



# **KanCare Ombudsman Report**

## **Quarter 2, 2019** (based on calendar year)

**April 1 – June 30, 2019**

Data downloaded 7/13/19

## **KanCare Ombudsman Office**

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## Highlights/Dashboard

1. KanCare Ombudsman report now including purpose – page 4

The KanCare Ombudsman report is now including an overview of the Office and includes the purpose and reporting requirements.

2. Contact Information – page 4

Contacts with the KanCare Ombudsman Office are averaging around a thousand calls per quarter for the last year and a half.

<b>Initial Contacts</b>	<b>Qtr. 1</b>	<b>Qtr. 2</b>	<b>Qtr. 3</b>	<b>Qtr. 4</b>
2017	825	835	<b>970</b>	<b>1,040</b>
2018	<b>1,214</b>	<b>1,059</b>	<b>1,088</b>	<b>1,124</b>
2019	<b>1,060</b>	<b>1,097</b>		

3. Enhancements to program – page 18

There were seven updates and/or additions to resources on the KanCare Ombudsman web pages including:

- the Directory of Mental Health Resource
- the Substance Use Disorder (SUD) Directory

These two resources were provided by Kansas Department of Aging and Disability Services Behavior Health Commission.

## I. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid beneficiaries and applicants, with a primary focus on individuals participating in the HCBS waiver program or receiving other long-term care services through KanCare.

The KanCare Ombudsman Office assists KanCare beneficiaries and applicants with access, service and benefit problems. The office:

- assists KanCare members with seeking resolution to complaints or concerns regarding their interaction with their KanCare plan.
- helps applicants with information, resources and in-person assistance with the KanCare application and renewal process
- provides information about the KanCare grievance and appeal process that is available through the KanCare plans and the State fair hearing process

The Centers for Medicare and Medicaid Services [Special terms and Conditions \(2019\), Section 42](#) for KanCare, provides the KanCare Ombudsman program description and objectives.

This quarterly report provides updates about the KanCare Ombudsman Office activities (see the Outreach and Education section) and data collected (starting on page 7) as the office works to serve Kansans, both beneficiaries and organizations connected to the KanCare program.

## II. Accessibility by Ombudsman's Office

### A. Initial Contacts

The KanCare Ombudsman office was contacted by members and applicants of KanCare (Medicaid) by phone, email, written communication, and in person during second quarter of 2019. The initial contacts have averaged over 1,000 for the last eight quarters with two quarters significantly higher.

<b>Initial Contacts</b>	<b>Qtr. 1</b>	<b>Qtr. 2</b>	<b>Qtr. 3</b>	<b>Qtr. 4</b>
2014	545	474	526	547
2015	510	462	579	524
2016	1,130	846	687	523
2017	825	835	<b>970</b>	<b>1,040</b>
2018	<b>1,214</b>	<b>1,059</b>	<b>1,088</b>	<b>1,124</b>
2019	<b>1,060</b>	<b>1,097</b>		

**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 or applicant.

Contacts by phone and email	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2017	2,043	2,570	3,292	3,612
2018	3,640	3,144	3,213	3,066
2019	3,220	3,208		

There may be multiple contacts for a member/applicant.

**C. Accessibility through the KanCare Ombudsman Volunteer Program**

Both KanCare Ombudsman Satellite offices (in Olathe and Wichita) answer KanCare questions and help with issues as well as assist with filling out KanCare applications and providing assistance on grievances, appeals and fair hearings on the phone and in person at the offices. The Satellite offices current coverage is listed below.

	Volunteer Hours	# of Volunteers	# of hours covered/wk.	Area Codes covered
Olathe Satellite Office	M: 9am-4pm T: 9am-4pm W: 10am-2pm Th: 9am-1pm F: 10am-1:30pm	5	25.5	913, 785, 816
Wichita Satellite Office	T: 9:30am-4:30pm Th: 9am-4:30pm F: 9am-1pm	4	18	316, 620

Information as of 7/13/19

### **III. Outreach by Ombudsman's office**

The KanCare Ombudsman Office is responsible to help beneficiaries understand the KanCare system and provide training and outreach to community organizations to directly help beneficiaries. The office does this through education, publications and training.

Due to some staff turnover, the outreach in general was less this quarter than in the past. One new area of outreach is through social media (Facebook) which allows our office to provide educational information to a broad group of people interested in Medicaid related topics. Please "join" our Facebook page if you haven't already.

#### **A. Outreach through Collaboration and Education**

The Ombudsman office provided 16 educational outreach events during second quarter. Highlights would be the Governor's Public Health Conference and the Kickapoo Health Fair, both in April.

#### **B. Outreach through Publications**

Publication outreach included using the KanCare Ombudsman Facebook to provide public education on Medicaid and related topics in addition to local senior newsletters, fliers in public libraries, and continued display of Ombudsman contact information at DCF lobby televisions.

#### **C. Outreach through Collaboration and Training**

The KanCare Ombudsman Office collaborated with community partners through:

- participating on a panel to answer questions for seniors regarding medical assistance,
- presenting an overview of the Ombudsman office to the Community Developmental Disability Organization (CDDO) business meeting and
- presenting at the Positive Aging Day event at Wichita State University.

For the full listing see Appendix A

#### IV. Data by Ombudsman Office

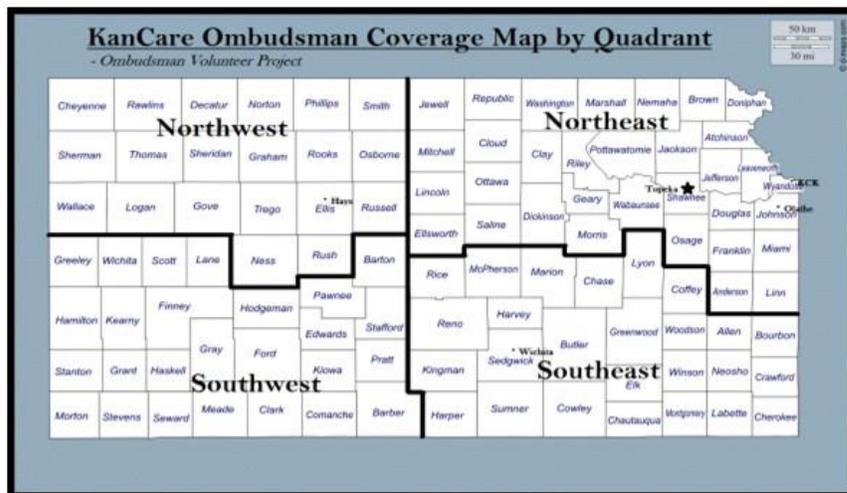
The data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, issue category and action taken.

##### A. Data by Region

##### 1. Initial Contacts to KanCare Ombudsman Office by Region

The KanCare ombudsman coverage is divided into four regions. The map directly below shows the counties included in each region. The north/south dividing line is based on the state area codes coverage (785 and 620).

- 785, 913 and 816 area code calls in the two northern regions go to the Olathe Satellite office.
- 316 and 620 area code calls in the two southern regions go to the Wichita Satellite office.
- The remaining calls, direct calls and complex calls go to the Topeka (main) office.



Most calls are coming from the east side of the state which also ties to the Medicaid members within the state and the population density of Kansas (see chart and map on page 8).

Region	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19
Northeast	157	220	238	187	183	210
Southeast	59	135	163	244	205	129
Northwest	14	16	10	14	7	20
Southwest	14	18	14	29	19	24
Out of State	14	17	21	17	16	8
Not Identified	955	653	639	633	630	706
<b>Total</b>	<b>1,213</b>	<b>1,059</b>	<b>1,085</b>	<b>1,124</b>	<b>1,060</b>	<b>1,097</b>

## 2. KanCare/Medicaid Members by Region

This chart shows the KanCare/Medicaid population by the KanCare Ombudsman regions. The majority of the Medicaid population is located in the eastern two regions.

Medicaid

Region	Q4/18	Q1/19	Q2/19
Northeast	194,798	205,267	179,011
Southeast	175,370	185,683	160,821
Northwest	12,488	13,240	11,575
Southwest	38,023	40,073	34,613
<b>Total</b>	<b>420,679</b>	<b>444,263</b>	<b>386,020</b>

Q2 2019 Data as of 7/15/19

## 3. Kansas Population Density

This chart shows the population density of Kansas and helps in understanding why most of the Medicaid population and KanCare Ombudsman calls are from the eastern part of Kansas.

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



- 5 Urban - 150+ ppsm
- 4 Semi-Urban - 40-149.9 ppsm
- 3 Densely-Settled Rural - 20 to 39.9 ppsm
- 2 Rural - 6 to 19.9 ppsm
- 1 Frontier - less than 6 ppsm

## B. Data by Office Location

Initial phone calls to the KanCare Ombudsman toll-free number (1-855-643-8180) are sent directly to one of three KanCare Ombudsman offices based on the area code the call is coming from. Olathe receives 913, 785 and 816 area code calls. Wichita receives 620 and 316 area code calls. All other toll-free calls go to the Main office (Topeka). People also call all three offices directly; the direct phone numbers for the satellite offices are listed on the KanCare Ombudsman webpage, Contact Us.

Initial Contacts by Office	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19
Topeka (Main Office)	772	619	491	546	561	620
Olathe	68	81	223	177	166	213
Wichita	374	359	371	401	333	264
<b>Total</b>	<b>1,214</b>	<b>1,059</b>	<b>1,085</b>	<b>1,124</b>	<b>1,060</b>	<b>1,097</b>

## C. Data by Contact Method

There is a new listing below for Social Media. Since the KanCare Ombudsman office is on Facebook, we anticipate there may be instances when people will contact us for help through Facebook.

Face-to-face contacts are usually through:

- walk-in assistance at the satellite offices in Olathe and Wichita.
- Assistance to Kansas Department of Aging and Disability Services (KDADS) walk-ins in Topeka who need help with Medicaid related questions.
- people with personal concerns who attend KanCare public meetings. The KanCare Ombudsman office tries to attend most of these and be available to answer individual questions/issues that may come up.

Contact Method	Q1/2018	Q2/2018	Q3/2018	Q4/2018	Q1/2019	Q2/2019
Email	112	119	153	161	152	138
Face-to-Face Meeting	7	9	22	20	12	6
Letter	2	1	2	3	1	5
Social Media	0	0	0	0	0	0
Other	2	0	2	1	5	0
Telephone	1,090	930	909	939	898	948
<b>CONTACT METHOD TOTAL</b>	<b>1,213</b>	<b>1,059</b>	<b>1,088</b>	<b>1,124</b>	<b>1,068</b>	<b>1,097</b>

#### D. Data by Caller Type

Most contacts are consumers which includes beneficiaries, family member, friend, etc. The “Other type” callers are usually state employees, lawyers, schools, students/researchers looking for data.

Provider issues are a combination of providers calling to assist a member or applicant having issues, or provider billing issues which we forward to KDHE.

Initial Contacts by Caller Type	Q1/2018	Q2/2018	Q3/2018	Q4/2018	Q1/2019	Q2/2019
Consumer	1,065	943	899	977	920	939
MCO Employee	6	4	5	4	8	11
Other type	46	31	85	50	47	78
Provider	96	81	99	93	93	69
<b>CALLER TYPE TOTAL</b>	<b>1,213</b>	<b>1,059</b>	<b>1,088</b>	<b>1,124</b>	<b>1,068</b>	<b>1,097</b>

#### E. Data by Program Type

The top program types that we receive calls for are three of the Home and Community Based Services waivers (Physical Disability, Intellectual/Developmental Disability, and Frail Elderly) and nursing facility concerns.

PROGRAM TYPE	Q1/2018	Q2/2018	Q3/2018	Q4/2018	Q1/2019	Q2/2019
PD	51	27	28	37	40	32
I/DD	29	27	36	32	30	36
FE	27	22	30	31	25	20
AUTISM	1	1	2	4	3	4
SED	9	2	8	7	5	7
TBI	7	10	9	6	13	11
TA	5	3	7	3	5	7
WH	5	4	6	5	2	5
MFP	1	0	0	0	0	0
PACE	0	0	0	0	2	1
MENTAL HEALTH	2	1	3	2	2	5
SUB USE DIS	0	0	0	0	1	0
NURSING FACILITY	47	39	28	41	33	27
<b>PROGRAM TYPE TOTAL</b>	<b>184</b>	<b>136</b>	<b>157</b>	<b>168</b>	<b>161</b>	<b>155</b>

There may be multiple selections for a member/contact.

## F. Data by Issue Category

The top issues for second quarter continue to be all Medicaid issues: Medicaid General Issues/questions, Medicaid Information/Status Update, Medicaid Eligibility questions and Medicaid Application Assistance. Medicaid renewal issues have been increasing over the last two quarters.

Issue Category	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19
Access to Providers (usually Medical)	4	2	8	10	11	14
Abuse / neglect complaints	10	10	7	2	8	6
Affordable Care Act Calls	15	12	9	8	5	5
Appeals/Fair Hearing questions/issues	46	26	38	16	17	12
Background Checks	4	0	1	0	2	1
Billing	40	26	33	19	30	29
Care Coordinator Issues	10	11	7	14	18	5
Change MCO	12	7	5	37	12	10
Choice Info on MCO	3	3	3	20	7	8
Client Obligation	53	35	24	27	22	19
Coding Issues	32	9	11	21	15	11
Consumer said Notice not received	16	6	15	13	6	7
Cultural Competency	0	1	1	3	1	0
Data Requests	3	2	4	0	2	4
Dental	10	9	6	7	11	6
Division of Assets	10	3	5	11	8	11
Durable Medical Equipment	1	4	9	13	4	5
Estate Recovery	10	4	10	8	4	9
Grievances Questions/Issues	28	35	23	12	12	19
Guardianship	3	6	5	5	1	1
HCBS Eligibility issues	46	28	37	34	35	33
HCBS General Issues	36	35	60	49	62	46
HCBS Reduction in hours of service	7	2	3	2	6	3
HCBS Waiting List	4	4	4	10	6	7
Health Homes	0	1	0	1	0	0
Help understanding mail	4	16	22	21	15	6
Housing Issues	7	8	7	4	5	4
Medicaid Application Assistance	185	135	144	174	171	137
Medicaid Eligibility Issues	209	219	183	187	152	145
Medicaid Fraud	3	2	2	5	1	4
Medicaid General Issues/questions	63	186	200	256	273	254
Medicaid info (status) update	210	217	196	187	124	175
<b>Medicaid Renewal</b>	<b>103</b>	<b>58</b>	<b>39</b>	<b>24</b>	<b>56</b>	<b>119</b>
Medical Services	23	27	11	13	18	9
Medicare related Issues	17	23	26	31	18	15
Medicare Savings Plan Issues	19	17	20	25	22	29
Moving to / from Kansas	16	14	21	19	20	17
Nursing Facility Issues	20	19	23	24	36	39
Pain management issues	0	0	0	1	5	1

<b>Issue Category - continued</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>
Pharmacy	16	1	2	11	18	16
Prior authorization issues	1	2	0	4	8	0
Questions for Conference Calls/Sessions	0	1	0	1	0	0
Respite	0	1	0	1	1	0
Social Security Issues	9	13	12	24	16	15
Spend Down Issues	28	32	24	28	29	21
Transportation	16	10	9	12	11	9
Working Healthy	3	6	8	9	3	5
X-Other	213	114	132	135	134	119
Z Thank you.	558	510	482	498	408	398
Z Unspecified	78	68	72	80	97	111
<b>ISSUE CATEGORY TOTAL</b>	<b>2,204</b>	<b>1,980</b>	<b>1,963</b>	<b>2,116</b>	<b>1,946</b>	<b>1,919</b>

There may be multiple selections for a member/contact.

## V. Action Taken

This section reflects the action taken by the KanCare Ombudsman Office and the related organizations assisting the KanCare Ombudsman Office. This section shows data on:

- response rates for the KanCare Ombudsman office
- response rates for related organizations that are asked to assist by the Ombudsman office
- how contacts are resolved

### A. Responding to Issues

#### 1. Ombudsman Office response to members/applicants

The Ombudsman Office goal is to respond to a contact within two business days. Second quarter response within 0-2 days increased by four percentage points.

<u>Quarter</u> <u>yr.</u>	<u>Nmbr</u> <u>Contacts</u>	<u>%Responded</u>	<u>%</u> <u>Responded</u>	<u>%</u> <u>Response</u>
		<u>0-2 Days</u>	<u>in 3-7 Days</u>	<u>8 or More</u> <u>Days</u>
Q1/2018	1,213	82%	17%	1%
Q2/2018	1,059	90%	10%	1%
Q3/2018	1,088	87%	12%	1%
Q4/2018	1,124	86%	14%	0%
Q1/2019	1,067	88%	11%	1%
Q2/2019	1,094	92%	8%	1%

Chart reflects calendar day response time.

#### 2. Organizational response to Ombudsman requests

The KanCare Ombudsman office sends requests for review and assistance to various KanCare/related organizations. This data also includes conference calls made by the Ombudsman office with the beneficiary to KanCare/related organizations. The following information provides data on the resolution rate for issues that have been referred.

When comparing quarters 1 and 2 of 2019 for organizations that had contacts in both quarters: **KMAP remained the same, Sunflower and United's percentages improved in all ranges.** The remaining organizations went from a higher response percentage in first quarter to lower percentage in second quarter in 0-2 days category which also had a negative impact on response percentages for the remaining categories.

For example:

The Clearinghouse 0-2 days responded rate went from 78% in 1<sup>st</sup> quarter to 63% in second quarter, which is a downturn in the response rate. The remaining responded categories also had a downturn in responded percentage for the remaining groupings (3-7 days, 8-30 days, etc.).

**Quarter 1, 2019**

<u>Nmbr Referrals</u>	<u>Referred to</u>	<u>% Responded</u>	<u>% Responded</u>	<u>% Responded</u>	<u>% Responded</u>
		<u>0-2 Days</u>	<u>3-7 Days</u>	<u>8-30 Days</u>	<u>31 or More Days</u>
125	Clearinghouse	78%	11%	10%	0%
3	DCF	100%	0%	0%	0%
2	KDADS-Behavior Health	100%	0%	0%	0%
15	KDADS-HCBS	53%	20%	27%	0%
-	KDADS-Health Occ. Cred.	0%	0%	0%	0%
17	KDHE-Eligibility	94%	6%	0%	0%
10	KDHE-Program Staff	70%	20%	10%	0%
12	KDHE-Provider Contact	83%	17%	0%	0%
1	KMAP	100%	0%	0%	0%
14	Aetna	79%	7%	14%	0%
1	Amerigroup	100%	0%	0%	0%
14	Sunflower	79%	14%	7%	0%
17	UnitedHealthcare	47%	35%	12%	6%

**Quarter 2, 2019**

<u>Nmbr Referrals</u>	<u>Referred to</u>	<u>% Responded</u>	<u>% Responded</u>	<u>% Responded</u>	<u>% Responded</u>
		<u>0-2 Days</u>	<u>3-7 Days</u>	<u>8-30 Days</u>	<u>31 or More Days</u>
100	Clearinghouse	63%	23%	13%	1%
1	DCF	0%	100%	0%	0%
-	KDADS-Behavior Health	0%	0%	0%	0%
7	KDADS-HCBS	100%	0%	0%	0%
-	KDADS-Health Occ. Cred.	0%	0%	0%	0%
31	KDHE-Eligibility	61%	23%	13%	3%
4	KDHE-Program Staff	50%	25%	25%	0%
5	KDHE-Provider Contact	60%	20%	20%	0%
1	KMAP	100%	0%	0%	0%
10	Aetna	60%	20%	20%	0%
-	Amerigroup	0%	0%	0%	0%
5	Sunflower	80%	20%	0%	0%
6	UnitedHealthcare	67%	17%	17%	0%

## B. Resolving requests

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

Every 4 out of 5 (80%) initial calls were resolved by providing some type of resource, for example the KanCare Ombudsman office followed up to resolve the issue, shared resources through mailings, provided referrals to other organizations, etc.

Action Taken Resolution Type	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19
Questions/Issue Resolved (No Resources)	105	69	70	106	94	85
Used Contact or Resources/Issue Resolved	766	675	752	873	834	868
Closed (No Contact)	101	133	109	132	126	122
<b>ACTION TAKEN RESOLUTION TYPE TOTAL</b>	<b>972</b>	<b>877</b>	<b>931</b>	<b>1,111</b>	<b>1,054</b>	<b>1,075</b>

There may be multiple selections for a member/contact

### 2. Referred Beneficiary to an Organization for Assistance

This chart provides information on when our office tells a member, “This is who you need to call and here is the phone number.” This section has been expanded to identify groups within the state organizations and the managed care organizations (MCOs) individually for better tracking purposes.

Action Taken Refer Caller to Organization	Q4/2018	Q1/2019	Q2/2019
Clearinghouse	316	249	283
KDADS-Behavior Health	0	1	3
KDADS-HCBS	18	22	15
KDADS-Health Occ. Cred.	0	1	1
KDHE	18	12	13
KMAP	9	8	0
DCF	10	3	2
Aetna	11	18	4
Amerigroup	19	1	0
Sunflower	23	19	9
UnitedHealthcare	20	24	13
State or Community Agency	142	120	82
Disability Rights and/or KLS	9	8	2
<b>ACTION TAKEN REFER CALLER TO ORGANIZATION TOTAL</b>	<b>595</b>	<b>486</b>	<b>427</b>

There may be multiple selections for a member/contact.

### 3. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue remained relatively the same over the last four quarters. The improvement in 3<sup>rd</sup> quarter, 2018 was due to clarification for staff and volunteers to close a case 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.

<u>Quarter yr.</u>	<u>Avg Days To Respond</u>	<u>%Responded 0-2 Days</u>	<u>% Responded in 3-7 Days</u>	<u>% Response 8 or More Days</u>
Q1/2018	12	56%	17%	28%
Q2/2018	10	60%	13%	27%
Q3/2018	4	72%	17%	11%
Q4/2018	4	71%	18%	11%
Q1/2019	3	72%	17%	11%
Q2/2019	4	75%	13%	12%

## VI. Enhancements or New Activities

### A. Updating/Adding resources

The KanCare Ombudsman Office updated the following resources to ensure they are staying up to date.

- Who Should I Call? Updated in June 2019
- Medicare Savings Program Brochure; Updated by KDHE April 2019; sent to volunteers and staff.
- Grievances Fact Sheets (Eligibility, MCO and Fee for Service) reviewed by KDHE, updated and posted to web pages; May 2019
- Refugee Immigration Fact Sheet; updated and reposted to webpages; May 2019
- Documentation Checklist for KanCare Applications; updated April 2019
- Added the Directory of Mental Health Resource in Kansas, updated in March 2019, to the KanCare Ombudsman Resource page under General health and Disability Resources.
- Added the Substance Use Disorder (SUD) Kansas Directory to the KanCare Ombudsman Resource page under General health and Disability Resources.

## **VII. Appendix A - Outreach by Ombudsman's office**

This is a listing of the KanCare Ombudsman Outreach to members and community by way of participation in conferences where members and/or providers attend, newsletters, social media, training events, public comments sessions by the state for KanCare related issues, etc.

### **A. Outreach through Collaboration and Education**

This topic includes Community Outreach Events/Presentations such as education, networking and referrals.

- 4-3-19 (Manhattan, KS): Governor's Public Health Conference – Outreach event for Public Health Departments and Nurses; vendor table with resources
- 4-13-19 (Wichita KS): presented to the Caregiver Support Group about our services and volunteer program at Ascension Lutheran Church.
- 4-13-19 (Wichita KS): attended Medical Mission at Home to provide information about our services at Mueller Magnet Elementary School.
- 4-17-19 (Wichita KS): presented about our services and gave information about our program to the director of The Senior Information Series at Botanica at WSU CEI.
- 4-22-19 (Hays) All MCO provider Training; vendor table with resources
- 4-23-19 (Dodge City) Area Agency on Aging Health Fair; vendor table with resources
- 4-23-19 (Wichita) All MCO Provider Training; vendor table with resources
- 4-23-19 (Horton, KS): Kickapoo Health Fair; vendor table with resources
- 4-24-19 (Olathe, KS): PD and FE Waiver Public Comment Sessions; available to answer questions
- 4-24-19 (Wichita KS): tabled and provided information about our office at the MCO Provider Training in at the Wichita Eugene M. Hughes Metroplex.
- 4-25-19 (Wichita KS): tabled and provided information about our office at the Waiver Renewal Stakeholder Engagement Sessions at the Eugene M. Hughes Metroplex.
- 4-29-19 (Topeka) Bob Bethell Joint Committee on HCBS and KanCare; provided testimony and first quarter report.
- 5-1-19 (Olathe, KS) All MCO Provider Training; vendor table with resources.
- 5-6-19 (Topeka) KanCare Advisory Council Meeting; provided overview of first quarter report

- 5-30-19 (Wichita, KS): Wichita Bridge Center, Parklane- Outreach Opportunity
- 6-11-19 (Greensburg) Post-Legislative Stakeholder Meeting; available to answer questions if needed.

## **B. Outreach through Print Media and Social Media**

- All DCF offices throughout Kansas continue to display our outreach post on their lobby televisions, for those consumers in the waiting rooms.
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (April, May, June 2019)
- **Outreach Flyer Continue to be Posted in Libraries:**
  1. Olathe Public Library (Johnson, Co.)
  2. Rawlins Co.
  3. Smith Center Co.
  4. Norton Co.
  5. Rush Co.
  6. Thomas Co.
  7. Cheyenne Co.
  8. Decatur Co.
  9. Sheridan Co.
  10. Graham Co.
  11. Wallace Co.
  12. Logan Co.
  13. Trego Co.
  14. Phillips Co.
  15. Rooks Co.
  16. Ellis Co.
  17. Russell Co.
- Outreach through Social Media
  - KanCare Ombudsman Facebook page, (Counties: All), KanCare Advisory Council Meeting (June 2019)
  - KanCare Ombudsman Facebook page, (Counties: All), Volunteer flier (July 26, 2019)
  - KanCare Ombudsman Facebook page, (Counties: All), Clearinghouse info. (July 22, 2019)
  - KanCare Ombudsman Facebook page, (Counties: All), Get to Know Kerrie, (July 18, 2019)
  - KanCare Ombudsman Facebook page, (Counties: All), Summer Food Program info. (May 21, 2019)

- KanCare Ombudsman Facebook page, (Counties: All), Lyme Disease, (May 21, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), Directory of Mental Health Resources info. (May 10, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), Long Term Care Ombudsman info. (May 2, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), Inclusive family center info. (May 2, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), KDADS Physical Disability Waiver Renewal Public Comment Presentation, (May 2, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), KDADS Frail Elderly Waiver Renewal Public Comment, (May 2, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), Butler County Spring Fling, (April 1, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), SCDDO: Community County Informational Meeting, (April 10, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), Wichita State University Student Health Services, (April 10, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), Critical Condition: Stories of Health in the Heartland Premiere, (April 12, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), SCDDO: Community County Informational meeting, (April 17, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), Senior Expo- Dodge City, (April 24, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), Frail Elderly (FE) Waiver Meeting, (April 24, 2019)
- KanCare Ombudsman Facebook page, (Counties: All), HCBS Physical Disability Waiver Renewal meeting, (April 24, 2019)

### **C. Outreach through Collaboration and Training**

- 4-14-19 (Kansas City, KS (Wyandotte Co.): “Are you Ready for the Golden Years?” presented by Bethel SDA Church, (Invited to be on panel answering questions to the public on Medical Assistance)
- 5-16-19 (Topeka) CDDO Quarterly Business Meeting; provided an overview of the KanCare Ombudsman Office
- 6-18-19 (Wichita, KS): Positive Aging Day WSU Event; presentation.

## VIII. Appendix B – Information by Managed Care Organization

### A. Aetna-Issue Category

Issue Category - Aetna	Q1/19	Q2/19
Access to Providers (usually Medical)	2	2
Abuse / neglect complaints	0	0
Affordable Care Act Calls	0	0
Appeals/Fair Hearing questions/issues	0	1
Background Checks	0	0
Billing	3	0
Care Coordinator Issues	10	1
Change MCO	4	3
Choice Info on MCO	2	0
Client Obligation	2	3
Coding Issues	1	0
Consumer said Notice not received	0	1
Cultural Competency	0	0
Data Requests	0	0
Dental	3	0
Division of Assets	0	0
Durable Medical Equipment	1	2
Estate Recovery	0	0
Grievances Questions/Issues	2	2
Guardianship	0	0
HCBS Eligibility issues	5	3
HCBS General Issues	7	5
HCBS Reduction in hours of service	0	0
HCBS Waiting List	2	0
Help understanding mail	0	1
Housing Issues	0	0
Medicaid Application Assistance	2	1
Medicaid Coding	0	0
Medicaid Eligibility Issues	5	7
Medicaid Fraud	0	0
Medicaid General Issues/questions	16	18
Medicaid info (status) update	4	1
Medicaid Renewal	1	12
Medical Services	3	4
Medicare related Issues	0	1
Medicare Savings Plan Issues	2	1
Moving to / from Kansas	0	0

<b>Issue Category - Aetna</b>	<b>Q1/19</b>	<b>Q2/19</b>
Nursing Facility Issues	0	1
Pain management issues	0	1
Pharmacy	4	3
Prior authorization issues	1	0
Respite	0	0
Social Security Issues	1	1
Spend Down Issues	1	3
Transportation	4	0
Working Healthy	0	0
X-Other	14	6
Z Thank you.	26	32
Z Unspecified	1	1
<b>ISSUE CATEGORY TOTAL</b>	<b>129</b>	<b>117</b>

There may be multiple selections for a member/contact.

#### **B. Aetna–Program Type**

<b>Program Type - Aetna</b>	<b>Q1/19</b>	<b>Q2/19</b>
PD	3	2
I/DD	1	4
FE	2	1
AUTISM	0	0
SED	0	1
TBI	2	3
TA	2	1
WH	0	0
MFP	0	0
PACE	0	0
MENTAL HEALTH	0	0
SUB USE DIS	0	0
NURSING FACILITY	0	2
<b>PROGRAM TYPE TOTAL</b>	<b>10</b>	<b>14</b>

There may be multiple selections for a member/contact.

### C. Sunflower–Issue Category

<b>Issue Category - Sunflower</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>
Access to Providers (usually Medical)	3	1	4	5	4	3
Abuse / neglect complaints	2	0	0	1	0	0
Affordable Care Act Calls	0	0	1	0	0	1
Appeals/Fair Hearing questions/issues	0	4	5	0	1	3
Background Checks	1	0	0	0	0	0
Billing	8	6	6	2	4	7
Care Coordinator Issues	2	2	0	2	2	4
Change MCO	3	2	1	3	2	1
Choice Info on MCO	0	0	0	1	1	1
Client Obligation	5	3	4	1	1	0
Coding Issues	7	2	1	5	4	3
Consumer said Notice not received	1	2	3	4	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0
Dental	3	1	0	4	0	2
Division of Assets	1	0	0	0	0	0
Durable Medical Equipment	1	1	0	2	0	0
Estate Recovery	0	0	0	0	0	0
Grievances Questions/Issues	2	5	5	4	0	6
Guardianship	0	1	1	1	0	0
HCBS Eligibility issues	8	5	8	3	5	5
HCBS General Issues	12	3	9	8	7	9
HCBS Reduction in hours of service	1	0	0	1	2	1
HCBS Waiting List	0	0	0	1	1	1
Health Homes	0	0	0	0	0	0
Help understanding mail	0	2	1	3	3	2
Housing Issues	1	0	0	2	0	0
Medicaid Application Assistance	2	2	0	1	1	0
Medicaid Coding	0	0	0	0	0	0
Medicaid Eligibility Issues	8	13	10	11	14	5
Medicaid Fraud	0	0	0	2	0	0
Medicaid General Issues/questions	7	9	13	17	18	6
Medicaid info (status) update	7	5	9	5	4	8
Medicaid Renewal	3	6	4	4	4	10
Medical Services	4	4	0	3	5	2
Medicare related Issues	0	3	3	2	1	0
Medicare Savings Plan Issues	2	2	3	0	0	0
Moving to / from Kansas	1	0	0	0	1	0
Nursing Facility Issues	1	0	3	0	0	1

<b>Issue Category - Sunflower</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>
Pain management issues	0	0	0	0	1	0
Pharmacy	2	0	0	5	6	2
Prior authorization issues	0	1	0	2	2	0
Questions for Conference Calls/Sessions	0	0	0	0	0	0
Respite	0	0	0	0	0	0
Social Security Issues	1	0	0	1	0	0
Spend Down Issues	0	3	1	3	2	0
Transportation	2	1	1	2	2	1
Working Healthy	0	1	1	1	1	0
X-Other	8	9	8	15	10	8
Z Thank you.	49	27	49	41	34	29
Z Unspecified	0	2	0	5	3	4
<b>ISSUE CATEGORY TOTAL</b>	<b>158</b>	<b>128</b>	<b>154</b>	<b>173</b>	<b>146</b>	<b>125</b>

There may be multiple selections for a member/contact.

#### D. Sunflower-Program Type

<b>Program Type - Sunflower</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>
PD	13	5	7	6	2	5
I/DD	5	3	4	3	5	4
FE	5	2	0	2	3	2
AUTISM	0	0	1	0	0	0
SED	0	0	1	1	0	0
TBI	1	0	3	3	4	2
TA	2	0	0	0	1	0
WH	1	1	1	0	1	1
MFP	1	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	4	1	3	0	0	1
<b>PROGRAM TYPE TOTAL</b>	<b>32</b>	<b>12</b>	<b>20</b>	<b>15</b>	<b>16</b>	<b>15</b>

There may be multiple selections for a member/contact.

## E. UnitedHealthcare-Issue Category

Issue Category - United	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19
Access to Providers (usually Medical)	0	0	0	0	2	2
Abuse / neglect complaints	0	3	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0
Appeals/Fair Hearing questions/issues	4	2	5	2	1	1
Background Checks	0	0	0	0	0	1
Billing	6	3	9	2	1	2
Care Coordinator Issues	4	4	3	4	5	0
Change MCO	2	1	0	3	2	3
Choice Info on MCO	0	1	0	1	0	1
Client Obligation	8	2	6	7	2	1
Coding Issues	2	0	1	3	3	1
Consumer said Notice not received	0	0	1	2	0	0
Cultural Competency	0	0	0	0	0	0
Data Requests	0	0	1	0	0	0
Dental	0	1	0	2	3	1
Division of Assets	1	0	0	0	0	0
Durable Medical Equipment	0	0	0	1	2	1
Estate Recovery	0	0	0	0	0	0
Grievances Questions/Issues	3	3	4	0	4	0
Guardianship	0	0	1	0	0	0
HCBS Eligibility issues	5	3	6	3	4	2
HCBS General Issues	4	5	15	10	12	7
HCBS Reduction in hours of service	0	0	1	0	3	0
HCBS Waiting List	0	1	1	1	2	0
Health Homes	0	0	0	0	0	0
Help understanding mail	0	3	6	3	0	0
Housing Issues	1	0	0	0	0	1
Medicaid Application Assistance	4	4	1	6	2	0
Medicaid Coding	0	0	0	0	0	0
Medicaid Eligibility Issues	11	14	10	9	11	9
Medicaid Fraud	0	0	0	1	0	0
Medicaid General Issues/questions	4	7	10	18	20	10
Medicaid info (status) update	4	9	4	2	9	10
Medicaid Renewal	7	6	3	3	2	6
Medical Services	2	7	6	3	2	0
Medicare related Issues	0	0	1	1	2	0
Medicare Savings Plan Issues	4	1	1	1	0	0
Moving to / from Kansas	1	0	0	1	0	0
Nursing Facility Issues	0	3	3	3	2	0

<b>Issue Category - United</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>
Pain management issues	0	0	0	1	2	0
Pharmacy	4	1	0	3	2	4
Prior authorization issues	1	0	0	0	3	0
Questions for Conference Calls/Sessions	0	0	0	0	0	0
Respite	0	1	0	0	0	0
Social Security Issues	0	1	0	1	0	0
Spend Down Issues	3	7	6	4	4	2
Transportation	6	2	2	0	1	2
Working Healthy	0	0	1	1	0	1
X-Other	9	3	4	9	11	7
Z Thank you.	46	40	42	47	49	29
Z Unspecified	1	0	1	1	2	1
<b>ISSUE CATEGORY TOTAL</b>	<b>147</b>	<b>138</b>	<b>155</b>	<b>159</b>	<b>170</b>	<b>105</b>

There may be multiple selections for a member/contact.

#### F. **UnitedHealthcare-Program Type**

<b>Program Type - United</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>
PD	7	5	3	9	10	5
I/DD	2	3	7	1	6	9
FE	4	2	4	3	4	3
AUTISM	0	0	0	0	1	0
SED	1	0	4	1	2	1
TBI	1	1	3	0	2	0
TA	0	1	0	2	0	1
WH	2	1	1	0	0	0
MFP	0	0	0	0	0	0
PACE	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	2	0	1
SUB USE DIS	0	0	0	0	0	0
NURSING FACILITY	3	3	2	4	2	1
<b>PROGRAM TYPE TOTAL</b>	<b>20</b>	<b>16</b>	<b>24</b>	<b>22</b>	<b>27</b>	<b>21</b>

There may be multiple selections for a member/contact.