



KanCare Ombudsman Quarterly Report

Kerrie J. Bacon, KanCare Ombudsman
2nd Quarter 2017 Report

Executive Summary Dashboard

Contacts by Office	Q1/17	Q2/17
Main	648	639
Johnson County	28	81
Wichita	149	115
Total	825	835

Contact Method	Q1/17	Q2/17
Email	125	127
Face-to-Face Meeting	11	5
Letter	2	0
ONLINE	0	0
Other	0	2
Telephone	687	701
Total	825	835

	Q1/17	Q2/17
Avg. Days to Resolve Issue	11	9
% files resolved in one day or less	34%	44%
% files closed	88%	92%

Top four issues for second quarter:

Issues	Q2/17
Medicaid Eligibility Issues	177
Medicaid Application Assistance	54
HCBS Eligibility issues	48
Medicaid Renewal	43



Accessibility by Ombudsman’s Office

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) by phone, email, written communication and in person during the second quarter of 2017. Second quarter is an increase over first quarter of 2017 and only a slight decrease of from last year, second quarter.

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	
2016	1,130	846	687	523	
2017	825	835			
2017 Comparison to 2016	-27%	-1%			

The KanCare Ombudsman webpage is located at (www.kancare.ks.gov/kancare-ombudsman-office). The Resources page was updated on a regular basis to reflect the information that is used by the volunteers and staff; it is also now being provided on the website to the Ombudsman Liaison Volunteers. Much of this information is mailed or emailed to KanCare members on an as needed basis.

Outreach by Ombudsman’s office

Presentations: (educational, networking, referrals)

- Provided quarterly information on the Ombudsman’s office at the Robert Bethell HCBS and KanCare Oversight Committee Meeting, April 19, 2017
- Outreach for Ombudsman’s office at Franklin County Health Fair, April 26, 2017
- Outreach for Ombudsman’s office at Mercy and Truth Medical Missions, April 28, 2017
- Attended Severe Emotional Disturbance Listening Session as outreach; Andover; Monday, May 1, 2017.
- Outreach for Ombudsman’s office at Community Connections Celebration event in Osage City, May 5, 2017
- Outreach for Ombudsman’s office (six county regional event) at Active Aging Expo; May 3, 2017



- Provided Liaison Training (Community Collaboration/Outreach)
 - Wyandotte Center, April 21, 2017
 - Johnson County CDDO, May 17, 2017
 - Developmental Services of Northwest Kansas (CDDO), Hays, KS, June 21, 2017.
 - Community Health Council of Wyandotte County, Kansas City, KS, June 29, 2017
- Provided testimony on the Ombudsman's office for the KanCare Advisory Council; June 13, 2017
- Attended the KanCare Renewal Listening Session in Topeka, Pittsburg and Wichita as outreach; June 2017.
- Attended the KanCare Consumer Specialized Issues Workgroup and provided several topics for review/discussion; June 20, 2017.
- Presentation on the Ombudsman's office for the Sunflower Advisory Committee; June 26, 2017.
- Mailing by Wichita VISTA volunteer to 38 county local organizations on the Ombudsman's office.

Publications: Outreach, posts and/or articles about the KanCare Ombudsman office services.

- May newsletter for Volunteer Commission in Wichita on recruitment
- Wichita State Facebook page Recruitment blurb; May, 2017
- ComCare Staff Bulletin; May 2017
- Shepherd's Voice E-Newsletter (June 2017)
- Senior Bluebook Magazine (Kansas City, KS and MO) (April, May, June 2017)
- Livable Neighborhoods Neighborhood E-News (Wyandotte Co. newsletter) (April 2017)

Outreach through the KanCare Ombudsman Volunteer Program Update.

- The ***KanCare Ombudsman Johnson County Satellite Office*** has been providing assistance to KanCare members for over a year. Johnson County Satellite office is answering the phone and meeting with individuals on Wednesdays (10-1), Thursdays (10-4), and soon Fridays (10-1).
- The ***KanCare Ombudsman Southern Kansas Satellite Office (Wichita)*** has been open over a year and a half, providing assistance to KanCare members. The Southern Kansas Satellite Office is answering the phone and meeting with individuals Monday through Friday 10:00am to 5:00pm with the assistance of the part-time supervisor.
- Both Satellite offices are assisting consumers with filling out applications on the phone and by appointment, in person.
- Volunteer Applications are available on the KanCare Ombudsman webpage.
www.KanCare.ks.gov/kancare-ombudsman-office.



Data by Ombudsman's Office

The Ombudsman on-line tracker has been updated to include the main Ombudsman office and Ombudsman satellite offices covered by volunteers.

Starting with the fourth quarter report, we are able to provide the number of contacts made to the main office and the Ombudsman's satellite offices across Kansas.

Contacts by Office	Q4/16	Q1/17	Q2/17
Main	432	648	639
Johnson County	21	28	81
Wichita	70	149	115
Total	523	825	835

Contact Method	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17
phone	862	644	507	394	687	701
email	265	191	174	125	125	127
letter	2	3	1	0	2	0
in person	0	8	3	3	11	5
online	1	0	2	1	0	0
other	0	0	0	0	0	2
Total	1,130	846	687	523	825	835

Caller Type	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17
Provider	179	110	100	71	117	112
Consumer	866	601	544	352	630	661
MCO employee	7	4	10	8	18	9
Other	78	131	33	92	60	53
Total	1,130	846	687	523	825	835



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

	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17
Avg. Days to Resolve Issue	7	5	6	4	11	9
% files resolved in one day or less	49.6%	56%	54%	52%	34%	44%
% files closed	77%	88%	87%	80%	88%	92%

The most frequent calls regarding home and community-based services (HCBS) waivers during the second quarter of 2017 was in regard to the physical disability waiver and then the intellectual/developmental disability and frail elderly 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	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17
PD	48	22	13	9	40	37
I/DD	48	27	21	11	43	27
FE	23	19	10	7	30	27
Autism	1	2	2	1	3	2
SED	4	0	1	3	4	4
TBI	10	3	7	5	6	8
TA	10	9	4	4	8	10
MFP	8	5	3	0	2	1
PACE	0	0	0	0	0	0
Mental Health	8	6	3	2	5	5
Substance Use Disorder	0	0	0	0	0	0
Nursing Facility	47	27	16	27	65	45
Other	941	739	612	456	628	677
Total	1,148	859	692	525	834	843



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 several quarters are Medicaid Eligibility Issues and Other (besides Thank You).

The issues with n/a starting Q1/16 through Q1/17 were added during Q1/17 and do not have history available during that timeframe. There may be multiple issues for a member/contact.

Issues	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17
Access to Providers	7	6	9	13	14	14
Affordable Care Act	n/a	n/a	n/a	n/a	3	6
Appeals, Grievances	49	42	36	16	36	33
Billing	43	39	37	26	21	33
Care Coordinator Issues	7	3	6	4	5	11
Change MCO	15	3	0	6	3	1
Client Obligation	n/a	n/a	n/a	n/a	17	35
Dental	4	5	5	5	7	9
Division of Assets	n/a	n/a	n/a	n/a	2	2
Durable Medical Equipment	7	7	2	4	2	9
Estate Recovery	n/a	n/a	n/a	n/a	5	5
Guardianship Issues	0	1	2	2	3	1
HCBS Eligibility issues	45	33	21	9	46	48
HCBS General Issues	69	32	16	15	33	34
HCBS Reduction in hours of service	12	4	3	3	7	2
HCBS Waiting List issues	18	2	2	4	6	9
Housing issues	8	2	2	3	4	6
Medicaid Application Assistance	n/a	n/a	n/a	n/a	n/a	54
Medicaid Eligibility Issues	512	244	173	174	236	177
Medicaid Renewal	n/a	n/a	n/a	n/a	29	43
Medical Services	29	20	10	12	20	23
Moving to/from Kansas	n/a	n/a	n/a	n/a	5	7
Nursing Facility Issues	40	25	22	22	38	25
Pharmacy	24	13	11	8	10	9
Questions for Conf Calls	0	0	1	2	0	0
Spenddown Issues	n/a	n/a	n/a	n/a	18	32
Transportation	6	8	6	1	8	9
z-Other	332	377	381	224	274	323
z-Thank you	72	85	114	100	235	318
z-Unspecified	79	38	21	17	45	39
Total	1,378	989	880	670	1,132	1,317



Action Taken to Resolve Issues by Ombudsman’s Office

The Resource Category below shows what action was taken and what contacts were made on behalf of a member, potential member, provider or other caller to resolve an issue and what resources were provided. A few new categories were created during first quarter of 2017. History is not available before then. Often multiple resources are provided to a member/contact.

Action Taken	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17
Question/Issue Resolved	122	239	233	214	160	78
Used Contacts or Resources/Issues Resolved	463	394	313	166	494	601
Closed	198	313	111	17	65	69
Provided Resources to Member	361	239	115	88	203	305
Mailed/Email Resources	n/a	n/a	n/a	n/a	43	123
KDHE Contacts	214	97	97	111	134	76
DCF Contacts	6	2	1	4	1	4
MCO Contacts	48	43	44	31	33	29
MCO Referral	n/a	n/a	n/a	n/a	19	34
Clearinghouse Contact	n/a	n/a	n/a	n/a	73	129
Clearinghouse Referral	n/a	n/a	n/a	n/a	25	104
HCBS Team Contacts	28	21	12	5	29	23
HCBS Team Referral	n/a	n/a	n/a	n/a	7	12
CSP Mental Health Contacts	1	1	0	0	2	0
Other KDADS Contacts/Referral	53	16	44	38	49	41
State/Community Agency Referral	111	40	53	14	46	78
Disability Rights and/or KLS Referral	13	7	4	3	8	3
Total	1,618	1,412	1,027	691	1,391	1,709

Next Steps for Ombudsman’s Office

KanCare Ombudsman Liaison Training Program

The Ombudsman Volunteer Coordinator, Lisa Churchill, and Ombudsman Project Coordinator, Percy Turner, continue training community based organizations regarding Medicaid. Trainings include topics such as: How to assist with Medicaid applications, and KanCare programs and Home and Community Based Services overview. Four plus trainings will soon be on the Ombudsman website for the fall/winter timeframe all across Kansas. (www.kancare.ks.gov/kancare-ombudsman-office/liaison-training). At least two trainings this fall will be in a webinar format for those who may have difficulty getting away from the office to attend. This training is another way the Ombudsman’s office is adding capacity to the Kansas Community for KanCare/Medicaid assistance.