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KanCare Ombudsman
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KanCare Ombudsman
Quarterly Report
Revised 8/15/18



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Data for Caller Type, Issues Category and Action Taken had not been keyed correctly and were corrected on 8-15-18.



Highlights/Dashboard

Contact Information – page 3

The information that is being provided is now being titled as Initial Contacts and Additional Contacts. Before the charts were called Contacts, Email History and Notes History. The information provided is the same; the titles have changed slightly to clarify the data.

Responding to Issues – page 4

The percent of contacts responded to in 0-2 days improved significantly from last quarter, at 90%. This was due to an increased focus by all staff and volunteers to respond to messages within two business days.

Data – Issue Category – pages 7 and 8

The top issues for second quarter are:

- Medicaid Information status update
- Medicaid Eligibility
- Medicaid Application Assistance
- Medicaid Renewal
- Other (the lowest in number in six quarters)

New in the Ombudsman's office

The Ombudsman's office is in the process of updating the tracking system to be able to document the time it is taking to resolve issues by organizations within the state system (Managed Care Organizations/MCO, Clearinghouse, Kansas Department on Aging and Disability Services/KDADS, Kansas Department for Health and Environment/KDHE, etc.) The idea is that things tend to improve when focused attention and data are brought to the review. The goal is to have the change in place by end of third quarter and collecting data in fourth quarter.



Accessibility by Ombudsman's Office

Initial Contacts

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) by phone, email, written communication, and in person during second quarter of 2018. The number of initial contacts the Ombudsman's office received continues to increase. The initial contacts have been increasing for the last 6 quarters. Second quarter 2018 is now the third highest quarter since the Ombudsman's office began.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Avg. qtr.
2014	545	474	526	547	523
2015	510	462	579	524	519
2016	1,130	846	687	523	797
2017	825	835	970	1,040	918
2018	1,214	1,059			1,136
2017 vs. 2018	47%	27%			
2016 vs. 2018	7%	25%			

**2013 year does not include emails in the data*

Additional Contacts provides data on the many contacts that happen after the initial contact to the KanCare Ombudsman's office. These include requests for follow-up to another organization and their responses, follow-up calls to the beneficiary and/or from the beneficiary.

Additional Contacts: Notes History (ongoing contacts with beneficiary to note calls and/or updates with issue/concern)	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2017	1,388	1,651	1,954	2,122
2018	2,251	1,892		

Additional Contacts: Email History (all emails; contacts with beneficiaries; also includes office emails regarding assistance on cases)	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2017	655	919	1,338	1,490
2018	1,389	1,252		



Responding to Issues

	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Avg. Days to Respond	1	1	2	2	1	1
% of contacts responded in 0-2 days	78%	80%	65%	69%	82%	90%
% of contacts responded in 3-7 days	20%	19%	31%	22%	17%	10%
% of contacts responded to in greater than 7 days	2%	1%	4%	9%	1%	0%

Resolution of Issues

There are many factors in resolving issues that come to the KanCare Ombudsman's office. Some of the issues are also dependent on the beneficiary sending in additional information. That process can take time.

The Ombudsman's office is in the process of updating the tracking system to be able to document the time it is taking to resolve issues by organizations within the state system (MCO's, Clearinghouse, KDADS, KDHE, etc.) The idea is that things tend to improve when focused attention and data are brought to the review. The goal is to have the change in place by end of third quarter and collecting data in fourth quarter.

	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Avg. Days to close/resolve Issue	11	9	9	7	8	10
% files closed/resolved in 0-2 or less					60%	61%
% of files closed/resolved in 3-7 days					17%	13%
% of files closed/resolved in 7-30 days					12%	14%
% of files closed/resolved in greater than 30 days					11%	13%
% files closed	88%	92%	90%	83%	81%	93%

Accessibility through the KanCare Ombudsman Volunteer Program

Both Satellite offices are answering KanCare questions and helping with issues as well as helping to fill out KanCare applications on the phone and in person at the offices. There are three people in the volunteer training program yet to be assigned volunteer hours.

	Volunteer Hours	# of Volunteers	# of hours covered/wk	Area Codes covered
Olathe Satellite Office	M: 9-4, W:9-12, Th: 1-4, F: 10-1	4	16	913, 785, 816
Wichita Satellite Office	M: 1-4, T: 10-2, Th: 10-2, F: 9-4	4	18	316, 620



Outreach by Ombudsman's office

Outreach through Collaboration and Education

- Mid-Kansas Community Action Program: Sent brochures and outreach/recruitment flyers to administrative assistant. Put Ombudsman brochures and outreach/recruitment flyers in the mail on 4/11.
- E.C. Tyree Clinic: Mailed brochures and outreach flyer to hang up in their office.
- Garden City Eligibility Worker: Mailed KanCare brochures, and outreach/recruitment flyers to KanCare Eligibility Worker, for her to hang in her office, and pass on to Genesis Family Health Center.
- Salina Eligibility Worker: Mailed outreach/recruitment flyers to KanCare Eligibility worker, for her to hang in her office, and pass on to Salina Family Healthcare Center.
- Wichita Eligibility Worker: Mailed KanCare brochures, and outreach/recruitment flyers to KanCare Eligibility Worker Sandra, for her to hang in her office.
- Kansas City Eligibility Worker: Mailed KanCare brochures, and outreach/recruitment flyers for KanCare Eligibility Worker, for her to hang in her office, and pass on to Vibrant Health Wyandotte.
- Tabled at the Governors Public Health Conference on 4/4/18 to help with outreach efforts to providers and other organizations that assist Medicaid consumers.
 - Approximately 300 attendees.
- Tabled in the Community Resource area of the Via Christi Medical Mission at Home: Day of Free Healthcare on 4/14/18, to recruit possible volunteers and perform outreach to consumers.
 - Approximately 235 consumers and 900 volunteers attended the event.
- Presented first quarter report and written testimony at the Robert Bethel Home and Community Based Services/HCBS and KanCare Oversight Committee; 4/23/18.
- Kickapoo Nation 18th Annual Health Fair, Horton, 4/17/18
- Legacy Christian Church Annual Global Vision Night (Overland Park, KS) (April 29, 2018)
- 2018 Employment First Summit (Topeka, KS) (May 30 & 31, 2018)
- Presented first quarter report to the KanCare Advisory Council; 5/30/18.
- Presentation to Resource Center for Independent Living (RCIL) regarding Ombudsman's office, 6/14/18.
- Positive Aging Day (Wichita, KS) (June 26, 2018)
- Shared information with Long Term Care Committee on KanCare Ombudsman's office through first quarter report and updates, 4/12/18, May-written only due to on-line meeting, 6/14/18.



Outreach through Publications

- Olathe Public Library (Johnson Co.) (April, May, June 2018)
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (April, May, June 2018)
- Labette Center for Mental Health Service: Emailed newsletter info and photo to be posted on Facebook and in their community newsletter. 4/2018
- South Central Mental Health Counseling Center: Emailed outreach advertisements on 4/9. They are posting our website link on their online resources page and forwarding the information to each office to post on their news boards.
- Nazarene Nursing Program – e-newsletter (Counties: Johnson, Douglas and Wyandotte) (June 2018)
- Johnson County Community College – flyer posted (Counties: Johnson) (June 2018)
- Johnson County Library – Shawnee – flyer posted (Johnson County) (June 2018)
- Johnson County Library – Corinth – e newsletter -(located in Prairie Village) (Johnson County) (June 2018)
- Olathe Family YMCA – flyer

Outreach through Collaboration and Training

- Liaison Training, Community Empowerment Institute, Wichita, 6/1/18
- Liaison Training, Labette County, Southeast Kansas Independent Living (SKIL), 6/12/18
- Liaison Training, Lawrence, KS, 6/15/18



Data by Ombudsman's Office

Contacts by Office	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Main	648	639	759	718	772	619
Johnson County	28	81	51	62	68	81
Wichita	149	115	160	260	374	359
Total	825	835	970	1,040	1,214	1,059

Contact Method	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Email	125	127	143	122	112	119
Face-to-Face Meeting	11	5	6	8	7	9
Letter	2	0	0	0	2	1
ONLINE	0	0	0	0	0	0
Other	0	2	5	4	2	0
Telephone	689	701	816	906	1,091	930
TOTAL	827	835	970	1,040	1,214	1,059

Caller Type	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Consumer	631	661	773	862	1066	943
MCO Employee	18	9	11	6	6	4
Other type	61	53	45	50	46	31
Provider	117	112	141	122	96	81
TOTAL	827	835	970	1,040	1,214	1,059



The issue category is showing a downward trend in Other. The Ombudsman Office has expanded the Issue Categories to provide more information on topics and this may be why the Other category is shrinking. Medicaid Renewal is showing an upward trend in the last three quarters. This has been brought to the attention of KDHE staff and is being researched.

Issue Category	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	6 Qtr. Avg.
Access to Providers (usually Medical)	14	14	13	10	2	2	9
Abuse/Neglect Complaints	0	0	0	2	10	10	4
Affordable Care Act Calls	3	6	5	5	15	12	8
Appeals/Fair Hearing questions/issues	0	0	21	23	45	26	19
Background Checks	0	0	0	2	4	0	1
Billing	21	33	17	19	40	26	26
Care Coordinator Issues	5	11	6	12	10	11	9
Change MCO	3	1	2	6	12	7	5
Choice Info on MCO	0	0	0	0	3	3	1
Client Obligation	17	36	37	33	53	34	35
Coding Issues	3	0	8	18	32	8	12
Consumer said Notice not received	0	0	0	1	16	5	4
Cultural Competency	0	0	0	0	0	1	0
Data Requests	0	0	3	5	3	2	2
Dental	7	9	7	6	10	9	8
Division of Assets	2	2	5	5	10	3	5
Durable Medical Equipment	2	9	4	3	1	4	4
Estate Recovery	6	5	6	4	11	4	6
Grievances Questions/Issues	36	33	29	9	28	35	28
Guardianship	3	1	3	4	3	6	3
HCBS Eligibility issues	46	50	58	62	46	27	48
HCBS General Issues	33	34	21	49	36	35	35
HCBS Reduction in Hours of Service	7	2	4	6	7	2	5
HCBS Waiting List	6	9	8	4	4	4	6
Help understanding mail	0	0	0	0	4	16	3
Housing Issues	4	6	7	0	7	8	5
Medicaid Application Assistance	45	55	162	179	185	135	127
Medicaid Eligibility Issues	237	177	237	300	208	218	230
Medicaid Fraud	0	0	0	0	3	2	1



Issue Category	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	6 Qtr. Avg.
Medicaid General Issues/Questions	0	0	0	0	62	184	41
Medicaid info (status) update	0	0	0	4	210	217	72
Medicaid Renewal	29	43	38	61	103	58	55
Medical Services	20	20	11	9	23	27	18
Medicare related Issues	0	0	15	22	17	23	13
Medicare Savings Plan Issues	0	0	9	21	19	17	11
Moving to/from Kansas	5	7	6	9	16	13	9
Nursing Facility Issues	40	26	23	21	21	19	25
Pain management issues	0	0	0	0	0	0	0
Pharmacy	11	9	10	13	16	1	10
Prior authorization issues	0	0	0	0	1	2	1
Respite	0	0	0	0	0	1	0
Social Security Issues	0	0	1	4	9	13	5
Spend Down Issues	18	32	29	29	28	32	28
Transportation	8	9	12	5	16	10	10
Working Healthy	0	0	2	3	3	6	2
X-Other	275	315	241	187	214	117	225
Z Thank you.	238	319	416	433	556	491	409
Z Unspecified	44	36	61	75	79	69	61
TOTAL	1,188	1,312	1,537	1,663	2,201	1,955	



WAIVER	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
PD	40	37	32	45	51	27
I/DD	43	28	52	77	29	26
FE	30	27	33	38	27	22
AUTISM	3	2	2	0	1	1
SED	4	4	5	5	9	2
TBI	6	8	7	6	7	10
TA	8	10	2	7	5	3
WH	0	0	1	3	5	4
MFP	2	1	0	0	1	0
PACE	0	0	1	1	0	0
MENTAL HEALTH	5	5	2	5	2	1
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	66	45	79	61	47	39
WAIVER TOTAL	207	167	216	248	184	135

Action Taken to Resolve Issues by Ombudsman's Office

This section is in the process of being revised to better track action taken and the length of time it takes to resolve issues that require assistance from other organizations within the state system. (Also mentioned on page 3)

Type of Resolution

ACTION TAKEN	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	6 Qtr. Avg.
QUESTION/ISSUE RESOLVED (NO RESOURCES)	163	81	73	99	104	69	98
USED CONTACT OR RESOURCES/ISSUE RESOLVED	504	601	686	709	765	670	656
CLOSED (NO CONTACT)	91	75	110	86	100	123	98

Additional Help

ACTION TAKEN	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	6 Qtr. Avg.
PROVIDED RESOURCES	238	307	347	445	773	761	479
MAILED/EMAIL RESOURCES	46	123	124	116	221	181	135



Referred Beneficiary to Organization for Follow-up

ACTION TAKEN	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	6 Qtr. Avg.
MCO REFERRAL	19	34	33	29	39	29	31
CLEARINGHOUSE REFERRAL	26	104	142	142	245	217	146
HCBS TEAM REFERRAL	7	12	18	19	14	10	13
OTHER KDADS CONTACT/REFERRAL	49	41	46	88	87	54	61
STATE OR COMMUNITY AGENCY REFERRAL	46	78	72	82	101	91	78
DISABILITY RIGHTS AND/OR KLS REFERRAL	8	2	1	6	6	4	5

Contacted Organization for Assistance

ACTION TAKEN	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	6 Qtr. Avg.
KDHE CONTACT	135	76	77	60	71	50	78
DCF CONTACT	1	4	8	1	4	5	4
MCO CONTACT	34	29	18	18	21	29	25
CLEARINGHOUSE CONTACT	75	130	202	167	192	178	157
HCBS TEAM CONTACT	30	23	24	28	26	18	25
CSP MENTAL HEALTH CONTACT	2	0	1	0	0	2	1



Appendix A – Information by Managed Care Organization

Amerigroup-Issue Category

ISSUE CATEGORY	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Access to Providers (usually Medical)	3	7	2	2	1	0
Abuse / neglect complaints	0	0	0	0	1	2
Affordable Care Act Calls	0	0	0	0	1	0
Appeals/Fair Hearing questions/issues	0	0	2	3	2	1
Background Checks	0	0	0	1	1	0
Billing	1	5	3	2	7	7
Care Coordinator Issues	1	4	0	3	3	4
Change MCO	1	0	0	1	4	2
Choice Info on MCO	0	0	0	0	0	1
Client Obligation	1	7	4	3	8	9
Coding Issues	0	0	3	2	5	2
Consumer said Notice not received	0	0	0	1	2	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	0	0	1	0	3	0
Division of Assets	0	0	0	0	0	0
Durable Medical Equipment	0	1	1	0	0	1
Estate Recovery	0	1	0	1	0	0
Grievances Questions/Issues	10	4	4	0	3	5
Guardianship	1	0	0	0	0	0
HCBS Eligibility issues	6	7	7	10	6	3
HCBS General Issues	11	10	3	8	4	5
HCBS Reduction in hours of service	2	0	0	2	6	1
HCBS Waiting List	1	2	0	1	0	0
Help understanding mail	0	0	0	0	1	1
Housing Issues	0	1	1	0	0	1
Medicaid Application Assistance	0	0	0	1	3	4



ISSUE CATEGORY-Amerigroup (cont.)	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Medicaid Eligibility Issues	8	5	10	18	11	13
Medicaid Fraud	0	0	0	0	0	1
Medicaid General Issues/questions	0	0	0	0	6	10
Medicaid info (status) update	0	0	0	0	11	8
Medicaid Renewal	4	7	3	8	8	6
Medical Services	5	7	1	0	4	4
Medicare related Issues	0	0	2	3	1	1
Medicare Savings Plan Issues	0	0	0	1	0	2
Moving to / from Kansas	1	0	0	1	0	0
Nursing Facility Issues	1	4	0	0	1	1
Pain management issues	0	0	0	0	0	0
Pharmacy	1	2	2	1	1	0
Prior authorization issues	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Social Security Issues	0	0	0	0	1	0
Spend Down Issues	2	5	2	4	4	4
Transportation	1	1	3	0	3	2
Working Healthy	0	0	0	0	0	0
X-Other	14	19	11	6	18	10
Z Thank you.	23	31	13	26	38	39
Z Unspecified	1	1	1	0	2	0
ISSUE CATEGORY TOTAL	99	133	79	109	170	150

Amerigroup–Waiver Information

WAIVER	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
PD	12	9	3	12	5	6
I/DD	9	2	6	8	3	3
FE	3	6	3	7	4	5
AUTISM	1	1	0	0	0	0
SED	1	3	2	1	4	1
TBI	2	2	3	1	1	5
TA	2	4	2	1	0	1
WH	0	0	1	0	0	1



WAIVER-Amerigroup (cont.)	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	1	1	2	0	0	1
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	2	3	2	0	3	6
WAIVER TOTAL	33	31	24	30	20	29

Sunflower–Issue Category

ISSUE CATEGORY	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Access to Providers (usually Medical)	4	3	2	3	3	1
Abuse / neglect complaints	0	0	0	0	2	0
Affordable Care Act Calls	0	1	0	0	0	0
Appeals/Fair Hearing questions/issues	0	0	1	1	0	4
Background Checks	0	0	0	0	1	0
Billing	3	6	5	9	8	6
Care Coordinator Issues	1	2	1	6	2	2
Change MCO	0	0	0	3	3	2
Choice Info on MCO	0	0	0	0	0	0
Client Obligation	3	5	4	5	5	3
Coding Issues	2	0	1	3	7	2
Consumer said Notice not received	0	0	0	0	1	1
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	0	1	1	1	3	1
Division of Assets	0	0	0	0	1	0
Durable Medical Equipment	0	2	1	2	1	1
Estate Recovery	0	0	1	0	0	0
Grievances Questions/Issues	5	8	1	3	2	5
Guardianship	0	0	1	0	0	1
HCBS Eligibility issues	3	10	10	6	8	5
HCBS General Issues	5	6	3	9	12	3
HCBS Reduction in hours of service	1	1	1	0	1	0
HCBS Waiting List	1	1	0	1	0	0
Help understanding mail	0	0	0	0	0	2
Housing Issues	1	1	1	0	1	0
Medicaid Application Assistance	1	0	3	2	2	2
Medicaid Eligibility Issues	14	8	13	14	8	13



ISSUE CATEGORY-Sunflower (cont.)	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Medicaid Fraud	0	0	0	0	0	0
Medicaid General Issues/questions	0	0	0	0	7	9
Medicaid info (status) update	0	0	0	0	7	5
Medicaid Renewal	6	5	8	6	3	6
Medical Services	5	3	5	1	4	4
Medicare related Issues	0	0	1	1	0	3
Medicare Savings Plan Issues	0	0	0	1	2	2
Moving to / from Kansas	0	1	0	0	1	0
Nursing Facility Issues	2	1	0	1	1	0
Pain management issues	0	0	0	0	0	0
Pharmacy	4	3	1	0	2	0
Prior authorization issues	0	0	0	0	0	1
Respite	0	0	0	0	0	0
Social Security Issues	0	0	0	1	1	0
Spend Down Issues	2	4	4	3	0	3
Transportation	4	3	1	1	2	1
Working Healthy	0	0	0	0	0	1
X-Other	18	19	11	15	8	9
Z Thank you.	20	25	31	32	49	26
Z Unspecified	1	0	1	2	0	2
ISSUE CATEGORY TOTAL	106	119	113	132	158	126

Sunflower-Waiver Information

WAIVER	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
PD	7	8	8	8	13	5
I/DD	8	4	10	12	5	3
FE	4	5	3	6	5	2
AUTISM	1	0	1	0	0	0
SED	0	1	0	0	0	0
TBI	1	2	0	1	1	0
TA	2	2	0	1	2	0
WH	0	0	0	1	1	1
MFP	0	1	0	0	1	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	1	1	0	0	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	4	6	3	3	4	1
WAIVER TOTAL	28	30	25	32	32	12



UnitedHealthcare-Issue Category

ISSUE CATEGORY	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Access to Providers (usually Medical)	4	2	0	2	0	0
Abuse / neglect complaints	0	0	0	1	0	3
Affordable Care Act Calls	0	0	0	0	0	0
Appeals/Fair Hearing questions/issues	0	0	3	2	4	2
Background Checks	0	0	0	0	0	0
Billing	3	7	3	0	6	3
Care Coordinator Issues	3	1	4	1	4	4
Change MCO	2	1	1	2	2	1
Choice Info on MCO	0	0	0	0	0	1
Client Obligation	2	2	3	5	8	2
Coding Issues	0	0	0	3	2	0
Consumer said Notice not received	0	0	0	0	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	1	3	2	0	0	1
Division of Assets	0	0	1	0	1	0
Durable Medical Equipment	2	2	1	0	0	0
Estate Recovery	0	1	0	0	0	0
Grievances Questions/Issues	3	3	4	0	3	3
Guardianship	0	0	1	0	0	0
HCBS Eligibility issues	9	6	3	7	5	3
HCBS General Issues	2	4	5	5	4	5
HCBS Reduction in hours of service	2	0	2	0	0	0
HCBS Waiting List	0	0	0	0	0	1
Help understanding mail	0	0	0	0	0	3
Housing Issues	0	0	1	0	1	0
Medicaid Application Assistance	0	1	1	2	4	4
Medicaid Eligibility Issues	7	7	9	19	11	14
Medicaid Fraud	0	0	0	0	0	0
Medicaid General Issues/questions	0	0	0	0	4	7
Medicaid info (status) update	0	0	0	0	4	9
Medicaid Renewal	1	1	6	6	7	6
Medical Services	3	3	0	2	2	7
Medicare related Issues	0	0	2	1	0	0
Medicare Savings Plan Issues	0	0	0	1	4	1
Moving to / from Kansas	0	0	0	0	1	0
Nursing Facility Issues	2	2	1	2	0	3



ISSUE CATEGORY- UnitedHealthcare (cont.)	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
Pain management issues	0	0	0	0	0	0
Pharmacy	0	1	0	3	4	1
Prior authorization issues	0	0	0	0	1	0
Respite	0	0	0	0	0	1
Social Security Issues	0	0	0	0	0	1
Spend Down Issues	0	1	6	2	3	7
Transportation	2	2	2	1	6	2
Working Healthy	0	0	0	0	0	0
X-Other	15	17	13	12	9	3
Z Thank you.	11	22	30	33	46	39
Z Unspecified	2	0	4	4	1	0
ISSUE CATEGORY TOTAL	76	89	108	116	147	137

UnitedHealthcare-Waiver Information

WAIVER	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18
PD	8	3	5	4	7	5
I/DD	5	2	6	9	2	3
FE	7	3	5	6	4	2
AUTISM	0	1	0	0	0	0
SED	1	0	0	0	1	0
TBI	2	1	2	0	1	1
TA	0	1	0	2	0	1
WH	0	0	0	0	2	1
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	1	0	2	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	5	2	6	3	3	3
WAIVER TOTAL	28	14	24	26	20	16