



KanCare Ombudsman Quarterly Report

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3rd^d Quarter 2017 Report

Executive Summary Dashboard

Contacts by Office	Q2/17	Q3/17
Main	639	759
Johnson County	81	51
Wichita	115	160
Total	835	970

Contact Method	Q2/17	Q3/17
Email	127	143
Face-to-Face Meeting	5	6
Letter	0	0
ONLINE	0	0
Other	2	5
Telephone	701	816
Total	835	970

	Q2/17	Q3/17
Avg. Days to Resolve Issue	9	9
% files resolved in one day or less	44%	34%
% files closed	92%	90%

Top five issues for third quarter (without Other):

Issues	Q3/17
Medicaid Eligibility Issues	237
Medicaid Application Assistance	162
HCBS Eligibility issues	58
Medicaid Renewal	38
Client Obligation	37



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 third quarter of 2017. Third quarter has an increase over first and second quarters of 2017 and a 41% increase over third quarter last year.

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	2014/2015 avg. is 520
2016	1,130	846	687	523	2016 avg. is 797
2017	825	835	970		2017 avg. to date is 877
2016 vs. 2017	-27%	-1%	41.2%		

The average number of contacts for the Ombudsman’s office has received increased by almost 300 calls per quarter from 2014/2015 to 2016; from 520 to 797 contacts on average per quarter. Third quarter the office received almost 1000 contacts and is on trend to do the same or more fourth quarter. This increase is can be contributed in part to the outreach by the Ombudsman staff, Lisa Churchill, Volunteer Coordinator and Percy Turner, Project Coordinator. Lisa has been providing KanCare/Medicaid 101 training and KanCare Application training 1-3 times a month since first quarter to providers to help them better understand KanCare and let them know about the Ombudsman’s office services so they can refer people they work with to this office if they are having issues with KanCare. Consequently, the cases are more complicated and take more time than in the past. Percy has been providing outreach to the county Public Health Clinics across Kansas for the past year.

In the chart below, on the “% files resolved in one day or less” line, the percentages are down in 2017 compared to 2016. This trend is due to the more complicated contacts the office is receiving compared to last year and is reflected in these numbers

	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17
Avg. Days to Resolve Issue	7	5	6	4	11	9	9
% files resolved in one day or less	49.6%	56%	54%	52%	34%	44%	34%
% files closed	77%	88%	87%	80%	88%	92%	90%



Outreach by Ombudsman's office

Presentations: (educational, networking, referrals)

- Third Quarter Public Health Region Meeting in Chanute, KS (July 13, 2017)
- 2017 Kansas Conference on Poverty (July 19-20, 2017)
- Public Health Quarterly meetings: 8/2017 (Hutchinson 8/2, Oakley 8/10, Garden City 8/9, and Topeka 8/29)
- Oak Creek Senior Living/Assisted Living Facility, presentation to residents in Topeka (August 16, 2017)
- Attended the KanCare Consumer Specialized Issues Workgroup and provided quarterly report for review; August 17, 2017.
- Sedgwick County Developmental Disability Community Council meeting 8/18
- 2017 Midwest Ability Summit in Kansas City (August 19, 2017)
- Provided quarterly report on the Ombudsman's office for the Robert Bethell HCBS and KanCare Oversight Committee Meeting, August 23, 2017
- WSU Volunteer Fair 8/28
- Locations Posting KanCare Ombudsman Information: Outreach post about the KanCare Ombudsman office services.
 - 50 + Center (September 2017)
 - Olathe Public Library (September 2017)
 - Church of Harvest (September 2017)
 - First Baptist Church of Olathe (September 2017)
 - St. Paul's Catholic Church (September 2017)
 - Legacy Christian Church (September 2017)
- Public Health Quarterly meetings 9/2017 (Beloit-9/6)
- KanCare All MCO Provider outreach meetings 2 sessions 9/13
- All MCOs/HCBS Training/Outreach (Olathe, KS) (September 20, 2017)
- All MCOs/HCBS Training/Outreach (Hays, KS) (September 27, 2017)
- St. Mary's University (Kansas City, KS) (September 28, 2017)
- Provided testimony on the Ombudsman's office for the KanCare Advisory Council; October 17, 2017
- KanCare Ombudsman Liaison Training Sessions (educational, networking, referrals, increase capacity)
 - Aledade, Inc. in Salina, KS (July 7, 2017)
 - Wyandotte/Leavenworth AAA (July 17, 2017)
 - El Centro in Wyandotte County (August 31, 2017)
 - Northwestern KS CDDO (DSNWK), in Hill City, KS (Graham Co.) (Sept. 22, 2017)



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

- Senior Bluebook Magazine (Kansas City, KS and Kansas City, MO) (July and August 2017)
- The Communicator (Wyandotte/Leavenworth AAA Publication) (July and August 2017)
- Livable Neighborhood Task Force (Wyandotte Co. Publication) (September 2017)
- Information posted in the newsletters of the:
 - McConnel AFB retirees (8/2017)
 - Bel Aire Senior Center (8/2017, updated 9/2017)
 - Pine Valley Christian Church (9/2017)
 - Volunteer ICT (posted on their website 9/2017)
 - St James Church (provided publication information and flyers) (Sept 2017)

Outreach through the KanCare Ombudsman Volunteer Program Update.

- The ***KanCare Ombudsman Johnson County Satellite Office*** has been providing assistance to KanCare members for almost a year and a half. Johnson County Satellite office is answering the phone and meeting with individuals on Wednesdays (10-1), Thursdays (10-4), and Fridays (10-1). In November, three volunteers are beginning training in Olathe to work in the office and three volunteers will begin training in November to assist with creating additional resources.
- The ***KanCare Ombudsman Southern Kansas Satellite Office (Wichita)*** has been open two years, providing assistance to KanCare members. The Southern Kansas Satellite Office is answering the phone and meeting with individuals Monday through Thursday 10:00am to 2:00pm.
- Both Satellite offices are assisting consumers with filling out applications on the phone and by appointment, in person.



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.

The reason for the variance in the numbers in the satellite offices is when volunteers start or end their time with the Ombudsman's office. For example, in Johnson County there were two volunteers for some time, then there were four, then it dropped back to three. You can see the number of calls taken reflected the number of volunteers available to take those calls. Something similar happened in Wichita between first, second and third quarters.

Contacts by Office	Q4/16	Q1/17	Q2/17	Q3/17
Main	432	648	639	759
Johnson County	21	28	81	51
Wichita	70	149	115	160
Total	523	825	835	970

Contact Method	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17
phone	862	644	507	394	687	701	816
email	265	191	174	125	125	127	143
letter	2	3	1	0	2	0	0
in person	0	8	3	3	11	5	6
online	1	0	2	1	0	0	0
other	0	0	0	0	0	2	5
Total	1,130	846	687	523	825	835	970

Caller Type	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17
Provider	179	110	100	71	117	112	141
Consumer	866	601	544	352	630	661	773
MCO employee	7	4	10	8	18	9	11
Other	78	131	33	92	60	53	45
Total	1,130	846	687	523	825	835	970



The most frequent calls regarding home and community-based services (HCBS) waivers during the third quarter of 2017 was regarding the intellectual developmental disability waiver, then the frail elderly waiver and physical disability waiver were almost tied for second and third.

The increase in **I/DD calls** seemed to be partly due to the Clearinghouse working on cases where people were no longer on SSI and sending notices to close the member out of Medicaid. Many families/providers thought they were exempt from having to reapply because they were an adult disabled child; however, if SSI was dropped the *financial information* would need to be updated so a new application would be necessary.

The increase in **Nursing Facility calls** was a combination of Medicaid eligibility/renewal, concern about abuse/neglect, and estate recovery.

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	Q3/17
PD	48	22	13	9	40	37	32
I/DD	48	27	21	11	43	27	52
FE	23	19	10	7	30	27	33
Autism	1	2	2	1	3	2	2
SED	4	0	1	3	4	4	5
TBI	10	3	7	5	6	8	7
TA	10	9	4	4	8	10	2
WH	0	0	0	0	0	0	1
MFP	8	5	3	0	2	1	0
PACE	0	0	0	0	0	0	1
Mental Health	8	6	3	2	5	5	2
Substance Use Disorder	0	0	0	0	0	0	0
Nursing Facility	47	27	16	27	65	45	79
Other	941	739	612	456	628	677	754
Total	1,148	859	692	525	834	843	970



The Issue Categories listed below reflect the last seven quarters in alphabetical order. The top six issues for each quarter are highlighted. Six are listed this time due to the last two issues being almost a tie at 37 and 38 (Client Obligation and Medicaid Renewal). The issues that carry across several quarters are Medicaid Eligibility Issues, Other and HCBS Eligibility Issues.

The highlighted issues on the left were added in third quarter. Issues added in second or third quarter have an n/a listed during history that is not available. There may be multiple issues for a member/contact.

Issues	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17
Access to Providers	7	6	9	13	14	14	13
Affordable Care Act	n/a	n/a	n/a	n/a	3	6	5
Appeals, Grievances	49	42	36	16	36	33	0
Billing	43	39	37	26	21	33	17
Care Coordinator Issues	7	3	6	4	5	11	6
Change MCO	15	3	0	6	3	1	2
Client Obligation	n/a	n/a	n/a	n/a	17	35	37
Coding Issues	n/a	n/a	n/a	n/a	n/a	n/a	8
Data Requests	n/a	n/a	n/a	n/a	n/a	n/a	3
Dental	4	5	5	5	7	9	7
Division of Assets	n/a	n/a	n/a	n/a	2	2	5
Durable Medical Equipment	7	7	2	4	2	9	3
Estate Recovery	n/a	n/a	n/a	n/a	5	5	6
Grievances Questions/Issues	n/a	n/a	n/a	n/a	n/a	n/a	29
Guardianship Issues	0	1	2	2	3	1	3
HCBS Eligibility issues	45	33	21	9	46	48	58
HCBS General Issues	69	32	16	15	33	34	21
HCBS Reduction in hours of service	12	4	3	3	7	2	4
HCBS Waiting List issues	18	2	2	4	6	9	8
Housing issues	8	2	2	3	4	6	7
Medicaid Application Assistance	n/a	n/a	n/a	n/a	n/a	54	162
Medicaid Eligibility Issues	512	244	173	174	236	177	237
Medicaid Renewal	n/a	n/a	n/a	n/a	29	43	38
Medical Services	29	20	10	12	20	23	11
Medicare related Issues	n/a	n/a	n/a	n/a	n/a	n/a	15
Medicare Savings Plan Issues	n/a	n/a	n/a	n/a	n/a	n/a	9
Moving to/from Kansas	n/a	n/a	n/a	n/a	5	7	6
Nursing Facility Issues	40	25	22	22	38	25	23
Other	332	377	381	224	274	323	241
Pharmacy	24	13	11	8	10	9	10
Questions for Conf. Calls	0	0	1	2	0	0	0
Social Security Issues	n/a	n/a	n/a	n/a	n/a	n/a	1
Spenddown Issues	n/a	n/a	n/a	n/a	18	32	29
Transportation	6	8	6	1	8	9	12
Working Healthy	n/a	n/a	n/a	n/a	n/a	n/a	2
z-Thank you	72	85	114	100	235	318	413
z-Unspecified	79	38	21	17	45	39	61
Total	1,378	989	880	670	1,132	1,317	1512



Action Taken to Resolve Issues by Ombudsman’s Office

The **“Resolved”** section explains how cases have been closed. If a call is returned and the person has already received an answer and does not need help from the Ombudsman’s office, then it is marked “Resolved” and closed. The **“Used Contacts or Resources”** shows how we resolved the cases; using contacts or resources that are listed in the blue or green categories below. Our offices will contact those offices themselves, with the member, or refer the member to the organization. Once it is resolved this is the section that is used. The **“Closed”** section is when a person contacts our offices and leaves a message and we are not able to get back in touch with them; either because the number left is a wrong number, there is no voice mail to leave a message and they don’t call back, or messages are left and they don’t return the call. After a month or so, the case is closed.

Action Taken	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17
Question/Issue Resolved	122	239	233	214	160	78	72
Used Contacts or Resources/Issues Resolved	463	394	313	166	494	601	682
Closed	198	313	111	17	65	69	99

“Resources” provided to members can be in many forms: a phone number for an agency, explaining the process for filing a grievance, answering a question about estate recovery, walking someone through the spenddown calculation, offering to mail the Medicaid application, or client obligation explanation, etc. These are just a few examples of the resources provided verbally, mailed and emailed to potential members, members, family, and providers assisting members.

Action Taken	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17
Provided Resources to Member	361	239	115	88	203	305	330
Mailed/Email Resources	n/a	n/a	n/a	n/a	43	123	123



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.

The green lines are contacts that are typically made by the volunteers and staff of the Ombudsman's office to follow up on a call, email or visit. The blue lines show when contacts have been referred to agencies and/or organizations for further information.

You will note the high number of contacts for the Clearinghouse for Q3/17. Volunteers and staff do 3 way calls with members and family and the Clearinghouse. When the members call and have questions regarding their Medicaid that we cannot answer it is the best way to get the problems clarified. Our staff have a knowledge base to understand what questions to ask and direct the conversation to a more positive outcome. This can be time consuming, but worth the time to get problems resolved.

Action Taken	Q1/16	Q2/16	Q3/16	Q4/16	Q1/17	Q2/17	Q3/17
KDHE Contacts	214	97	97	111	134	76	75
DCF Contacts	6	2	1	4	1	4	7
MCO Contacts	48	43	44	31	33	29	18
MCO Referral	n/a	n/a	n/a	n/a	19	34	33
Clearinghouse Contact	n/a	n/a	n/a	n/a	73	129	200
Clearinghouse Referral	n/a	n/a	n/a	n/a	25	104	141
HCBS Team Contacts	28	21	12	5	29	23	24
HCBS Team Referral	n/a	n/a	n/a	n/a	7	12	18
CSP Mental Health Contacts	1	1	0	0	2	0	1
Other KDADS Contacts/Referral	53	16	44	38	49	41	46
State/Community Agency Referral	111	40	53	14	46	78	71
Disability Rights and/or KLS Referral	13	7	4	3	8	3	1

Next Steps for Ombudsman's Office

KanCare Ombudsman Liaison Training Program

The focus for the next six months will be to get both Volunteer offices at better coverage with volunteers to assist with the increase in call volume.