



KanCare Ombudsman Office Report

Quarter 3, 2022 (based on calendar year)

July 1 – September 30, 2022

Data downloaded 10/14/2022

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II. Brief Overview

The KanCare Ombudsman Office has had some staffing changes that have impacted our response time to stakeholders and changed our priorities for the next few months.

The Volunteer Coordinator resigned mid-August. We had the first round of interviews in September and did not find a candidate. In October, interviews were held again and still not offers were accepted. We are continuing to pursue the filling of this position.

Due to these staffing issues, some of our response times have been down. Responding in 0-2 days went from 91% to 84%; and responding in 3-7 days went from 9% last quarter to 15% in third quarter (page 15).

Quarter/Year	Number of Contacts	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 8 or more Days
Q4/2021	566	87%	11%	2%
Q1/2022	524	92%	7%	1%
Q2/2022	525	91%	9%	0%
Q3/2022	480	84%	15%	1%

Our case closing timing in 0-2 days went from 76% to 72% (page 17).

Quarter/Year	Number Contacts	Avg Days To Completion	% Completed in 0-2 Days	% Completed in 3-7 Days	% Completed in 8 or More Days
Q4/2021	563	4	74%	14%	12%
Q1/2022	507	4	76%	12%	12%
Q2/2022	487	5	76%	12%	12%
Q3/2022	424	4	72%	14%	14%

A few projects will be put on hold until after the first of the calendar year (page 18) while in the hiring and training process of new staff.

The Priorities Data (page 12), the Home and Community Based Services (HCBS) priority is slowly increasing after being relatively stable over the past several quarters. This means that people who are using HCBS services have called in for assistance on various KanCare or KanCare related needs.

In the Medicaid Issues Data (page 13), two issues are increasing after being relatively stable over the past several quarters; Access to Providers and Grievance Questions/Issues.

III. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid members and applicants, with a priority on individuals participating in long-term supports and services through KanCare. The KanCare Ombudsman Office assists KanCare members and applicants with access, service, and benefit problems. The KanCare Ombudsman office helps with:

- Answers to questions
- Resolving issues
- Understanding letters from KanCare
- Responding when you disagree with a decision or change
- Completing an application or renewal
- Filing a complaint (grievance)
- Filing an appeal or fair hearing
- Learning about in-home services, also called Home and Community Based Services (HCBS)

The Centers for Medicare and Medicaid Services [Special Terms and Conditions \(2019-2023\), Section 36](#) for KanCare, provides the KanCare Ombudsman program description and objectives.

IV. Accessibility to the Ombudsman’s Office

A. Initial Contacts

The KanCare Ombudsman Office was available to members and applicants of KanCare/Kansas Medicaid by phone, email, written communication, social media, the Integrated Referral and Intake System (IRIS) and Healthify during third quarter. Initial Contacts is a measurement of the number of people who have contacted our office, not the number of contacts within the time of helping them. Our tracking system is set up to keep the information of all contacts for that person in one file for ease of reviewing a case and maintaining ongoing information on a case. We may help a person who contacts our office with one call, or it may take many emails and phone calls to resolve. This chart shows only the number of people who have contacted us.

The last several quarters of contacts are down; we believe it is due to the policy of not dropping members from coverage during the federal pandemic emergency order.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2017	825	835	970	1,040
2018	1,214	1,059	1,088	1,124
2019	1,060	1,097	1,071	915
2020	903	478	562	601
2021	564	591	644	566
2022	524	526	480	

The chart below shows an example of another organization that has had a significant decrease in contacts during the pandemic emergency order as well. According to the chart below, the KanCare Clearinghouse and the KanCare Ombudsman Office have had similar decreases when comparing contacts to second quarter of 2020.

	KanCare Ombudsman Office Contacts	% +/- Comparison to Q1/20	KanCare Clearinghouse Contacts	% +/- Comparison to Q1/20
Q4/19	915		126,682	
Q1/20	903		128,033	
Q2/20	478	-47%	57,720	-55%
Q3/20	562	-38%	57,425	-55%
Q4/20	601	-33%	59,161	-54%
Q1/21	564	-38%	81,398	-36%
Q2/21	591	-35%	64,852	-49%
Q3/21	644	-29%	65,156	-49%
Q4/21	566	-37%	50,009	-61%
Q1/22	524	-42%	52,821	-59%
Q2/22	526	-42%	48,546	-62%
Q3/22	480	-47%	49,971	-61%

B. Accessibility through the KanCare Ombudsman Volunteer Program

The KanCare Ombudsman Office has two satellite offices for the volunteer program: one in Kansas City Metro and one in Wichita. The volunteers in both satellite offices answer KanCare questions, help with issues and assist with KanCare applications questions.

During third quarter, six volunteers assisted in the offices. Calls to the toll-free number are covered by volunteers in the satellite offices, and when there is a gap in coverage, the Topeka staff cover the phones.

Office	Volunteer Hours	# of Volunteers	# of hours covered/wk.	Area Codes covered
Kansas City Office	Mon: 9:00 to noon Tues: 1:00 to 4:00pm Wed. 9am to noon Thurs. 9am to noon	4	12	Northern Kansas Area Codes 785, 913, 816
Wichita Office	Mon: 9:00 to noon Friday 9:00 to noon	2	6	Southern Kansas Area Codes 316, 620

As of Sept 30, 2022

V. Outreach by KanCare Ombudsman Office

The KanCare Ombudsman Office is responsible for helping members and applicants understand the KanCare application process, benefits, and services, and provide training and outreach to the managed care organizations, providers, and community organizations. The office does this through:

- resources provided on the KanCare Ombudsman web pages
- resources provided with contacts to members, applicants, and providers
- outreach through presentations, conferences, conference calls, video calls, social media, and in-person contacts.

The large increase in outreach in the past was directly related to our AmeriCorps VISTA volunteers. They updated our KanCare Application Assistance Guide that lists organizations that help with filling out KanCare applications. The VISTAs contacted all Local Public Health Departments and other community organizations that have the potential to provide that type of assistance. The VISTAs explained what our organization does, what resources we have available and asked if they would like a packet of our brochures to share with staff and consumers. We are very excited about this outreach and hope that it will create new opportunities for collaboration across the state.

The below chart shows the outreach efforts by the KanCare Ombudsman Office.

	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022	Q2/2022	Q3/2022
Outreach	49	171	348	142	77	86	100

For the full listing of outreach, see Appendix A.

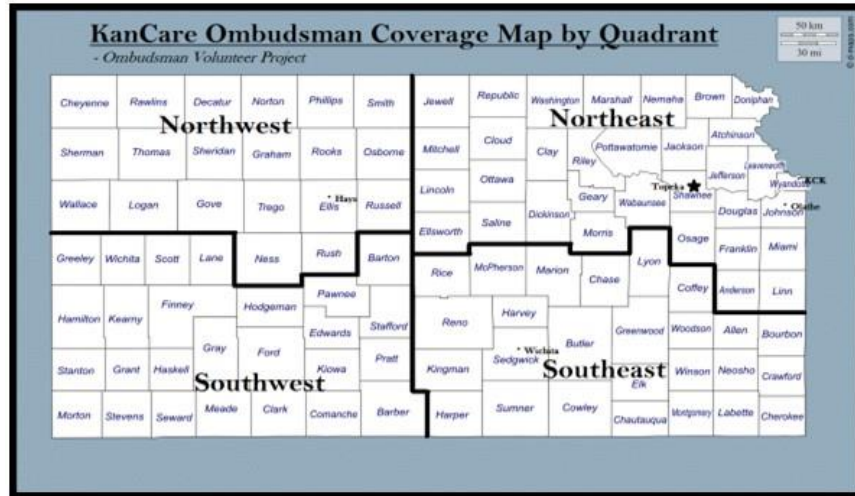
VI. Data for the KanCare Ombudsman Office

Data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, priorities, and issue categories.

A. Data by Region

- **Initial Contacts to KanCare Ombudsman Office by Region**

KanCare Ombudsman Office coverage is divided into four regions. The map below shows the counties included in each region. The north/south dividing line is based on the state's approximate area code coverage (785 and 620).



The chart below, by region, shows that most KanCare Ombudsman contacts come from the Northeast and Southeast part of Kansas.

- 785, 913 and 816 area code toll-free calls go to the Kansas City Metro Satellite office.
- 316 and 620 area code toll-free calls go to the Wichita Satellite office.
- The out of state phone number calls, direct calls, all complex calls, emails, and IRIS/Healthify referrals go to the Topeka (main) office. The below chart shows the contacts by region to the KanCare Ombudsman Office.

KanCare Ombudsman Office Member Contacts by Region

REGION	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022	Q2/2022	Q3/2022
Northwest	10	7	9	8	6	3	3
Northeast	80	147	94	80	77	88	98
Southwest	16	19	12	14	11	8	3
Southeast	60	134	96	94	73	70	75
Unknown	400	284	432	367	353	355	299
Out of State	0	1	1	3	4	2	2
Total	566	592	644	566	524	526	480

- Kansas Medicaid members by Region

The below chart shows the **Kansas Medicaid population** by the KanCare Ombudsman regions. Most of the Medicaid population is in the eastern two regions. Most Medicaid members are not being dropped at this time due to the pandemic health emergency (PHE) order, so the total Medicaid number is increasing each quarter.

This data includes **all** Medicaid members; KanCare *and* Fee for Service members.

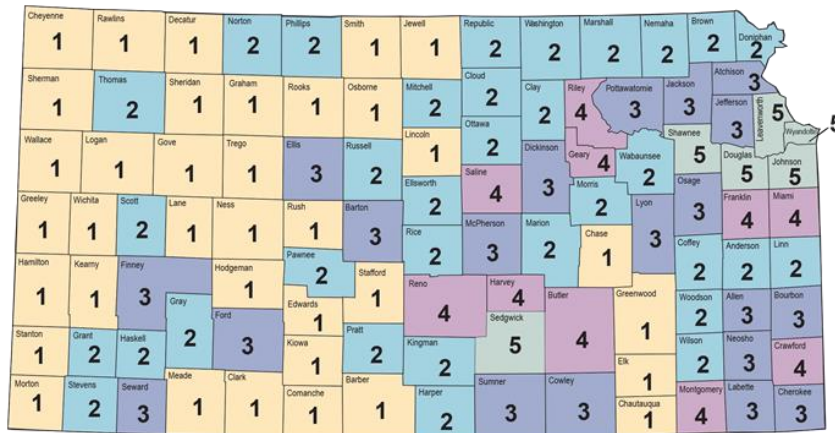
Medicaid Member Contacts by Region

Region	Q1/2021	Q2/2021	Q3/2021	Q4/2021	Q1/2022	Q2/2022	Q3/2022
Northeast	218,205	222,688	227,276	231,064	235,371	239,190	243,511
Southeast	198,235	202,161	206,092	209,226	213,493	217,347	221,215
Northwest	14,310	14,409	14,817	15,087	15,281	15,393	15,670
Southwest	41,958	42,834	43,910	44,639	45,647	46,516	47,573
Total	472,708	482,092	492,095	500,016	509,792	518,446	527,969

- **Kansas Population Density**

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

This map is based on 2015 Census data. The [Kansas Population Density map](#) shows population density 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

During third quarter, we had the assistance of volunteers in the satellite offices about four days per week (including new volunteers being mentored on the phones). When there was no volunteer coverage for the day, the Ombudsman Administrative Specialist or the Ombudsman took the toll-free number calls.

The calls in Wichita decreased during second and third quarter, due to decrease in volunteers during second quarter, and new volunteer training during third quarter. The Kansas City Metro or Topeka office picked up messages from the Wichita office when volunteers were not available.

Contacts by Office	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Main - Topeka	387	432	458	410	347	344	258
Kansas City Metro	74	90	104	46	78	119	144
Wichita	103	69	82	110	99	63	78
Total	564	591	644	566	524	526	480

C. Data by Contact Method

The contact method most frequently used continues to be telephone and email. The “Other” category includes the use of the Integrated Referral and Intake System (IRIS) and Healthify, a community partner tool designed to encourage warm handoffs among community partners, keeping providers updated along the way.

Contact Method	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Telephone	473	449	510	446	377	386	364
Email	86	139	126	106	144	137	111
Letter	1	1	1	3	0	0	1
Face-to-Face Meeting	0	0	3	5	2	1	4
Other	2	1	3	5	0	0	0
Online	4	2	1	1	1	2	0
CONTACT METHOD TOTAL	566	592	644	566	524	526	480

D. Data by Caller Type

Most Consumer contacts are from applicants, members, family, friends, etc. The “Other type” callers are usually state employees, school social workers, lawyers and students/researchers looking for data, etc.

The provider contacts that are not for an individual member, are forwarded to Kansas Department of Health and Environment/Health Care Finance (KDHE/HCF.)

CALLER TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Provider	62	100	82	61	93	88	67
Consumer	465	434	478	447	364	346	333
MCO Employee	2	4	10	5	2	5	2
Other Type	37	54	74	53	65	87	78
CALLER TYPE TOTAL	566	592	644	566	524	526	480

E. Data by Program Type

Nursing facility and Intellectual Developmental Disability (IDD) waiver concerns are the top program concerns within the Program Type contacts received for third quarter.

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
PD	9	14	11	12	26	17	11
I/DD	9	17	8	10	10	14	16
FE	13	23	23	16	18	21	14
AUTISM	0	2	1	1	1	2	2
SED	1	1	1	8	5	6	6
TBI	5	6	6	5	5	2	11
TA	1	1	0	2	0	7	9
WH	0	1	0	0	0	0	0
MFP	1	1	1	2	2	1	0
PACE	0	1	0	3	0	0	0
MENTAL HEALTH	3	1	9	4	3	1	3
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	24	20	15	35	29	21	19
FOSTER CARE	1	0	1	1	3	0	0
MEDIKAN	2	1	2	0	1	1	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	0	3	1	1	2
INSTITUTIONAL TRANSITION FROM MH/BH	1	1	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	71	91	78	102	104	95	93

There may be multiple selections for a member/contact.

F. Data by Priorities

The Ombudsman Office is tracking priorities for two purposes:

- This allows our staff and volunteers to pull up pending cases, review their status and possibly request an update from the partnering organization that we have requested assistance from.
- This helps provide information on the more complex cases that are worked by the Ombudsman Office, including HCBS and long-term care cases.

The priorities are defined as follows:

- HCBS – Home and Community Based Services
- Long Term Care/NF – Long Term Care/Nursing Facility
- Urgent Medical Need – 1) there is a medical need, 2) if the need is not resolved in 5-10 days, the person could end up in the hospital.
- Urgent – a case that needs a higher level of attention and/or ongoing review until closed.
- Life Threatening – If not resolved in 1-4 days person’s life could be endangered. (should not be used very often.)

PRIORITY	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/2022	Q3/22
HCBS	21	33	28	30	29	37	43
Long Term Care / NF	14	22	19	35	28	22	12
Urgent Medical Need	9	15	8	10	8	8	10
Urgent	15	30	24	24	17	17	10
Life Threatening	2	2	0	1	2	2	1
PRIORITIES TOTAL	61	102	79	100	84	86	76

G. Data by Issue Categories

The Issue Categories have been divided into three groups for easier tracking and reporting purposes. The three groups are:

1. Medicaid Issues
2. Home and Community Based Services/Long Term Supports and Services Issues (HCBS/LTSS)
3. Other Issues: Other Issues may be Medicaid related but are tied to a non-Medicaid program, or an issue that is worthy of tracking.

- **Medicaid Issues**

The top Medicaid issues are Medicaid General issues, Medicaid Eligibility issues, Medicaid Application Issues, Medicaid Info/status, and Billing concerns. Grievance issues and Access to Providers have had an increase over the past seven quarters.

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/2022	Q3/22
Access to Providers (usually Medical)	9	11	11	14	12	10	17
Appeals/Fair Hearing questions/issues	12	15	7	5	8	11	7
Background Checks	0	0	2	2	0	0	0
Billing	38	35	43	45	39	29	32
Care Coordinator Issues	7	6	4	6	8	8	12
Change MCO	6	3	2	2	4	4	7
Choice Info on MCO	1	4	3	4	4	1	2
Coding Issues	8	3	1	2	4	7	5
Consumer said Notice not received	1	2	1	1	5	0	0
Cultural Competency	1	2	0	0	1	0	0
Data Requests	6	5	19	11	10	10	7
Dental	4	5	6	9	7	6	8
Division of Assets	11	10	4	6	13	12	3
Durable Medical Equipment	3	7	11	4	4	8	6
Grievances Questions/Issues	18	13	12	17	13	16	23
Help understanding mail (NOA)	11	24	19	12	16	8	8
MCO transition	0	1	0	1	2	1	2
Medicaid Application Assistance	124	104	130	133	110	95	90
Medicaid Eligibility Issues	108	88	110	103	102	105	100
Medicaid Fraud	3	2	3	2	1	3	3
Medicaid General Issues/questions	143	173	176	172	167	139	145
Medicaid info (status) update	90	86	127	86	78	94	88
Medicaid Renewal	14	6	3	3	2	8	3
Medical Card issues	10	12	24	20	14	12	19
Medicare Savings Plan Issues	31	21	29	30	26	19	11
MediKan issues	5	5	4	4	3	9	4
Moving to / from Kansas	2	12	10	13	8	5	12
Medical Services	22	25	20	11	19	16	20
Pain management issues	1	3	3	2	1	3	2
Pharmacy	10	10	7	11	10	5	6
Pregnancy issues	30	38	23	5	18	13	5
Prior authorization issues	4	7	5	7	1	11	3
Refugee/Immigration/SOBRA issues	2	2	2	2	0	3	2
Respite	2	2	0	1	1	1	1
Spend Down Issues	19	19	21	17	17	28	13
Transportation	5	14	12	7	13	15	7
Working Healthy	2	2	1	2	6	2	3
MEDICAID ISSUES TOTAL	763	777	855	772	747	717	676

There may be multiple selections for a member/contact.

- **HCBS/LTSS Issues**

The top issues for this group are HCBS General Issues, HCBS Eligibility issues, and Nursing Facility issues.

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/2022	Q3/22
Client Obligation	14	10	7	24	13	15	10
Estate Recovery	3	9	9	12	17	20	12
HCBS Eligibility issues	30	51	45	47	51	54	39
HCBS General Issues	45	54	43	36	49	42	51
HCBS Reduction in hours of service	3	2	1	1	1	4	8
HCBS Waiting List	4	4	5	3	7	6	5
Nursing Facility Issues	26	38	35	51	28	42	31
HCBS/LTSS ISSUES TOTAL	125	168	145	174	166	183	156

There may be multiple selections for a member/contact.

- **Other Issues**

This section shows issues or concerns that may be *related to* KanCare/Medicaid. Abuse/Neglect and Medicare related issues were the two top concerns this quarter.

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/2022	Q3/22
Abuse / neglect complaints	7	13	10	17	10	16	15
ADA Concerns	1	1	0	1	0	3	0
Adoption issues	0	3	3	3	0	1	1
Affordable Care Act Calls	4	1	3	2	0	2	1
Community Resources needed	11	6	6	11	11	6	11
Domestic Violence concerns	0	0	1	1	1	3	1
Foster Care issues	2	2	10	3	5	4	3
Guardianship	3	5	5	4	1	3	1
Homelessness	2	4	0	6	0	3	0
Housing Issues	5	9	4	17	4	12	7
Medicare related Issues	14	17	20	26	21	23	13
Social Security Issues	14	15	15	25	13	22	8
Used Interpreter	4	2	5	4	4	0	2
X-Other	207	54	49	55	39	68	58
Z Thank you	336	346	355	294	204	191	210
Z Unspecified	26	31	22	19	20	39	39
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	636	509	508	488	333	396	370

There may be multiple selections for a member/contact.

H. Data by Managed Care Organization (MCO)

See Appendix B

VII. Action Taken

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

1. Responding to issues - response rates for the KanCare Ombudsman office
2. Organization resolution rate – how long it takes to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office
3. Action Taken - information on resources provided
4. KanCare Ombudsman Office Resolution Rate - how long it takes for contacts to be resolved or completed.

A. Responding to Issues

- **KanCare Ombudsman Office response to members/applicants/stakeholders**

The Ombudsman Office goal is to respond to a contact within two business days. Third quarter shows a significant decrease in the response rate. The Volunteer Coordinator assisted with picking up calls as part of her responsibilities. She resigned during third quarter. The Administrative Specialist was also out of the office at the end of third quarter. The staffing changes left all calls, not covered by the volunteers, to be covered by the KanCare Ombudsman. The result was that it took longer to return calls.

Quarter/Year	Number of Contacts	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 8 or more Days
Q1/2021	566	87%	12%	1%
Q2/2021	592	89%	10%	1%
Q3/2021	644	87%	12%	1%
Q4/2021	566	87%	11%	2%
Q1/2022	524	92%	7%	1%
Q2/2022	525	91%	9%	0%
Q3/2022	480	84%	15%	1%

- **Organizational final response to Ombudsman requests**

The KanCare Ombudsman office sends requests for review and assistance to various KanCare related organizations. The following information provides data on the **resolution rate** for organizations the Ombudsman's office requests assistance from and the amount of time it takes to resolve.

Number Referrals	Referred to	% Resolved 0-2 Days	% Resolved 3-7 Days	% Resolved 7-30 Days	% Resolved 31 or More Days
29	Clearinghouse	100%	0%	0%	0%
3	DCF	100%	0%	0%	0%
1	KDADS-Behavior Health	100%	0%	0%	0%
7	KDADS-HCBS	71%	29%	0%	0%
0	KDADS-Health Occ. Cred.	0%	0%	0%	0%
11	KDHE-Eligibility	73%	18%	9%	0%
3	KDHE-Program Staff	0%	67%	33%	0%
3	KDHE-Provider Contact	67%	33%	0%	0%
3	KMAP	67%	0%	0%	33%
4	Aetna	50%	25%	25%	0%
0	Amerigroup	0%	0%	0%	0%
6	Sunflower	34%	33%	33%	0%
4	UnitedHealthcare	100%	0%	0%	0%

- **Action Taken by KanCare Ombudsman Office to resolve requests**

Action Taken Resolution Type	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/2022	Q3/22
Questions/Issue Resolved (No Resources)	28	19	25	32	35	39	27
Used Contact or Resources/Issue Resolved	496	542	591	513	450	423	392
Closed (No Contact)	39	24	21	21	31	42	30
ACTION TAKEN RESOLUTION TYPE TOTAL	563	585	637	566	516	504	449

There may be multiple selections for a member/contact

Action Taken Additional Help	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/2022	Q3/22
Provided Resources	261	526	585	522	449	414	382
Mailed/Email Resources	90	131	107	86	102	76	66
ACTION TAKEN ADDITIONAL HELP TOTAL	351	657	692	608	551	490	448

There may be multiple selections for a member/contact

- **KanCare Ombudsman Office Resolution Rate**

Although the average days to close/resolve an issue has been improving over the last year, third quarter numbers were down compared to prior quarters. Since we have been down two staff people, we were not able to review cases at the end of the quarter to see if some had been resolved and not closed yet.

Quarter/ Year	Number Contacts	Avg Days To Completion	% Completed in 0-2 Days	% Completed in 3-7 Days	% Completed in 8 or More Days
Q1/2021	552	5	71%	16%	13%
Q2/2021	578	4	72%	16.0%	12%
Q3/2021	631	5	73%	15%	12%
Q4/2021	563	4	74%	14%	12%
Q1/2022	507	4	76%	12%	12%
Q2/2022	487	5	76%	12%	12%
Q3/2022	424	4	72%	14%	14%

VIII. Enhancements/Updates

A. Staff updates

- The Volunteer Coordinator resigned mid-August. We had the first round of interviews in September and did not find a candidate. In October, interviews were held again, with no offers accepted. The Administrative Specialist was out for almost 2 weeks at the end of the quarter on vacation, and then went on medical leave upon return.
- Due to these issues, priorities for myself have changed and customer service is the main priority.

B. Projects on Hold

Due to staffing issues and then training of the new Volunteer Coordinator, a few projects will be on hold until after the first of the year:

- Learn World (on-line training software product) transition for volunteer training, will wait until after the first of the calendar year when the new Volunteer Coordinator is hired, trained and up to speed.
- Contract to replace the current on-line tracker will be on hold until after the first of the calendar year.

C. Updates

The KanCare Ombudsman Office worked with the KDHE Eligibility Team to create new training for the new Families with Children application (KC-1100). This training is intended for providers that work with applicants but can also be used by applicants. Final documents should be posted to KanCare website during fourth quarter on the Apply for KanCare page (at the bottom). [Apply for KanCare \(ks.gov\)](#)

D. KanCare Ombudsman Office survey

The KanCare Ombudsman Office is required by Centers for Medicare and Medicaid Services (CMS) to get feedback on how we are doing by beneficiaries, providers and other stakeholders. The KanCare Ombudsman Office spent significant time during August and September updating last year's survey, planning an outreach process, updating an email list for distribution and having the survey translated to Spanish. The survey is available on our webpages at [Survey & Listening Sessions \(ks.gov\)](#). It is open for responses until October 31 at the end of the day. As of 10/17/22, we had 621 survey responses which is 136% increase so far over last year's results. The survey results will be included in the KanCare Ombudsman Annual Report.

IX. Appendix A: Outreach by KanCare Ombudsman Office

This is a listing of KanCare Ombudsman Outreach to members, providers and community organizations through conferences, newsletters, social media, training events, direct outreach, and public comments sessions by the state for KanCare related issues, etc.

A. Outreach through Education and Collaboration

- 7/14 - Participation in KanCare Long Term Care meeting
- 7/19 – Quarterly meeting with KanCare Clearinghouse
- 7/12: Aurora Myers attended IRIS/1800CHILDREN/findhelp.org training session via Zoom.
- 7/13/22, Josephine attended the Topeka for Youth Resource Fair and provided resources to the attendees and other exhibitors at the fair.
- 7/18: Aurora met in-person with CEI staff from the Center for Public Health Initiatives to discuss the Ombudsman Office for an upcoming feature in the CPHI newsletter.
- 7/18: Aurora attended the KDADS HCBS Public Comment session via Zoom.
- 7/19-7/20: Aurora represented the Ombudsman Office at an in-person exhibitor table and online interactive platform for the Kansas School Nurses Conference in Wichita; this resulted in approximately 120 interactions. Aurora followed up with an email to 44 contacts from the conference. Personnel from at least 5 schools took at least 1 package of brochures.
- 7/20: Aurora delivered a 90-min presentation on KanCare to approximately 30 members of the Statewide Homeless Coalition via Zoom.
- 7/20/22, Josephine gave a 3 ½ hour presentation to Leigh Ann Schultejans and a group of Social Workers from the Holton Community Hospital.
- 7/21: Aurora attended an in-person networking/update meeting with the WSU Student Engagement Advocacy & Leadership office.
- 7/22 - Josephine gave an hour presentation to the Sedgwick County Community Developmental Disability Organization.
- 7/22: Aurora attended the Sedgwick County CDDO quarterly networking meeting in person and assisted Josephine Alvey in her presentation on KanCare (via Zoom). She followed up with questions from 4 members who were in attendance.
- 7/26 & 7/29: Aurora made in-person visits and delivered packages of brochures and recruitment flyers to the following Wichita-area locations:
 - Watermark Books
 - Atwood Neighborhood Resource Center
 - Evergreen Neighborhood Resource Center
 - Colvin Neighborhood Resource Center
 - EMPOWER NorthEnd Wichita
 - Carl C Brewer Neighborhood Resource Center (also spoke with a

- KanCare member needing assistance)
 - Oaklawn Senior Center
 - COMCARE Harry St.
 - Sojourners Coffee Shop (veterans' resources)
 - Aurora dropped off brochures for approval with the Communications Manager for the Wichita Public Libraries.
- 7/26: Aurora emailed SWKAAA personnel Rick Schaffer and Paige Hamilton about exhibiting at their September fall conference. (They are not having exhibitors, but they invited us to exhibit at their spring event.)
- 7/29: Aurora spoke with Kenia Ochoa Portillo, Office of Community Services Administrative Aide II for Wichita City Council District 6, about having KanCare application assistance sessions monthly in cooperation with GraceMed at the Evergreen Public Library. (GraceMed offers regular assistance for FWC application, and Kenia suggested we join and assist with E&D applications.)
- 7/22 - Josephine dropped off brochures to the following places:
 - Johnson County Public Library
 - Wyandotte County Health Department
 - Wyandotte County DCF office
 - Adelante Thrift off State Avenue

August 2022

- 8/3 – Attended monthly KDHE/MCO joint meeting
- 8/3: Aurora attended the monthly CPAAA networking meeting via Zoom.
- 8/3: Aurora exhibited at the Butler County Health Department Baby Jubilee event, connecting with approx. 65 attendees.
- 8/3: Aurora responded to emails from Butler County HD personnel request for KanCare application order forms. Aurora continued emailing with Samantha Schneider as it was discovered that our Ombudsman Line was not working properly – Samantha tested the number for us periodically as WSU ITS sought resolution.
- 8/4: Aurora attended the Sedgwick County IRIS quarterly networking meeting via Zoom.
- 8/5: Aurora worked with Seasoned Servant Symposium planner to explain the Ombudsman Office services and plan to exhibit at the event.
- 8/11 – Presented quarterly report at KanCare Long Term Care meeting
- 8/16: Aurora attended the Wellsky bimonthly networking meeting via Zoom.
- 8/17: Aurora mailed Ombudsman brochures to Lissa Staley at the Topeka and Shawnee County Public Library.
- 8/17 – Attended UHC Member Advisory Council meeting
- 8/17: Aurora delivered a 20 min presentation via Zoom to the Butler County Early Childhood Taskforce monthly networking meeting.
- 8/18: Aurora responded to Butler County CDDO staff Nicole Hall to arrange an

outreach presentation in September.

- 8/23: Aurora attended the KDADS HCBS Final Rule Stakeholder meeting via Zoom.
- 8/30: Aurora exhibited in-person at the WSU Student Involvement Fair on WSU campus and spoke with approx. 30 students.

September 2022

- 9/7 – Attended monthly KDHE/MCO joint meeting
- 9/8 – Participated in KanCare Long Term Care meeting
- 9/7: Aurora and Lydia attended the monthly CPAAA networking meeting via Zoom and reminded attendees that KanCare members need to update their mailing address with Clearinghouse before the end of the COVID PHE. (Aurora repeated this message at all outreach events and meetings.)
- 9/8: Aurora attended the Greenwood County Family Resource Council bimonthly meeting via Zoom.
- 9/8: Aurora presented a formal Ombudsman informational message to the Butler County CDDO monthly meeting via Zoom. This meeting focused on resources and services available to CDDO clients through the Ombudsman Office and their need to update contact information with the Clearinghouse.
- 9/8: VISTA/AmeriCorps Program Coordinator Angela Gaughan and staff held a table at the WSU Student Career Fair on WSU campus.
- 9/14-9/15: IMPACT Center Director Teresa Cornejo, WSU CEI Program Coordinator Ellen Walker, and BSW Practicum Student/AmeriCorps Member Lydia Brookins coordinated to staff an Ombudsman exhibit table at the ACMHCK Behavioral Health Conference in Wichita, as Aurora Myers was sick during this week.
- 9/19: Aurora and Lydia presented to members and staff at the Downtown Senior Services of Wichita location. The presentation was an hour and focused on Ombudsman Office resources and goals, as well as specific Medicaid case questions brought forth by attendees.
- 9/19: Aurora coordinated with Butler County CDDO staff to provide resources.
- 9/21: Aurora and Lydia staffed an outreach/recruitment table at the Together Sedgwick County job/resource fair in downtown Wichita. Aurora made approx. 50 provider contacts, including DCF worker Emily DeShong, who provides KanCare application assistance and other outreach services.
- 9/21: Aurora emailed with Matt Ward, USD 402 Superintendent, about the Augusta Community Wellness and Resource Center in Butler County. Conversations will be ongoing as to how best to represent the Ombudsman Office at this new Center and provide services to Augusta/Butler County citizens.
- 9/21: Aurora presented in Kerrie Bacon's place to the Sunflower Member Advisory Council quarterly meeting via Zoom. Aurora worked with Kerrie to

address follow-up concerns.

- 9/23 – Participated in the Aetna Better Health of Kansas Member Advisory Committee meeting
- 9/26 – Presented the second quarter KanCare Ombudsman Office Report to the Bethell Joint Committee on HCBS and KanCare Oversight
- 9/26: Aurora worked to provide resources to KFAN social worker Randi Halonen as she assists her clients with KanCare applications.
- 9/27: Aurora exhibited and recruited volunteers at the Seasoned Servant Symposium through the Catholic Diocese of Wichita.
- 9/27: Aurora met via Zoom with Sedgwick County Health Department staff to plan the October 1 Baby Fair event.
- 9/28: Aurora and Ellen Walker presented on the CEI “Rise to the Challenge” series via Zoom on the topic of Volunteer Engagement.
- 9/29: Aurora and Lydia exhibited at the Kansas Public Health Association Conference in Wichita.
- 9/29 – Presented the second quarter KanCare Ombudsman Office Report to the KanCare Advisory Council Meeting

B. Outreach through Social Media and Print Media

The highest reaches during third quarter were posts regarding AmeriCorps VISTA recruitment and encouraging members to participate in their MCO’s Advisory Committee meetings.

July 2022

The WSU Community Program Specialist focused approximately 11 hours on Facebook/social media. This time included planning and creating posts, researching Facebook tools, and reviewing office guidance/reference materials. The office created 18 Facebook posts for this month and continued to coordinate with Ombudsman staff to approve them.

- Facebook Posts – 18 in July
- Facebook page followers at end of July: 494, up from 482 at the end of June.
- The July posts with highest engagements and reaches had information about MCO Member Advisory Committees and our VISTA recruitment.

Date of post	Topic	# “reaches	# “engagements”
7/1/2022	4th of July closing	43	2
7/5/2022	Disabled Pride Parade Event	59	8
7/6/2022	MCO Member Advisory Committee	481	35
7/7/2022	Office General Resources	48	2
7/8/2022	New E&D App Guide	53	3
7/11/2022	KS School Nurses Event	61	3
7/12/2022	Disability Rights Survey	34	5
7/14/2022	Brain Injury Needs Assessment Survey	43	3
7/15/2022	Office Reorganization Announcement	162	13
7/18/2022	988 Suicide Prevention Line	25	1
7/19/2022	Midwest Ability Conference event	43	2
7/20/2022	Kansas LEND resources	23	1
7/20/2022	VISTA Recruitment	636	12
7/22/2022	Butler County Baby Jubilee	43	0
7/25/2022	Family Civil Legal Problems Survey	57	1
7/26/2022	Kansas LEND Webinar	46	2
7/27/2022	Affordable Connectivity Program	58	3
7/28/2022	Spanish Affordable Connectivity Program	11	1

August 2022

- The WSU Community Program Specialist focused approximately 6 hours on Facebook/social media. This time included planning and creating posts, researching Facebook tools, and reviewing office guidance/reference materials.
- Facebook Posts – 10 in August
- Facebook page followers at end of August: 510, up from 494 at the end of July.
- The August posts with highest engagements and reaches were the post wishing Josephine luck as she leaves the Ombudsman Office and the post with Guardianship resources from KCDD and KDHE.

Date of post	Topic	# “reaches	# “engagements”
8/2/22	Smoking Cessation Resources from CDC	50	2
8/4/22	Rural Health Equity Resources	59	1
8/5/22	KCDD Council Meeting Reminder	43	1
8/9/22	Medicare vs Medicaid/Application Assistance	70	6
8/11/22	Post-Partum coverage expansion information	46	2
8/17/22	Guardianship Resources from KCDD & KDHE	97	12
8/18/22	Phone difficulties: please email us	70	4
8/19/22	Josephine Alvey departure	140	30
8/25/22	Arcare disability grant information	30	2
8/26/22	ABLE account resources	57	6

October 2022

- Aurora focused approximately 7 hours on Facebook/social media. This time included planning and creating posts, researching Facebook tools, and reviewing office guidance/reference materials. The office created 10 Facebook posts for this month and continued to coordinate with Ombudsman staff to approve them.
 - Facebook Posts – 10 in September
 - Facebook page followers at end of September: 524, up from 510 at the end of August.
 - The September posts with highest engagements and reaches were the post linking to KDHE resources for HCBS Final Rule Compliance and the post publicizing the Sedgwick County Health Department October Baby Fair event.

Date of post	Topic	# "reaches"	# "engagements"
1-Sep	PHE end; Clearinghouse resources	72	5
2-Sep	Labor Day office closure	51	4
8-Sep	School starting: Families Together Resources	49	2
9-Sep	Alzheimer's Association resources	42	3
20-Sep	HCBS Final Rule Compliance	151	14
20-Sep	Together Sedgwick County Resource Fair	72	7
21-Sep	Youth Suicide Prevention Resources from KDHE	65	3
22-Sep	Increased KanCare Dental Benefits	87	9
26-Sep	Sedgwick County HD Baby Fair Event	91	10
27-Sep	Public Health employment opportunity	71	4

X. Appendix B: Managed Care Organization (MCO) Data

A. Aetna

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Access to Providers (usually Medical)	0	3	1	2	1	0	3
Appeals/Fair Hearing questions/issues	0	1	0	1	1	1	0
Background Checks	0	0	0	0	0	0	0
Billing	2	4	2	6	3	2	1
Care Coordinator Issues	1	0	1	3	3	1	3
Change MCO	1	0	0	0	1	1	3
Choice Info on MCO	0	0	0	0	1	0	1
Coding Issues	0	1	0	1	0	0	1
Consumer said Notice not received	0	1	0	0	0	0	0
Cultural Competency	0	1	0	0	0	0	0
Data Requests	0	0	0	0	0	0	0
Dental	0	0	1	0	0	0	3
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	0	0	0	0	1	0	0
Grievances Questions/Issues	0	1	0	5	1	0	2
Help understanding mail (NOA)	0	0	0	0	0	0	0
MCO transition	0	0	0	0	1	0	1
Medicaid Application Assistance	0	0	0	1	1	0	1
Medicaid Eligibility Issues	2	2	4	1	4	1	1
Medicaid Fraud	0	0	1	0	0	0	0
Medicaid General Issues/questions	3	6	9	5	9	2	9
Medicaid info (status) update	3	2	4	6	5	2	2
Medicaid Renewal	1	1	0	0	0	0	0
Medical Card issues	0	1	3	2	1	1	4
Medicare Savings Plan Issues	1	0	0	0	2	0	1
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	0	1	0	0	0	0	0
Medical Services	2	6	4	0	4	2	3
Pain management issues	0	0	1	1	0	0	0
Pharmacy	0	1	2	2	0	1	0
Pregnancy issues	1	0	0	0	0	0	0
Prior authorization issues	0	2	0	1	0	2	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	0	1	3	2	1	0	1
Transportation	0	2	0	1	1	1	0
Working Healthy	0	0	0	0	0	0	1
MEDICAID ISSUES TOTAL	17	37	36	40	41	17	41

Aetna

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Client Obligation	2	0	0	1	0	1	0
Estate Recovery	0	0	0	0	0	0	0
HCBS Eligibility issues	0	2	2	1	3	3	3
HCBS General Issues	0	2	2	3	8	3	4
HCBS Reduction in hours of service	0	0	0	0	0	0	2
HCBS Waiting List	0	0	0	0	0	0	0
Nursing Facility Issues	1	1	1	4	0	0	5
HCBS/LTSS ISSUES TOTAL	3	5	5	9	11	7	14

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Abuse / neglect complaints	0	0	0	3	1	1	1
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	1	1	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	0	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	0	1	0	0	0	0
Guardianship	0	0	1	0	0	0	0
Homelessness	0	0	0	0	0	0	0
Housing Issues	0	0	0	1	1	1	0
Medicare related Issues	0	0	1	0	1	0	0
Social Security Issues	0	0	0	0	1	0	0
Used Interpreter	0	0	0	0	0	0	0
X-Other	5	0	1	1	0	1	5
Z Thank you	7	18	17	11	14	4	17
Z Unspecified	0	0	3	0	0	1	0
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	12	19	25	16	18	8	23

Aetna

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
PD	1	1	0	2	2	4	4
I/DD	0	1	0	0	0	0	0
FE	0	1	0	0	6	0	6
AUTISM	0	0	0	0	0	0	0
SED	0	0	0	0	0	0	1
TBI	0	0	1	1	1	1	3
TA	0	1	0	0	0	0	0
WH	0	0	0	0	0	0	0
MFP	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	0	0	1	1	0	1	0
FOSTER CARE	0	0	1	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	1	1	0	0	0	0	2
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	2	5	3	4	9	6	16

PRIORITY	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
HCBS	1	6	1	2	2	3	5
Long Term Care / MF	0	2	1	0	0	1	0
Urgent Medical Need	1	2	2	1	1	0	1
Urgent	0	3	3	2	0	3	0
Life Threatening	0	0	0	0	0	1	0
PRIORITIES TOTAL	2	13	7	5	3	8	6

B. Sunflower

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Access to Providers (usually Medical)	2	2	1	2	2	1	3
Appeals/Fair Hearing questions/issues	1	2	1	0	1	2	1
Background Checks	0	0	0	0	0	0	0
Billing	5	3	5	3	3	5	8
Care Coordinator Issues	0	1	0	0	0	2	1
Change MCO	0	1	0	1	0	0	1
Choice Info on MCO	0	2	0	0	0	0	0
Coding Issues	0	0	1	0	0	0	0
Consumer said Notice not received	0	0	0	0	0	0	0
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	1	1	0	0	0
Dental	0	0	1	2	0	0	2
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	0	2	2	0	1	2	3
Grievances Questions/Issues	4	2	0	1	0	2	6
Help understanding mail (NOA)	1	1	0	0	1	1	1
MCO transition	0	1	0	0	0	0	0
Medicaid Application Assistance	0	0	0	0	1	0	0
Medicaid Eligibility Issues	1	0	4	0	1	5	4
Medicaid Fraud	0	0	0	0	0	0	0
Medicaid General Issues/questions	2	6	7	2	4	10	7
Medicaid info (status) update	1	2	3	2	1	1	5
Medicaid Renewal	0	0	0	0	0	0	0
Medical Card issues	1	0	2	1	1	1	2
Medicare Savings Plan Issues	0	0	0	0	0	0	0
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	0	0	0	0	1	2	0
Medical Services	4	2	3	3	2	2	3
Pain management issues	0	1	0	1	0	0	1
Pharmacy	0	2	2	3	1	1	2
Pregnancy issues	0	0	0	0	0	2	0
Prior authorization issues	0	1	0	1	0	1	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	1	0	0	1
Spend Down Issues	1	0	0	0	0	0	4
Transportation	0	2	3	0	2	2	1
Working Healthy	0	0	0	0	0	0	0
MEDICAID ISSUES TOTAL	23	33	36	24	22	42	57

Sunflower

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Client Obligation	1	1	0	0	0	1	0
Estate Recovery	0	0	0	0	0	0	1
HCBS Eligibility issues	3	2	3	0	1	3	0
HCBS General Issues	4	4	1	3	4	5	8
HCBS Reduction in hours of service	0	0	0	0	0	0	1
HCBS Waiting List	0	1	1	0	1	0	0
Nursing Facility Issues	2	1	0	2	2	2	4
HCBS/LTSS ISSUES TOTAL	10	9	5	5	8	11	14

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Abuse / neglect complaints	0	0	0	1	2	0	2
ADA Concerns	0	0	0	0	0	0	0
Adoption issues	0	1	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	2	0	0	0	0	1
Domestic Violence concerns	0	0	0	0	0	1	0
Foster Care issues	0	0	0	0	0	0	0
Guardianship	2	1	0	0	0	0	0
Homelessness	0	0	0	0	0	0	0
Housing Issues	0	2	0	0	0	1	1
Medicare related Issues	2	1	0	1	0	0	2
Social Security Issues	1	0	0	0	0	0	0
Used Interpreter	0	0	0	0	0	0	0
X-Other	4	4	0	1	2	3	4
Z Thank you	19	17	12	6	9	16	15
Z Unspecified	1	0	1	0	0	0	0
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	29	28	13	9	13	21	25

Sunflower

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
PD	1	1	0	0	2	2	0
I/DD	2	5	1	2	1	5	4
FE	1	2	2	1	1	2	0
AUTISM	0	0	0	0	0	0	0
SED	0	0	0	0	0	2	1
TBI	2	1	3	0	0	0	0
TA	0	0	0	1	0	2	4
WH	0	0	0	0	0	0	0
MFP	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	1	0	1	0	0	0	1
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	0	0	1	1	1	0	3
FOSTER CARE	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	1	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	8	9	8	5	5	13	13

PRIORITY	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
HCBS	3	4	6	3	2	8	8
Long Term Care / MF	1	3	1	0	1	0	3
Urgent Medical Need	1	5	2	2	1	4	4
Urgent	1	6	1	3	4	2	3
Life Threatening	1	1	0	0	1	0	0
PRIORITIES TOTAL	7	19	10	8	9	14	18

C. United Healthcare

MEDICAID ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Access to Providers (usually Medical)	0	3	3	1	4	1	2
Appeals/Fair Hearing questions/issues	0	4	1	1	2	2	3
Background Checks	0	0	0	0	0	0	0
Billing	3	4	5	7	8	3	5
Care Coordinator Issues	0	2	1	1	2	1	3
Change MCO	0	2	0	0	2	0	0
Choice Info on MCO	0	1	0	0	1	0	0
Coding Issues	0	0	0	1	1	1	1
Consumer said Notice not received	0	0	0	0	2	0	0
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	1	0	0	1	0
Dental	0	2	1	1	2	1	0
Division of Assets	0	0	0	0	0	1	0
Durable Medical Equipment	1	0	3	1	1	3	0
Grievances Questions/Issues	3	3	3	2	4	3	3
Help understanding mail (NOA)	1	1	0	2	1	2	0
MCO transition	0	0	0	0	0	1	0
Medicaid Application Assistance	1	0	2	0	1	4	0
Medicaid Eligibility Issues	2	1	2	3	8	7	1
Medicaid Fraud	0	1	0	0	0	0	0
Medicaid General Issues/questions	4	9	8	7	15	13	4
Medicaid info (status) update	3	2	5	1	7	8	3
Medicaid Renewal	1	0	0	1	0	1	0
Medical Card issues	0	1	1	2	1	2	0
Medicare Savings Plan Issues	0	2	1	1	3	1	0
MediKan issues	0	0	0	0	0	0	0
Moving to / from Kansas	0	1	0	1	0	0	0
Medical Services	1	5	5	1	3	1	3
Pain management issues	0	2	1	0	1	0	0
Pharmacy	0	4	3	2	5	0	2
Pregnancy issues	0	2	0	0	0	0	0
Prior authorization issues	0	2	2	2	1	4	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Spend Down Issues	1	1	0	1	2	0	0
Transportation	0	3	2	1	5	0	0
Working Healthy	0	0	0	0	1	0	0
MEDICAID ISSUES TOTAL	21	58	50	40	83	61	31

United HealthCare

HCBS/LTSS ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Client Obligation	0	1	1	0	0	0	0
Estate Recovery	0	0	0	0	0	0	0
HCBS Eligibility issues	2	1	2	2	2	3	0
HCBS General Issues	4	4	4	5	4	5	5
HCBS Reduction in hours of service	1	0	0	0	1	1	3
HCBS Waiting List	1	1	1	0	1	2	0
Nursing Facility Issues	1	2	4	7	2	0	0
HCBS/LTSS ISSUES TOTAL	9	9	12	14	10	11	8

OTHER ISSUES	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
Abuse / neglect complaints	1	2	2	0	1	1	0
ADA Concerns	0	0	0	0	0	1	0
Adoption issues	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Community Resources needed	0	2	0	1	1	0	0
Domestic Violence concerns	0	0	0	0	0	0	0
Foster Care issues	0	0	1	0	1	0	0
Guardianship	0	0	0	0	0	0	0
Homelessness	0	1	0	1	0	0	0
Housing Issues	0	3	0	3	0	1	1
Medicare related Issues	1	2	0	0	4	3	2
Social Security Issues	0	0	0	2	1	0	0
Used Interpreter	0	0	0	0	0	0	1
X-Other	6	2	6	4	4	2	2
Z Thank you	8	23	25	13	17	17	9
Z Unspecified	1	0	2	0	1	1	2
Health Homes	0	0	0	0	0	0	0
OTHER ISSUES TOTAL	17	35	36	24	30	26	17

PROGRAM TYPE	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
PD	1	2	1	0	5	4	0
I/DD	1	5	1	0	1	2	3
FE	1	1	1	3	0	1	1
AUTISM	0	0	0	0	0	0	0
SED	0	0	0	1	1	0	0
TBI	0	2	1	2	1	0	1
TA	1	0	0	0	0	1	1
WH	0	0	0	0	0	0	0
MFP	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	0	1	5	2	1	0	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	0	1	1	5	2	1	1
FOSTER CARE	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	1	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0
PROGRAM TYPE TOTAL	4	12	10	14	11	9	7

PRIORITY	Q1/21	Q2/21	Q3/21	Q4/21	Q1/22	Q2/22	Q3/22
HCBS	3	4	4	5	3	5	6
Long Term Care / MF	0	1	4	5	2	4	1
Urgent Medical Need	2	0	1	2	2	0	3
Urgent	2	5	6	3	2	2	0
Life Threatening	0	0	0	1	0	0	0
PRIORITIES TOTAL	7	10	15	16	9	11	10