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).

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

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

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
Data by Ombudsman’s Office

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

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

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

<table>
<thead>
<tr>
<th>Avg. Days to Resolve Issue</th>
<th>Q1/15</th>
<th>Q2/15</th>
<th>Q3/15</th>
<th>Q4/15</th>
<th>Q1/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>% files resolved in one day or less</td>
<td>54%</td>
<td>38%</td>
<td>36%</td>
<td>45%</td>
<td>49.6%</td>
</tr>
<tr>
<td>% files closed</td>
<td>85%</td>
<td>88%</td>
<td>93%</td>
<td>83%</td>
<td>77%</td>
</tr>
</tbody>
</table>
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.

<table>
<thead>
<tr>
<th>Waiver</th>
<th>Q1/15</th>
<th>Q2/15</th>
<th>Q3/15</th>
<th>Q4/15</th>
<th>Q1/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>PD</td>
<td>57</td>
<td>48</td>
<td>33</td>
<td>28</td>
<td>48</td>
</tr>
<tr>
<td>I/DD</td>
<td>35</td>
<td>25</td>
<td>29</td>
<td>28</td>
<td>48</td>
</tr>
<tr>
<td>FE</td>
<td>15</td>
<td>12</td>
<td>16</td>
<td>18</td>
<td>23</td>
</tr>
<tr>
<td>AUTISM</td>
<td>4</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>SED</td>
<td>1</td>
<td>7</td>
<td>5</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>TBI</td>
<td>10</td>
<td>9</td>
<td>7</td>
<td>9</td>
<td>10</td>
</tr>
<tr>
<td>TA</td>
<td>11</td>
<td>13</td>
<td>11</td>
<td>13</td>
<td>10</td>
</tr>
<tr>
<td>MFP</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>1</td>
<td>8</td>
</tr>
<tr>
<td>PACE</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>MENTAL HEALTH</td>
<td>5</td>
<td>9</td>
<td>7</td>
<td>11</td>
<td>8</td>
</tr>
<tr>
<td>SUB USE DIS</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>NURSING FACILITY</td>
<td>12</td>
<td>28</td>
<td>33</td>
<td>29</td>
<td>47</td>
</tr>
<tr>
<td>Other</td>
<td>512</td>
<td>320</td>
<td>443</td>
<td>391</td>
<td>941</td>
</tr>
<tr>
<td>Total</td>
<td>664</td>
<td>476</td>
<td>592</td>
<td>540</td>
<td>1148</td>
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</table>
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.

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

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

**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 4th quarter of 2016.