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KanCare Ombudsman
Qtr. 4, 2018 (based on calendar
year)

I. Quarterly Report Oct. 1 – Dec. 31, 2018

Data downloaded on 1/15/19



I. Table of Contents

Contents

I.	Quarterly Report Oct. 1 – Dec. 31, 2018	0
I.	Table of Contents.....	1
II.	Highlights/Dashboard.....	2
A.	Contact Information – page 3	2
B.	Ombudsman Office Response to initial contacts – page 4.....	2
C.	Organizational Response to initial contacts – page 4.....	2
III.	Accessibility by Ombudsman’s Office	3
A.	Initial Contacts.....	3
B.	Additional Contacts	3
C.	Accessibility through the KanCare Ombudsman Volunteer Program	4
IV.	Outreach by Ombudsman’s office.....	4
A.	Outreach through Collaboration and Education	4
B.	Outreach through Publications	6
C.	Outreach through Collaboration and Training	7
V.	Data by Ombudsman’s Office	8
A.	Data by Region.....	8
1.	Initial Contacts to KanCare Ombudsman Office by Region	8
2.	KanCare/Medicaid Members by Region.....	9
3.	Population Density by KanCare Ombudsman Region	9
B.	Data by Issue Category	10
C.	Data by Office Location	12
D.	Data by Contact Method.....	12
E.	Data by Caller Type.....	13
F.	Data by Program Type	13
VI.	Action Taken	14
A.	Responding to Issues.....	14
1.	Ombudsman Office response to members/applicants (<i>New Format</i>)	14
2.	Organizational response to Ombudsman requests (NEW).....	15
B.	Resolving requests.....	15
1.	Action Taken by KanCare Ombudsman Office to resolve requests	15
2.	Additional Help provided by KanCare Ombudsman Office	16
3.	Referred Beneficiary to an Organization for Assistance/Follow-up	16
4.	Staff request Assistance from Organization on behalf of beneficiary	17
5.	Ombudsman Office Resolution of Issues	18
VII.	Appendix A – Information by Managed Care Organization	19
A.	Amerigroup-Issue Category.....	19
B.	Amerigroup–Waiver Information	20
C.	Sunflower–Issue Category.....	21
D.	Sunflower-Waiver Information	22
E.	UnitedHealthcare-Issue Category.....	23
F.	UnitedHealthcare-Waiver Information.....	24



II. Highlights/Dashboard

A. Contact Information – page 3

Average Quarterly Initial Contacts for 2018 is trending 22% above last year's quarterly average (2017) and 41% above the 2016 quarterly average.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Avg. qtr.
2016	1130	846	687	523	797
2017	825	835	970	1040	918
2018	1214	1059	1088	1124	1,121
2017 vs. 2018	47%	27%	12%	8%	22%
2016 vs. 2018	7%	25%	58%	115%	41%

*2013 year does not include emails in the data

B. Ombudsman Office Response to initial contacts – page 14

The format for this report has changed with the timeframe on the left and the information being reviewed (titles) across the top. The last three quarters have remained relatively stable.

Quarter yr.	Nmbr. Contacts	Avg. Days	% Responded	% Responded	% Response
		To Respond	0-2 Days	in 3-7 Days	8 or More Days
Q1/2018	1213	1	82%	17%	1%
Q2/2018	1059	1	90%	10%	1%
Q3/2018	1088	1	87%	12%	1%
Q4/2018	1124	1	86%	14%	0%

C. Organizational Response to initial contacts – page 15

The organizations below are an example. There are thirteen organizations for which data is documented (page 5 for complete list.) The referrals may include conference calls made with the Ombudsman Staff and beneficiary to the organization.

Nmbr Referrals	Avg. Days Referred	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 8-30 Days	% Responded 31 or More Days
151	3	Clearinghouse	74%	16%	7%	3%
5	2	DCF	80%	0%	20%	0%



III. Accessibility by Ombudsman’s Office

A. Initial Contacts

The KanCare Ombudsman office was available to members and potential members of KanCare (Medicaid) by phone, email, written communication, and in person during fourth 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 six quarters. 2018 is averaging about 200 initial contacts per quarter higher than 2017.

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	1130	846	687	523	797
2017	825	835	970	1040	918
2018	1214	1059	1088	1124	1121
2017 vs. 2018	47%	27%	12%	8%	22%
2016 vs. 2018	7%	25%	58%	115%	41%

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

B. Additional Contacts

The KanCare Ombudsman office provides follow up contact with members, providers and organizations. These include requests for follow-up to another organization and their responses, and follow-up contacts to and from the beneficiary. There may be multiple contacts for a member/applicant.

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	1,898	1,855

Additional Contacts: Email History (emails with beneficiaries and follow up with agencies, MCOs and providers, to resolve cases)	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2017	655	919	1,338	1,490
2018	1,389	1,252	1,315	1,211



C. Accessibility through the KanCare Ombudsman Volunteer Program

Both KanCare Ombudsman Satellite offices answer KanCare questions and help with issues as well as assist with filling out KanCare applications on the phone and in person at the offices. The Olathe office has one volunteer in training (not listed below) and two volunteer interviews in February. The Satellite offices **current coverage** is listed below.

	Volunteer Hours	# of Volunteers	# of hours covered/wk.	Area Codes covered
Olathe Satellite Office	T:9am-12pm W:9am-12pm Th: 9am-4pm	3	13.5	913, 785, 816
Wichita Satellite Office	M: 9am-4pm T: 9am-2pm W: 9pm-4:30pm Th: 9am-1pm	3	19.5	316, 620

IV. Outreach by Ombudsman’s office

A. Outreach through Collaboration and Education

- Performed outreach to approximately 100 providers and consumers regarding the Ombudsman's Office and our services at the KDHE Wichita Open Enrollment Forum on 10/1
- Open Enrollment Education Meetings for Members and Providers (Topeka, KS) (October 1)
- Performed outreach to approximately 30 providers and consumers regarding the Ombudsman's Office and our services at the KDHE Dodge City Open Enrollment Forum on 10/2.
- Attended and provided assistance as needed at Olathe MCO Open Enrollment, October 2
- Performed outreach to approximately 30 providers and consumers regarding the Ombudsman's Office and our services at the KDHE Pittsburg Open Enrollment Forum on 10/3.
- Tabled at the Kansas Public Health Association Conference on 10/2 to 231 attendees regarding the Ombudsman Office's services and our liaison training opportunities.
- Vending table at the Olathe MCO provider training; October 4
- Presented at the Andover Senior Center on 10/5 to approximately 30 seniors regarding our volunteer opportunities and services.



- Presented at the Andover Senior Center on 10/5 to approximately 30 seniors regarding our volunteer opportunities and services.
- Presented at the Derby Senior Center on 10/11 to approximately 10 seniors regarding our volunteer opportunities and services.
- Spoke to Shaunna Millar's Social Welfare Policy Class at Wichita State on 10/11 about the Ombudsman Office's internship opportunities to approximately 35 students.
- Presented at the Derby Senior Center on 10/11 to approximately 10 seniors regarding our volunteer opportunities and services.
- Spoke to Sonja Armbruster's US Healthcare Administration class at Wichita State on 10/11 about the Ombudsman Office's internship opportunities to approximately 50 students.
- Shared information regarding our upcoming liaison training in Wichita to approximately 20 attendees at the United Way Emergency Assistance Network Meeting on 10/16.
- Attended the Sedgwick County CDDO Community Council Meeting on 10/19 and shared information about the Ombudsman Office to the approximately 40 attendees.
- Tabled at the Healthier Lyon County Health Fest to approximately 200 attendees regarding the Ombudsman Office on 10/20.
- Attended a question and answer session with the United Methodist Open Door staff regarding KanCare, and how the Ombudsman Office can assist them and their clients on 10/22.
- Spoke to Hana Shahin's Introduction to Community Psychology Class at Wichita State on 10/23 about the Ombudsman Office's internship opportunities to approximately 25 students.
- Vending table at the 2018 NAMI Conference; Topeka, KS (October 12-13)
- Overview of Protected Income Limit and Client Obligation for Big Tent Coalition, Topeka, October 11
- Presentation on KanCare; Norton, KS Senior Center (Norton, KS) (October 19)
- Vending table at the Live Well/Age Well (Overland Park, KS) (October 29, 2018)
- Provided monthly reports to the KanCare Long Term Care Workgroup meeting; Oct. 11, Nov. 8, Dec 13.
- Provided written report to Bob Bethell HCBS KanCare Oversight Joint Committee, Nov. 8-9
- Participated in Kansas Meaningful Measures Committee meeting; Nov. 16

- Vending table at Hearing Loss Summit (Overland Park, KS) (November 17)
- Overview of KanCare Ombudsman's office with KanCare Inspector General, Sara Fertig; Topeka, November 28
- Vending table at the Heartland Conference; Kansas City, KS; December 6 and 7
- Presented at the Butler County Aging Network Meeting about the Ombudsman Office and our services; El Dorado; Dec. 6
- Overview of KanCare Ombudsman's office for Aetna Member Advocate team; Dec. 12.
- Presented at the Disability Advocates 4 Action (organization) about the Ombudsman Office and our services; Wichita; Dec. 12
- Provided written report for KanCare Advisory Council meeting and open forum; Dec. 14
- Project Eagle Presentation on KanCare for those with non-US Citizen status (Kansas City, KS) (December 14)

B. Outreach through Publications

- Christ Church Anglican – e-newsletter (Counties: Johnson) (October 2018)
- Shepherd's Voice (Kansas City, KS) (October 2018)
- Livable Neighborhoods Task Force (Kansas City, KS) (October and November 2018)
- Hung 51 recruitment fliers advertising the Ombudsman Office's internship opportunities in and around Wichita State's campus and buildings on 10/15-10/19.
- Hung a recruitment flier in the common area of the Wichita Public Library Westlink Branch on 10/20.
- Aquatics Center of Leawood – Flyer posted (Counties: Johnson) (November 2018)
- Olathe Community Center – Flyer posted (Counties: Johnson) (December 2018)
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (Oct., Nov., Dec. 2018)
- Olathe Public Library (Olathe, KS) (Oct., Nov., Dec. 2018)
- Sent recruitment and outreach information to Butler County Department on Aging to be included in their quarterly newsletter (Nov 2018)

- Delivered a volunteer flier to be hung in the common area of Oxford Villa Active Senior Apartments on 11/28 and put in their resident newsletter.
- Delivered a volunteer flier to be hung in the common area of Reflection Ridge Retirement Community on 11/28 and put in their resident newsletter.
- Delivered a volunteer flier to be hung in the common area of Grassland Estates on 11/28 and put in their resident newsletter.
- Delivered a volunteer flier to be hung in the common area of Park West Plaza Retirement Community on 11/28 and put in their resident newsletter.
- Left an invitation for staff at Country Acres Senior Residences to the Sedgwick County Liaison Training on 11/28. Also delivered a volunteer flier to be hung in the common area and put in their resident newsletter.
- Left an invitation for staff at Via Christi Village to the Sedgwick County Liaison Training on 11/28. Also delivered a volunteer flier to be hung in the common area and put in their resident newsletter.
- Left an invitation for staff at Finch Hollow Senior Residences to the Sedgwick County Liaison Training on 11/28. Also delivered a volunteer flier to be hung in the common area and put in their resident newsletter.
- Left an invitation for staff at Woodlake Senior Residences to the Sedgwick County Liaison Training on 11/28. Also delivered a volunteer flier to be hung in the common area and put in their resident newsletter.

C. Outreach through Collaboration and Training

Liaison Trainings with Community Partners

- Smith Co. (Smith Center, KS) (October 18, 2018)
- Wyandotte Co. (Kansas City, KS) (November 7, 2018)
- Johnson Co. (Olathe, KS) (December 11, 2018)
- Sedgwick County at the Community Engagement Institute on 12/3.

V. Data by Ombudsman's Office

A. Data by Region

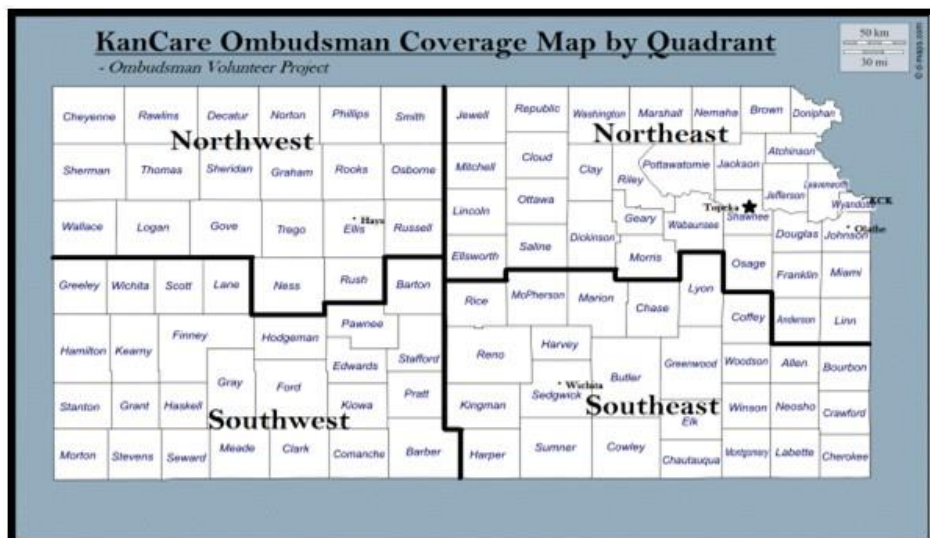
1. Initial Contacts to KanCare Ombudsman Office by Region

The KanCare Ombudsman's office began pulling data by region in 3rd quarter 2018. See regional map on next page. Most calls are coming from the east side of the state which also ties to the Medicaid members within the state and population density of Kansas.

Region	Q1/18	Q2/18	Q3/18	Q4/18
Northeast	157	220	238	187
Southeast	59	135	163	244
Northwest	14	16	10	14
Southwest	14	18	14	29
Out of State	14	17	21	17
Not Identified	955	653	639	633
Total	1,213	1,059	1,085	1,124

The KanCare Ombudsman map shows the counties included in each region. The north/south dividing line is based on the state area codes in general (785 and 620).

- 785, 913 and 816 area codes in the northern regions go to the Olathe Satellite office.
- 316 and 620 area codes in the southern regions go to the Wichita Satellite office.



2. KanCare/Medicaid Members by Region

Region	Total
Northeast	194,798
Southeast	175,370
Northwest	12,488
Southwest	38,023
Total	420,679

Data pulled by KDHE 11/20/18

3. Population Density by KanCare Ombudsman Region

Population Density	Urban	Semi Urban	Densely Settled Rural	Rural	Frontier	Total Counties
NE	5	5	6	15	2	33
SE	1	5	9	7	4	26
NW			1	4	15	20
SW			4	7	15	26
Total	6	10	20	33	36	105

Based on 2015 Census data – www.KCDCinfo.ks.gov Kansas Population Density map using number of people per square mile (ppsm):

- Frontier - less than 6 ppsm
- Rural - 6 to 19.9 ppsm
- Densely-Settled Rural - 20 to 39.9 ppsm
- Semi-Urban - 40-149.9 ppsm
- Urban - 150+ ppsm



B. Data by Issue Category

The top issues for fourth quarter are all Medicaid issues: Medicaid General Issues/questions, Medicaid Eligibility questions, Medicaid Application Assistance, Medicaid Information/Status Update. The second tier of issues are: Other, HCBS General issues, HCBS eligibility issues. There may be multiple selections for a member/contact.

ISSUE CATEGORY	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Access to Providers (usually Medical)	4	2	8	10
Abuse / neglect complaints	10	10	7	2
Affordable Care Act Calls	15	12	9	8
Appeals/Fair Hearing questions/issues	46	26	38	16
Background Checks	4	0	1	0
Billing	40	26	33	19
Care Coordinator Issues	10	11	7	14
Change MCO	12	7	5	37
Choice Info on MCO	3	3	3	20
Client Obligation	53	35	24	27
Coding Issues	32	9	11	21
Consumer said Notice not received	16	6	15	13
Cultural Competency	0	1	1	3
Data Requests	3	2	4	0
Dental	10	9	6	7
Division of Assets	10	3	5	11
Durable Medical Equipment	1	4	9	13
Estate Recovery	10	4	10	8
Grievances Questions/Issues	28	35	23	12
Guardianship	3	6	5	5
HCBS Eligibility issues	46	28	37	34
HCBS General Issues	36	35	60	49
HCBS Reduction in hours of service	7	2	3	2
HCBS Waiting List	4	4	4	10
Health Homes	0	1	0	1
Help understanding mail	4	16	21	21
Housing Issues	7	8	7	4
Medicaid Application Assistance	185	135	144	174
Medicaid Coding	0	0	0	0
Medicaid Eligibility Issues	209	219	183	187



ISSUE CATEGORY (cont.)	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Medicaid Fraud	3	2	2	5
Medicaid General Issues/questions	63	186	200	256
Medicaid info (status) update	210	217	196	187
Medicaid Renewal	103	58	39	24
Medical Services	23	27	11	13
Medicare related Issues	17	23	27	31
Medicare Savings Plan Issues	19	17	20	25
Moving to / from Kansas	16	14	21	19
Nursing Facility Issues	20	19	23	24
Pain management issues	0	0	0	1
Pharmacy	16	1	2	11
Prior authorization issues	1	2	0	4
Respite	0	1	0	1
Social Security Issues	9	13	12	24
Spend Down Issues	28	32	24	28
Transportation	16	10	9	12
Working Healthy	3	6	8	9
X-Other	213	114	132	135
Z Thank you.	558	509	481	497
Z Unspecified	78	68	72	80
ISSUE CATEGORY TOTAL	2204	1979	1962	2115

There may be multiple selections for a member/contact.



C. Data by Office Location

The increase for the Johnson County Satellite office from 2nd to 3rd quarters is due to changing the toll-free number for the Ombudsman's office for numbers with 913, 785 and 816 area code. Phone calls from these area codes are now directed to the Johnson County Satellite office (Olathe) rather than the Topeka main Ombudsman's office.

Contacts by Office	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	Q4/18
Main	648	639	759	718	772	619	491	546
Johnson County	28	81	51	62	68	81	223	177
Wichita	149	115	160	260	374	359	371	401
Total	827	835	970	1040	1214	1059	1085	1124

D. Data by Contact Method

Although the bottom line number of contacts remained stable from last quarter, the contacts by email and face-to-face increased over earlier quarters. There were several listening sessions during third and fourth quarters that the Ombudsman's office participated in which would account for the increase in face-to-face initial contacts.

Contact Method	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Email	112	119	153	161
Face-to-Face Meeting	7	9	22	20
Letter	2	1	2	3
ONLINE	0	0	0	0
Other	2	0	2	1
Telephone	1090	930	909	939
CONTACT METHOD TOTAL	1213	1059	1088	1124



E. Data by Caller Type

The Other type category has increased in the last two quarters. The types of people that fall in the “Other type” of callers tend to be schools, lawyers, students and/or researchers looking for data, and state employees.

CALLER TYPE	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Consumer	1065	943	899	977
MCO Employee	6	4	5	4
Other type	46	31	85	50
Provider	96	81	99	93
CALLER TYPE TOTAL	1213	1059	1088	1124

F. Data by Program Type

The top program types that we receive calls for are the three waivers (Physical Disability, Intellectual/Developmental Disability, and Frail Elderly) and nursing facility concerns. There may be multiple selections for a member/contact.

PROGRAM TYPE	Q1/2018	Q2/2018	Q3/2018	Q4/2018
PD	51	27	28	37
I/DD	29	27	36	32
FE	27	22	30	31
AUTISM	1	1	2	4
SED	9	2	8	7
TBI	7	10	9	6
TA	5	3	7	3
WH	5	4	6	5
MFP	1	0	0	0
PACE	0	0	0	0
MENTAL HEALTH	2	1	3	2
SUB USE DIS	0	0	0	0
NURSING FACILITY	47	39	28	41
PROGRAM TYPE TOTAL	184	136	157	168



VI. Action Taken

During 4th quarter we started tracking data to show the length of time it takes to resolve issues that need help from other organizations.

A. Responding to Issues

- Ombudsman Office response to members/applicants (*New Format*)
The Ombudsman Office goal is to respond to a contact within two business days. Weekends and holidays create some issues with meeting this goal 100%, especially in fourth quarter when there can be 2-3 longer weekend breaks.

<u>Quarter</u> <u>yr.</u>	<u>Nmbr.</u> <u>Contacts</u>	<u>Avg. Days</u>	<u>%Responded</u>	<u>%</u> <u>Responded</u>	<u>%</u> <u>Response</u>
		<u>To</u> <u>Respond</u>	<u>0-2 Days</u>	<u>in 3-7 Days</u>	<u>8 or More</u> <u>Days</u>
Q1/2017	827	1	77%	21%	2%
Q2/2017	835	1	80%	19%	1%
Q3/2017	970	2	65%	31%	4%
Q4/2017	1040	2	69%	22%	9%
Q1/2018	1213	1	82%	17%	1%
Q2/2018	1059	1	90%	10%	1%
Q3/2018	1088	1	87%	12%	1%
Q4/2018	1124	1	86%	14%	0%



2. **Organizational response to Ombudsman requests *(NEW)***
 The KanCare Ombudsman office sends requests for review and assistance to various state organizations. The following information provides data on the response/resolution response rate for issues that have been referred.

1.

Q4/2018

Nmbr Referrals	Avg. Days Referred	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 8-30 Days	% Responded 31 or More Days
151	3	Clearinghouse	74%	16%	7%	3%
5	2	DCF	80%	0%	20%	0%
2	0	KDADS-Behavior Health	100%	0%	0%	0%
15	3	KDADS-HCBS	73%	13%	13%	0%
-	-	KDADS-Health Occ. Cred.	0%	0%	0%	0%
10	5	KDHE-Eligibility	70%	10%	10%	10%
9	5	KDHE-Program Staff	67%	22%	0%	11%
8	1	KDHE-Provider Contact	88%	13%	0%	0%
3	0	KMAP	100%	0%	0%	0%
1	0	Aetna	100%	0%	0%	0%
9	13	Amerigroup	22%	22%	56%	0%
13	8	Sunflower	62%	23%	8%	8%
6	7	UnitedHealthcare	50%	17%	17%	17%

B. Resolving requests

1. **Action Taken by KanCare Ombudsman Office to resolve requests**

Action Taken Resolution Type	Q1/18	Q2/18	Q3/18	Q4/18
Questions/Issue Resolved (No Resources)	105	69	70	106
Used Contact or Resources/Issue Resolved	766	675	752	873
Closed (No Contact)	101	133	109	132
ACTION TAKEN RESOLUTION TYPE TOTAL	972	877	931	1111

There may be multiple selections for a member/contact



2. Additional Help provided by KanCare Ombudsman Office

Action Taken Additional Help	Q1/18	Q2/18	Q3/18	Q4/2018
Provided Resources	772	758	808	665
Mailed/Email Resources	221	182	136	140
ACTION TAKEN ADDITIONAL HELP TOTAL	993	940	944	805

There may be multiple selections for a member/contact.

3. Referred Beneficiary to an Organization for Assistance/Follow-up
 This section has been expanded in 4th quarter to identify groups within the state organizations and the managed care organizations (MCOs) individually for better tracking purposes.

ACTION TAKEN (Old Categories)	Q1/18	Q2/18	Q3/18
KDHE CONTACT	71	51	41
DCF CONTACT	4	5	8
MCO CONTACT	21	29	20
CLEARINGHOUSE CONTACT	193	179	153
HCBS TEAM CONTACT	26	18	5
CSP MENTAL HEALTH CONTACT	0	2	1

There may be multiple selections for a member/contact.

Action Taken Refer Caller to Organization (New Categories)	Q4/2018
Clearinghouse	316
KDADS-Behavior Health	0
KDADS-HCBS	18
KDADS-Health Occ. Cred.	0
KDHE	18
KMAP	9
DCF	10
Aetna	11
Amerigroup	19
Sunflower	23
UnitedHealthcare	20
State or Community Agency	142
Disability Rights and/or KLS	8
ACTION TAKEN REFER CALLER TO ORGANIZATION TOTAL	594



4. Staff request Assistance from Organization on behalf of beneficiary
 This section has been expanded to identify organizations contacted by the KanCare Ombudsman staff for assistance in resolving an issue. There may be multiple selections for a member/contact.

ACTION TAKEN (Old Categories)	Q1/18	Q2/18	Q3/18
MCO REFERRAL	39	29	29
CLEARINGHOUSE REFERRAL	246	218	207
HCBS TEAM REFERRAL	14	10	11
OTHER KDADS CONTACT/REFERRAL	87	54	30
STATE OR COMMUNITY AGENCY REFERRAL	101	91	104
DISABILITY RIGHTS AND/OR KLS REFERRAL	6	4	1
(NOT IDENTIFIED)	58	5	49

Action Taken Staff Contact Organization (New Categories)	Q4/2018
Clearinghouse	151
KDADS-Behavior Health	2
KDADS-HCBS	15
KDADS-Health Occ. Cred.	0
KDHE-Eligibility	10
KDHE-Program Staff	9
KDHE-Provider Contact	8
KMAP	3
DCF	5
Aetna	1
Amerigroup	9
Sunflower	13
UnitedHealthcare	6
ACTION TAKEN STAFF CONTACT ORGANIZATION TOTAL	232

5. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue remained relatively the same from 3rd to 4th quarter. The improvement in 3rd quarter was due to clarification for staff and volunteers to close based on resolution date or if no response, on the date last contacted. Prior to this, cases were closed by many at the end of the quarter when I sent out the reminder to close cases; using the end of quarter date.

	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	Q4/18
Avg. Days to close/resolve Issue	11	9	9	7	8	10	3	4
% files closed/resolved in 0-2 or less					60%	61%	73%	72%
% of files closed/resolved in 3-7 days					17%	13%	17%	18%
% of files closed/resolved in 7-30 days					12%	14%	8%	6%
% of files closed/resolved in greater than 30 days					11%	13%	2%	3%
% files closed					88%	92%	90%	83%



VII. Appendix A – Information by Managed Care Organization

A. Amerigroup-Issue Category

There may be multiple selections for a member/contact.

ISSUE CATEGORY	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Access to Providers (usually Medical)	1	0	3	0
Abuse / neglect complaints	1	2	1	0
Affordable Care Act Calls	1	0	0	0
Appeals/Fair Hearing questions/issues	2	1	2	5
Background Checks	1	0	0	0
Billing	7	7	5	5
Care Coordinator Issues	3	4	3	5
Change MCO	4	2	4	19
Choice Info on MCO	0	1	2	11
Client Obligation	8	10	4	4
Coding Issues	5	2	3	2
Consumer said Notice not received	2	0	3	3
Cultural Competency	0	0	1	0
Data Requests	0	0	1	0
Dental	3	0	0	0
Division of Assets	0	0	0	0
Durable Medical Equipment	0	1	4	7
Estate Recovery	0	0	0	2
Grievances Questions/Issues	3	5	2	5
Guardianship	0	0	0	0
HCBS Eligibility issues	6	3	2	5
HCBS General Issues	4	5	9	11
HCBS Reduction in hours of service	6	1	1	1
HCBS Waiting List	0	0	0	1
Health Homes	0	0	0	0
Help understanding mail	1	1	2	2
Housing Issues	0	1	2	1
Medicaid Application Assistance	3	4	2	1
Medicaid Coding	0	0	0	0
Medicaid Eligibility Issues	11	13	8	12
Medicaid Fraud	0	1	0	0
Medicaid General Issues/questions	6	11	9	17
Medicaid info (status) update	11	8	7	6
Medicaid Renewal	8	6	7	2
Medical Services	4	4	1	3
Medicare related Issues	1	1	2	3
Medicare Savings Plan Issues	0	2	0	0
Moving to / from Kansas	0	0	0	0
Nursing Facility Issues	1	1	1	3
Pain management issues	0	0	0	0
Pharmacy	1	0	1	2



ISSUE CATEGORY (cont.)	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Prior authorization issues	0	0	0	1
Questions for Conference Calls/Sessions	0	0	0	0
Respite	0	0	0	0
Social Security Issues	1	0	1	2
Spend Down Issues	4	4	0	3
Transportation	3	2	2	4
Working Healthy	0	0	0	2
X-Other	18	9	9	5
Z Thank you.	38	42	41	58
Z Unspecified	2	0	3	2
ISSUE CATEGORY TOTAL	170	154	148	215

B. Amerigroup-Waiver Information

There may be multiple selections for a member/contact.

PROGRAM TYPE	Q1/18	Q2/18	Q3/18	Q4/18
PD	5	6	5	8
I/DD	3	3	5	9
FE	4	5	2	14
AUTISM	0	0	0	1
SED	4	1	1	2
TBI	1	5	2	2
TA	0	1	2	0
WH	0	1	0	1
MFP	0	0	0	0
PACE	0	0	0	0
MENTAL HEALTH	0	1	0	0
SUB USE DIS	0	0	0	0
NURSING FACILITY	3	6	0	1
PROGRAM TYPE TOTAL	20	29	17	38



C. Sunflower-Issue Category

There may be multiple selections for a member/contact.

ISSUE CATEGORY	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Access to Providers (usually Medical)	3	1	4	5
Abuse / neglect complaints	2	0	0	1
Affordable Care Act Calls	0	0	1	0
Appeals/Fair Hearing questions/issues	0	4	5	0
Background Checks	1	0	0	0
Billing	8	6	6	2
Care Coordinator Issues	2	2	0	2
Change MCO	3	2	1	3
Choice Info on MCO	0	0	0	1
Client Obligation	5	3	4	1
Coding Issues	7	2	1	5
Consumer said Notice not received	1	2	3	4
Cultural Competency	0	0	0	0
Data Requests	0	0	0	0
Dental	3	1	0	4
Division of Assets	1	0	0	0
Durable Medical Equipment	1	1	0	2
Estate Recovery	0	0	0	0
Grievances Questions/Issues	2	5	5	4
Guardianship	0	1	1	1
HCBS Eligibility issues	8	5	8	3
HCBS General Issues	12	3	9	8
HCBS Reduction in hours of service	1	0	0	1
HCBS Waiting List	0	0	0	1
Health Homes	0	0	0	0
Help understanding mail	0	2	1	3
Housing Issues	1	0	0	2
Medicaid Application Assistance	2	2	0	1
Medicaid Coding	0	0	0	0
Medicaid Eligibility Issues	8	13	10	11
Medicaid Fraud	0	0	0	2
Medicaid General Issues/questions	7	9	13	17
Medicaid info (status) update	7	5	9	5
Medicaid Renewal	3	6	4	4
Medical Services	4	4	0	3
Medicare related Issues	0	3	3	2
Medicare Savings Plan Issues	2	2	3	0
Moving to / from Kansas	1	0	0	0
Nursing Facility Issues	1	0	3	0



ISSUE CATEGORY (cont.)	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Pain management issues	0	0	0	0
Pharmacy	2	0	0	5
Prior authorization issues	0	1	0	2
Questions for Conference Calls/Sessions	0	0	0	0
Respite	0	0	0	0
Social Security Issues	1	0	0	1
Spend Down Issues	0	3	1	3
Transportation	2	1	1	2
Working Healthy	0	1	1	1
X-Other	8	9	8	15
Z Thank you.	49	27	49	40
Z Unspecified	0	2	0	5
ISSUE CATEGORY TOTAL	158	128	154	172

D. Sunflower-Waiver Information

There may be multiple selections for a member/contact.

PROGRAM TYPE	Q1/18	Q2/18	Q3/18	Q4/18
PD	13	5	7	6
I/DD	5	3	4	3
FE	5	2	0	2
AUTISM	0	0	1	0
SED	0	0	1	1
TBI	1	0	3	3
TA	2	0	0	0
WH	1	1	1	0
MFP	1	0	0	0
PACE	0	0	0	0
MENTAL HEALTH	0	0	0	0
SUB USE DIS	0	0	0	0
NURSING FACILITY	4	1	3	0
PROGRAM TYPE TOTAL	32	12	20	15



E. UnitedHealthcare-Issue Category

There may be multiple selections for a member/contact.

ISSUE CATEGORY	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Access to Providers (usually Medical)	0	0	0	0
Abuse / neglect complaints	0	3	0	0
Affordable Care Act Calls	0	0	0	0
Appeals/Fair Hearing questions/issues	4	2	5	2
Background Checks	0	0	0	0
Billing	6	3	9	2
Care Coordinator Issues	4	4	3	4
Change MCO	2	1	0	3
Choice Info on MCO	0	1	0	1
Client Obligation	8	2	6	7
Coding Issues	2	0	1	3
Consumer said Notice not received	0	0	1	2
Cultural Competency	0	0	0	0
Data Requests	0	0	1	0
Dental	0	1	0	2
Division of Assets	1	0	0	0
Durable Medical Equipment	0	0	0	1
Estate Recovery	0	0	0	0
Grievances Questions/Issues	3	3	4	0
Guardianship	0	0	1	0
HCBS Eligibility issues	5	3	6	3
HCBS General Issues	4	5	15	10
HCBS Reduction in hours of service	0	0	1	0
HCBS Waiting List	0	1	1	1
Health Homes	0	0	0	0
Help understanding mail	0	3	6	3
Housing Issues	1	0	0	0
Medicaid Application Assistance	4	4	1	6
Medicaid Coding	0	0	0	0
Medicaid Eligibility Issues	11	14	10	9
Medicaid Fraud	0	0	0	1
Medicaid General Issues/questions	4	7	10	18
Medicaid info (status) update	4	9	4	2
Medicaid Renewal	7	6	3	3
Medical Services	2	7	6	3
Medicare related Issues	0	0	1	1
Medicare Savings Plan Issues	4	1	1	1
Moving to / from Kansas	1	0	0	1
Nursing Facility Issues	0	3	3	3
Pain management issues	0	0	0	1



ISSUE CATEGORY (cont.)	Q1/2018	Q2/2018	Q3/2018	Q4/2018
Pharmacy	4	1	0	3
Prior authorization issues	1	0	0	0
Questions for Conference Calls/Sessions	0	0	0	0
Respite	0	1	0	0
Social Security Issues	0	1	0	1
Spend Down Issues	3	7	6	4
Transportation	6	2	2	0
Working Healthy	0	0	1	1
X-Other	9	3	4	9
Z Thank you.	46	40	42	47
Z Unspecified	1	0	1	1
ISSUE CATEGORY TOTAL	147	138	155	159

F. UnitedHealthcare-Waiver Information

There may be multiple selections for a member/contact.

PROGRAM TYPE	Q1/18	Q2/18	Q3/18	Q4/18
PD	7	5	3	9
I/DD	2	3	7	1
FE	4	2	4	3
AUTISM	0	0	0	0
SED	1	0	4	1
TBI	1	1	3	0
TA	0	1	0	2
WH	2	1	1	0
MFP	0	0	0	0
PACE	0	0	0	0
MENTAL HEALTH	0	0	0	2
SUB USE DIS	0	0	0	0
NURSING FACILITY	3	3	2	4
PROGRAM TYPE TOTAL	20	16	24	22