	55	79	73	48	62
HCBS TEAM	57	33	32	43	36	29
CSP MH TEAM	2	0	0	1	0	2
OTHER KDADS RESOURCES	38	17	31	31	38	58
PROVIDED RESOURCES TO MEMBER	23	20	85	108	177	184
REFERRED TO STATE/COMMUNITY AGENCY	20	18	22	54	75	72
REFERRED TO DRC AND/OR KLS	27	9	26	16	19	5
CLOSED	55	18	14	29	60	72
<b>Total</b>	<b>744</b>	<b>613</b>	<b>750</b>	<b>806</b>	<b>988</b>	<b>962</b>

***Next Steps for Ombudsman’s Office***

***KanCare Ombudsman Volunteer Program***

- Medicaid applications - Creating volunteer training in first quarter for assisting consumers with filling out Medicaid applications.
- Grievance, Appeal and State Fair Hearing assistance - Long term –Create training for volunteers so they can assist members one-on-one with the grievance, appeal, and/or state fair hearing process. Goal: 4<sup>th</sup> quarter, 2016.