



## KanCare Ombudsman Quarterly Report

**Robert G. Bethell Joint Committee on HCBS and KanCare Oversight**

**Kerrie J. Bacon, KanCare Ombudsman  
2nd 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 second quarter of 2015. There were 462 contacts through these various means, 208 of which were related to an MCO issue. Second quarter had a decrease in contacts compared to the first quarter and to fourth quarter last year.

<b>2<sup>nd</sup> Qtr. Contacts</b>		<b>MCO related</b>	
April	127	Amerigroup	69
May	148	Sunflower	92
June	187	United Health	47
<b>Total</b>	<b>462</b>	<b>Total</b>	<b>208</b>

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			

The KanCare Ombudsman webpage on the KanCare website ([www.kancare.ks.gov/ombudsman.htm](http://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](http://www.kancare.ks.gov/download/Medical_Assistance.pdf)).



## **Outreach**

- Provided outreach information at the Home and Community Based Summit – 4/13-4/14/15
- Provided quarterly report to KanCare Oversight Committee – 4/28/15
- Provided overview of Ombudsman’s office to St. Francis Hospital case managers (Topeka) – 5/26/15
- Provided outreach information at the Self Advocate Coalition of Kansas Conference in Topeka – Saturday, June 13, 2015
- Provided quarterly report for the Consumer and Specialized Issues (CSI) Workgroup meeting – June 30, 2015.
- The Ombudsman’s office sponsors the KanCare (I/DD) Friends and Family Advisory Council which met two times during second quarter.
- Hosted the KanCare Member Bi-Weekly Lunch-and-Learn 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

- Interviews for Wichita volunteers completed
- Training manuals and online training ready
- Training start date September 1, 2015 in Wichita
- Kansas City Metro Area will start October 1<sup>st</sup>

### Training and Education

- Online and in-person regional training
- Pre and Post testing for competency

Volunteer Applications – available at the KanCare Ombudsman webpage.

[www.kancare.ks.gov/ombudsman.htm](http://www.kancare.ks.gov/ombudsman.htm)



**Data**

Contact Method	
phone	378
email	82
letter	1
in person	1
online	0
<b>Total</b>	<b>462</b>

Caller Type	
Provider	94
Consumer	343
MCO employee	3
Other	22
<b>Total</b>	<b>462</b>

Consumer Sub-Caller Type	
HCBS Related	84
Long Term Care	28
Other	350
<b>Total</b>	<b>462</b>

**Contact Information for 2nd Qtr.** The average number of days to resolve an issue was 7 days; 177 files were resolved in one day or less (38 percent)

Open	Contact date entered, but no response or closed	0
Responded	Contact date entered and first response, but not closed.	54
Closed	Closed dated is entered.	408
<b>Total</b>		<b>462</b>
% closed		88%

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



There are 20 issue categories. The top five concerns for 2nd quarter are Billing, HCBS General Issues, Nursing Facility Issues, Appeals/Grievances and Pharmacy. Three of the categories have been consistently top categories for several quarters: Billing, HCBS General Issues and Appeals/Grievances. Two categories have appeared that are not typically in the top five: Nursing Facility Issues and Pharmacy.

Issue Category	total
Billing	40
HCBS General Issues	36
Nursing Facility Issues	34
Appeals / Grievances	33
Pharmacy	33
Medical Services	24
Transportation	17
HCBS Eligibility issues	15
Durable Medical Equipment	12
Access to Providers (usually Medical)	11
Care Coordinator Issues	8
HCBS Reduction in hours of service	8
HCBS Waiting List	8
Housing Issues	6
Dental	5
Change MCO	4
Questions for Conference Calls/Sessions	2
Guardianship	1
Medicaid Eligibility Issues	108
X-Other	150
Z Thank you.	12
Z Unspecified	15
<b>Total</b>	<b>582</b>



The Issue Categories below are listed for the last six quarters in alphabetical order. Note that although Durable Medical Equipment dipped down in 2<sup>nd</sup> quarter again similar to 4<sup>th</sup> quarter.

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



Resource Category shows resources used in resolving an issue. If a Question/Issue is resolved, then it is answered without having to call, refer to a resource, or provide another resource for assistance. If an issue is resolved using a resource, then one of the other categories below is also noted to indicate which resource was contacted to find the help needed, or where a member is referred, or possibly a document 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>
QUESTION/ISSUE RESOLVED	118	81	84	61
USED RESOURCES/ISSUE RESOLVED	177	260	262	234
KDHE RESOURCES	107	87	95	77
DCF RESOURCES	22	15	20	13
MCO RESOURCES	98	55	79	73
HCBS TEAM	57	33	32	43
CSP MH TEAM	2	0	0	1
OTHER KDADS RESOURCES	38	17	31	31
PROVIDED RESOURCES TO MEMBER	23	20	85	108
REFERRED TO STATE/COMMUNITY AGENCY	20	18	22	54
REFERRED TO DRC AND/OR KLS	27	9	26	16
CLOSED	55	18	14	29
<b>Total</b>	<b>744</b>	<b>613</b>	<b>750</b>	<b>740</b>

The Waiver Category identifies an area or areas in which a member may have a connection.

<b>Waiver</b>	<b>Q3/14</b>	<b>Q4/14</b>	<b>Q1/15</b>	<b>Q2/15</b>
PD	43	29	57	48
I/DD	42	36	35	25
FE	16	11	15	12
AUTISM	4	1	4	3
SED	5	4	1	7
TBI	19	10	10	9
TA	8	15	11	13
MFP	6	4	2	2
PACE	0	1	0	0
MENTAL HEALTH	4	10	5	9
BEHAVIOR HEALTH	0	0	0	0
NURSING FACILITY	10	25	12	28
<b>Total</b>	<b>157</b>	<b>146</b>	<b>152</b>	<b>156</b>