



# ANNUAL REPORT 2018

## KanCare Ombudsman Office



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## II. Highlights/Dashboard

### A. Introduction

The KanCare Ombudsman Office is providing this 2018 Annual Report to Kansans, Government Organizations, Managed Care Organizations, Providers, KanCare Members and other interested parties to share the activities of this office over the past year/s. We welcome any questions or comments regarding this report. Kerrie Bacon, KanCare Ombudsman.

### B. 4,440 initial contacts in 2018 (see page 5)

### C. 136 Outreach and Education activities (see page 6 and Appendix A)

### D. “Action Taken” includes organizational response to KanCare Ombudsman request for assistance – started in 4<sup>th</sup> quarter (see page 14)

#### Q4/2018

<u>Nmbr</u> Referrals	<u>Avg.</u> <u>Days</u> Referred	Referred to	<u>%</u> <u>Responded</u>	<u>%</u> <u>Responded</u>	<u>%</u> <u>Responded</u>	<u>%</u> <u>Responded</u>
			0-2 Days	3-7 Days	8-30 Days	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%

### E. Trends in Data – four charts (see pages 18-19)

### F. Changes from last year (Enhancements)-(see pages 19-20)

1. Accessibility Guidelines
2. General Information Fact Sheets
3. Grievance, Appeal and Fair Hearing webpage remodel

### III. Introduction

The Centers for Medicare and Medicaid Services [Special terms and Conditions \(2014\), Section 42](#) for KanCare, provides the KanCare Ombudsman program description and Objectives. This report provides information about the KanCare Ombudsman Office program activities and data collected as the office works to serve Kansans, both beneficiaries and organizations connected to the KanCare program.

### IV. Accessibility by Ombudsman’s Office

The KanCare Ombudsman office was available to members and potential members of KanCare (Medicaid) by phone, email, written communication, and in person during 2018.

#### A. Initial Contacts

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 initial contacts are more than double the 2014 and 2015 initial contacts.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Total
2014	545	474	526	547	2,092
2015	510	462	579	524	2,075
2016	1,130	846	687	523	3,186
2017	825	835	<b>970</b>	<b>1,040</b>	3,670
2018	<b>1,214</b>	<b>1,059</b>	<b>1,088</b>	<b>1,124</b>	4,485

*\*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 as needed. 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.

<b>Additional Contacts: Notes History</b> (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

<b>Additional Contacts: Email History</b> (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

The KanCare Ombudsman Office has two Satellite office; one in Olathe and one in Wichita. Both 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 main means of contact with the two Satellite offices is through the KanCare Ombudsman Toll Free number, which directs calls based on the area code of the caller. The Satellite offices are each covering just under 20 hours per week in serving KanCare beneficiaries.

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. Information on the Satellite office hours and contact information can be found on the Ombudsman web pages on the [About/Contact Us page](#).

	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: 9am-4:30pm Th: 9am-1pm	3	19.5	316, 620

### V. Outreach by Ombudsman's office

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

#### A. Outreach through Collaboration and Education

The KanCare Ombudsman Office provided 66 opportunities for educational outreach during 2018.

#### B. Outreach through Publications

The KanCare Ombudsman Office provided 55 publications for outreach and education in Kansas during 2018.

#### C. Outreach through Collaboration and Training

The KanCare Ombudsman Office collaborated and/or trained community partners 15 times during 2018 with 13 of those being Liaison Training.

KanCare Ombudsman Liaison Training is designed to help any staff working

within a community organization who deals with Kansas Medicaid consumers to acquire a better understanding of:

1. Basic KanCare programs including Home- and Community-Based Services;
2. How to assist with Medicaid applications; and
3. Medicaid-related resources.

For detail on the KanCare Ombudsman Office Outreach, see Appendix A.

## VI. Data by Ombudsman’s Office

In addition to the contact information in Section IV, the data for the KanCare Ombudsman Office includes data by: region, issues we received calls on, office location, contact method (phone, email, etc.), caller type, program type and action taken to respond to the calls.

### A. Data by Region

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

The KanCare Ombudsman’s office began pulling data by region in 3<sup>rd</sup> quarter 2018. See regional map on next page. Most calls are coming from the east side of the state which also ties to the regional location of Medicaid members within the state and population density of Kansas (see #3 on page 7).

Ombudsman Calls by Region	Q3,4 2018
Northeast	802
Southeast	601
Northwest	54
Southwest	75
Out of State	69
Not Identified	2,884
<b>Total</b>	<b>4,485</b>

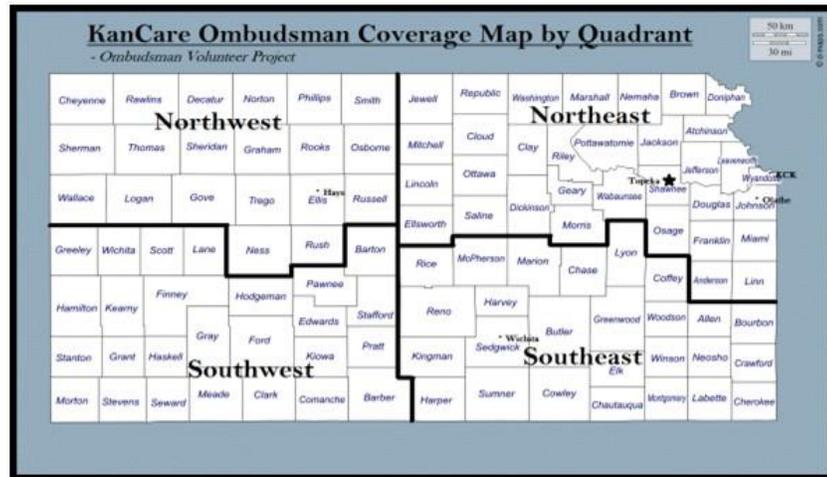
KanCare Members By Region	Total
Northeast	194,798
Southeast	175,370
Northwest	12,488
Southwest	38,023
<b>Total</b>	<b>420,679</b>

*Data pulled by KDHE 11/20/18*

The KanCare Ombudsman map shows the counties included in each region.

- Calls from toll-free Ombudsman line with area codes 785, 913 and 816 (northern regions) go to the Olathe Satellite office.
- Calls from the toll-free Ombudsman line with area codes 316 and 620 (southern regions) go to the Wichita Satellite office.
- All other calls from the toll-free KanCare Ombudsman line go the main (Topeka) office. Calls also come to Topeka to the staffs' direct phone numbers and emails as well as the KanCare Ombudsman general email.

2. KanCare Ombudsman Coverage Map by Region



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
<b>Total</b>	<b>6</b>	<b>10</b>	<b>20</b>	<b>33</b>	<b>36</b>	<b>105</b>

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

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 the past five years have centered on Medicaid Eligibility: 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. The “Other” category has moved from well over 1,000 for two years to around 600 in 2018. During that time there has been a significant increase in the number of calls, so our office sees this as a big improvement. There may be multiple selections for a member/contact. Issue Category information by managed care organization (MCO) is found in Appendix C.

ISSUE CATEGORY	2014	2015	2016	2017	2018
Access to Providers (usually Medical)	54	28	35	51	24
Abuse / neglect complaints	0	0	0	2	29
Affordable Care Act Calls	0	0	0	19	44
Appeals/Fair Hearing questions/issues	0	0	0	44	126
Background Checks	0	0	0	2	5
Billing	169	149	147	90	118
Care Coordinator Issues	52	38	21	34	42
Change MCO	36	32	24	12	61
Choice Info on MCO	0	0	0	0	29
Client Obligation	0	0	0	123	139
Coding Issues	0	0	0	29	73
Consumer said Notice not received	0	0	0	1	50
Cultural Competency	0	0	0	0	5
Data Requests	0	0	0	8	9
Dental	45	16	19	29	32
Division of Assets	0	0	0	14	29
Durable Medical Equipment	95	53	20	18	27
Estate Recovery	0	0	0	21	32
Grievances Questions/Issues	137	153	147	107	98
Guardianship	21	9	5	11	19
HCBS Eligibility issues	86	81	109	216	145
HCBS General Issues	132	180	133	137	180
HCBS Reduction in hours of service	54	48	23	19	14
HCBS Waiting List	37	40	26	27	22
Health Homes	0	25	12	3	2
Help understanding mail	0	0	0	0	62
Housing Issues	33	14	15	17	26

Medicaid Application Assistance	0	0	0	441	638
Medicaid Eligibility Issues	438	648	1122	951	798
<b>ISSUE CATEGORY</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Medicaid Fraud	0	0	0	0	12
Medicaid General Issues/questions	0	0	0	0	705
Medicaid info (status) update	0	0	0	4	810
Medicaid Renewal	0	0	0	171	224
Medical Services	158	94	72	60	74
Medicare related Issues	0	0	0	37	98
Medicare Savings Plan Issues	0	0	0	30	81
Moving to / from Kansas	0	0	0	27	70
Nursing Facility Issues	60	114	112	110	86
Pain management issues	0	0	0	0	1
Pharmacy	92	96	59	43	30
Prior authorization issues	0	0	0	0	7
Questions for Conference Calls/Sessions	35	8	3	0	2
Respite	0	0	0	0	2
Social Security Issues	0	0	0	5	58
Spend Down Issues	0	14	71	108	112
Transportation	52	45	21	34	47
Working Healthy	0	0	0	5	26
X-Other	336	585	<b>1342</b>	<b>1018</b>	<b>594</b>
Z Thank you.	28	50	389	1407	2045
Z Unspecified	164	89	110	216	298
(NOT IDENTIFIED)	30	30	63	0	0
<b>ISSUE CATEGORY TOTAL</b>	<b>2,314</b>	<b>2,609</b>	<b>4,037</b>	<b>5,701</b>	<b>8,261</b>

*There may be multiple selections for a member/contact.*

### C. Data by Office Location

The increase for the Johnson County Satellite office from 2017 to 2018 is due to moving the toll-free number for the Ombudsman's office for numbers with 913, 785 and 816 area code to the Olathe office. Phone calls from these area codes are now directed to the Johnson County Satellite office (Olathe) rather than the Topeka Ombudsman's office.

<b>Contacts by Office</b>	<b>2017</b>	<b>2018</b>
Main	2,764	2,428
Johnson County	222	552
Wichita	684	1,505

<b>Total</b>	<b>3,670</b>	<b>4,485</b>
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#### D. Data by Contact Method

The number of face-to-face contacts increased over past years. There were several listening sessions during third and fourth quarters of 2018 that the KanCare Ombudsman Office participated in which would account for the increase in face-to-face initial contacts (HCBS listening sessions, KanCare 2.0 listening sessions, Open Enrollment informational meetings, etc.)

Contact Method	2014	2015	2016	2017	2018
Email	463	392	783	517	545
Face-to-Face Meeting	7	7	14	30	58
Letter	13	5	6	2	8
ONLINE	1	0	0	0	0
Other	1	0	6	11	5
Telephone	1,596	1,703	2,413	3,110	3,868
<b>CONTACT METHOD TOTAL</b>	<b>2,081</b>	<b>2,107</b>	<b>3,222</b>	<b>3,670</b>	<b>4,484</b>

#### E. Data by Caller Type

The “Other type” category callers tend to be schools, lawyers, students and/or researchers looking for data, and state employees.

CALLER TYPE	2014	2015	2016	2017	2018
Consumer	1,573	1,546	2,372	2,927	3,884
MCO Employee	14	14	31	44	19
Other type	59	145	351	209	212
Provider	418	402	468	492	369
(NOT IDENTIFIED)	17	0	0	0	0
<b>CALLER TYPE TOTAL</b>	<b>2,064</b>	<b>2,107</b>	<b>3,222</b>	<b>3,672</b>	<b>4,484</b>

## 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 information by managed care organization (MCO) is found in Appendix C.

<b>PROGRAM TYPE</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
PD	79	169	92	154	143
I/DD	83	118	108	200	124
FE	30	62	59	128	110
AUTISM	6	16	6	7	8
SED	10	19	8	18	26
TBI	35	35	26	27	32
TA	26	50	31	27	18
WH	0	0	0	4	20
MFP	10	8	16	3	1
PACE	2	3	0	2	0
MENTAL HEALTH	15	34	23	17	8
SUB USE DIS	1	2	0	0	0
NURSING FACILITY	36	102	121	251	155
<b>PROGRAM TYPE TOTAL</b>	<b>333</b>	<b>618</b>	<b>490</b>	<b>838</b>	<b>645</b>

## VII. Action Taken

This section provides information on:

- The timing of response to beneficiaries by the KanCare Ombudsman Office
- The timing of response to the KanCare Ombudsman Office by organizations assisting the members and the KanCare Ombudsman Office.
- How the KanCare Ombudsman Office resolves contacts: using resources to resolve, resolving without resources, or not able to get a follow up contact and so no resolution.
- The number of beneficiaries that resources were provided to and the number of beneficiaries that had resources mailed or emailed to them.
- The number of beneficiaries that were referred to another organization for assistance.
- The number of beneficiaries that the KanCare Ombudsman Office contacted other organizations to resolve a case (this includes three-way or conference calls with KanCare staff/volunteers, the member or representative, and the organization that we need assistance from.)

## A. Responding to Issues

### 1. Ombudsman Office response to members/applicants (*New Format*)

The Ombudsman Office goal is to respond to a contact within two business days. Even with significant increase in contacts, the KanCare Ombudsman Office has significantly improved the percent of caller contacted in 0-2 days over the last two years.

<u>Quarter yr.</u>	<u>Nmbr. Contacts</u>	<u>Avg. Days</u>	<u>%Responded</u>	<u>% Responded</u>	<u>% Response</u>
		<u>To Respond</u>	<u>0-2 Days</u>	<u>in 3-7 Days</u>	<u>8 or More 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	1.040	2	69%	22%	9%
Q1/2018	1.213	1	82%	17%	1%
Q2/2018	1.059	1	90%	10%	1%
Q3/2018	1.088	1	87%	12%	1%
Q4/2018	1.124	1	86%	14%	0%

2. Organizational response to Ombudsman requests (**NEW**)

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

The organization contacted the most by the KanCare Ombudsman Office is the KanCare Clearinghouse. The contacts are done mainly two ways:

- Three way calling with the beneficiary, the staff or volunteer to the Clearinghouse to resolve a question or issue
- Sending an email to our contact at the KanCare Clearinghouse asking for them to review a beneficiary issue.

1.

**Q4/2018**

<b>Nmbr Referrals</b>	<b>Avg. Days Referred</b>	<b>Referred to</b>	<b>% Responded 0-2 Days</b>	<b>% Responded 3-7 Days</b>	<b>% Responded 8-30 Days</b>	<b>% Responded 31 or More Days</b>
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

<b>ACTION TAKEN-Resolution Type</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
QUESTION/ISSUE RESOLVED (NO RESOURCES)	208	271	929	417	356
USED CONTACT OR RESOURCES/ISSUE RESOLVED	463	1,127	1,356	2,504	3,092
CLOSED (NO CONTACT)	78	239	841	367	483
<b>Total</b>	<b>749</b>	<b>1,637</b>	<b>3,126</b>	<b>3,288</b>	<b>3,931</b>

There may be multiple selections for a member/contact

2. Additional Help provided by KanCare Ombudsman Office

<b>ACTION TAKEN Additional Help</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
PROVIDED RESOURCES	44	566	816	1,340	2,321
MAILED/EMAIL RESOURCES	0	0	2	409	533
<b>Total</b>	<b>44</b>	<b>566</b>	<b>818</b>	<b>1,749</b>	<b>2,854</b>

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 4<sup>th</sup> quarter to identify groups within the state organizations and the managed care organizations (MCOs) individually for better tracking purposes.

<b>ACTION TAKEN (Old Categories)</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>Q1-3, 2018</b>
KDHE CONTACT	201	390	553	348	164
DCF CONTACT	40	96	13	14	17
MCO CONTACT	178	269	171	99	71
CLEARINGHOUSE CONTACT	0	0	0	574	526
HCBS TEAM CONTACT	97	148	68	105	49
CSP MENTAL HEALTH CONTACT	2	3	2	3	3

There may be multiple selections for a member/contact.

<b>Action Taken - Refer Caller to Organization (New Categories)</b>	<b>Q4/2018</b>
Clearinghouse	326
KDADS-Behavior Health	2
KDADS-HCBS	18
KDADS-Health Occ. Cred.	1
KDHE	19
KMAP	10
DCF	10
Aetna	11
Amerigroup	19
Sunflower	23
UnitedHealthcare	20
State or Community Agency	142
Disability Rights and/or KLS	9
<b>ACTION TAKEN REFER CALLER TO ORGANIZATION TOTAL</b>	<b>610</b>

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.

<b>ACTION TAKEN Staff Contact Organization (Old Categories)</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>Q1-3, 2018</b>
MCO REFERRAL	0	0	0	115	98
CLEARINGHOUSE REFERRAL	0	0	2	415	671
HCBS TEAM REFERRAL	0	0	0	56	35
OTHER KDADS CONTACT/REFERRAL	57	162	152	224	171
STATE OR COMMUNITY AGENCY REFERRAL	45	227	223	279	299
DISABILITY RIGHTS AND/OR KLS REFERRAL	40	66	27	17	11

For information on timeliness of response to request, refer to page 12.

<b>Action Taken Staff Contact Organization (New Categories)</b>	<b>Q4/2018</b>
Clearinghouse	166
KDADS-Behavior Health	3
KDADS-HCBS	17
KDADS-Health Occ. Cred.	1
KDHE-Eligibility	11
KDHE-Program Staff	12
KDHE-Provider Contact	11
KMAP	4
DCF	6
Aetna	1
Amerigroup	11
Sunflower	14
UnitedHealthcare	6
<b>ACTION TAKEN STAFF CONTACT ORGANIZATION TOTAL</b>	<b>263</b>

5. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue remained relatively the same from 3<sup>rd</sup> to 4<sup>th</sup> quarter. The improvement in 3<sup>rd</sup> 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.

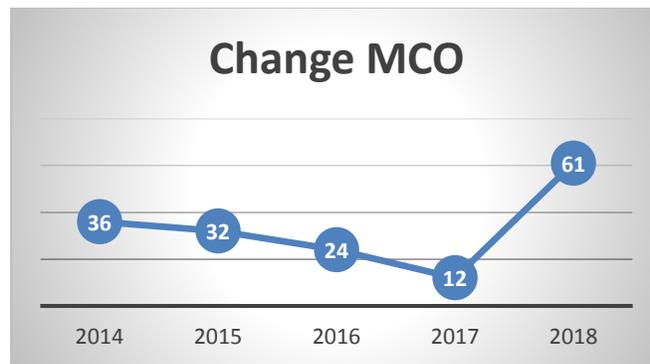
The percent of files closed by the end of the quarter has improved overall from 2017 to 2018; with fourth quarter 2018 at 97%. We have placed an increased emphasis on going back through cases for the quarter and see if they have been resolved and closing them out (for staff and volunteers). In 2017 and prior, the process of going back and reviewing cases to close them was done mostly by one person.

	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%

## VIII. Trends in Data

### A. Changing MCOs

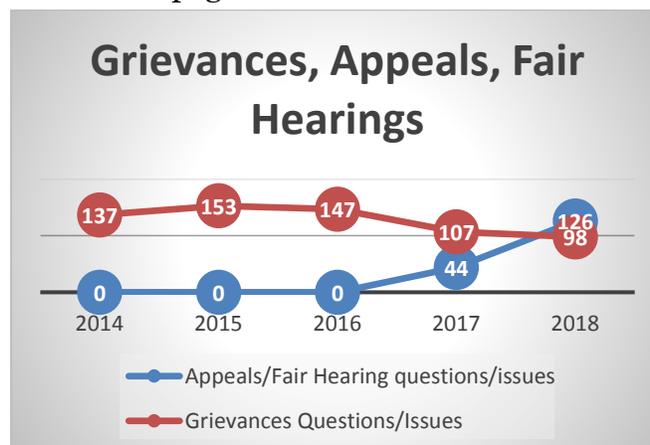
The issue, concern or questions about selecting or changing an MCO increased from 2017 to 2018 after being in a downward trend prior to that. This is probably due, in large part, to the open enrollment for KanCare during 4<sup>th</sup> quarter. The KanCare Ombudsman Office has a fact sheet that we may provide about changing MCO's in addition to talking with a member about their concerns. The [Selecting – changing an MCO fact sheet](#) is also found on the KanCare Ombudsman webpages.



### B. Grievances, Appeals, Fair Hearings

This issue was all combined for over three years. Late in 2017, Grievances was pulled out as a separate issue and the data for all three was left in that category for prior years. If you combine the data for 2017 the number is similar to prior years. Combining the data for 2018 shows a significant increase and a higher number of calls regarding appeal and fair hearings during 2018. (151 in 2017 vs. 224 in 2018)

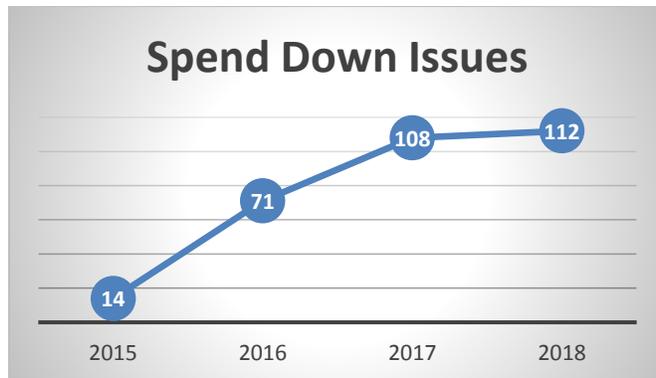
The KanCare Ombudsman Office has [multiple documents](#) available for members regarding grievances, appeals and fair hearings for eligibility, managed care organizations (MCO) and fee for service to mail, email or find on the web pages.



### C. Spenddown Issues

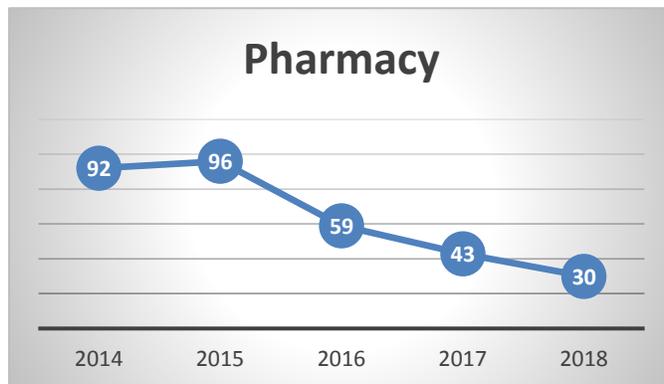
The Spenddown issue has continued to increase as a member concern since the KanCare Ombudsman Office started tracking it in late 2015.

The KanCare Ombudsman Office has a fact sheet that we may provide about the Medicaid spenddown in addition to talking with a member about their concerns. The Spenddown fact sheet also found on the KanCare Ombudsman webpages.



### D. Pharmacy

Pharmacy issues continue to decrease since the 2014/2015 high.



## IX. Changes from the past year (Enhancements)

### A. Created KanCare Ombudsman Accessibility Guidelines

The KanCare Ombudsman Volunteer Coordinator created a 94-page accessibility guideline for use with Word and PowerPoint. The Contents is 4 pages long to enable the user to find the information they need easily. This is part 1 of 2 for completing our goal for cultural competency regarding readability and following the Americans with Disabilities Amendment Act.

This document was emailed to state agency partners and the managed care organizations to assist them with reaching their cultural competency goals.

## **B. Created and made accessible - General Information Fact Sheets**

KanCare Ombudsman General Information Fact Sheets are information pages that provide an overview of Medicaid programs and Medicaid-related programs or topics. Many were created in 2018. If they were already available, they were complete revised to follow the Accessibility Guidelines (noted above.)

The list of General Information Fact Sheets available to members, providers and other interested parties is:

- ADA and Deaf-HH Fact Sheet (see example, Appendix B-page 26)
- Adult Disabled Child Fact Sheet
- Early Detection Works Fact Sheet
- MediKan Fact Sheet
- MSP Extra Help Fact Sheet
- Refugee Immigration Fact Sheet
- Selecting-Changing an MCO Fact Sheet
- SSI vs. SSDI Fact Sheet
- Physical Disability Waiver Fact Sheet
- Frail Elderly Waiver Fact Sheet
- Traumatic Brain Injury Fact Sheet
- Autism Fact Sheet

## **C. Website: updated the Grievance, Appeal and Fair Hearing section**

Changed the format of the [website page](#) to reflect the organization the issue is with and then an explanation of what is available for that organization.

1. Eligibility (Clearinghouse)
  - Grievance
  - Fair Hearing
2. Managed Care Organizations
  - Grievance
  - Appeals
  - Fair Hearing
3. Fee for Service
  - Grievance
  - Fair Hearing

## **X. Appendix A – Outreach by Ombudsman’s office**

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

- Participated in Friends and Family Advisory Council meeting: (January 9, 2018)
- Staffed booth at the Wichita State Volunteer Fair on January 22, 2018 – approximately 450 attendees
- Indian Creek Library (Olathe, KS) (February 2, 2018)
- Participated in KanCare Long Term Care meeting: (February 8, 2018)
- Provided written testimony to Bob Bethell KanCare Oversight Committee: (February 16, 2018)
- Participated in KanCare Advisory Workgroup meeting (February 21, 2018)
- Keeler Women’s Center (Kansas City, KS) (February 28, 2018)
- Staffed booth and networked with other organizations at the Wichita State Health Fair on February 28, 2018 – approximately 450 attendees
- Staffed booth at the Wichita State POWER Conference on March 2, 2018 – approximately 200 attendees
- Provided resources at the KCDHH Deaf and Hard of Hearing Day at the Capital (Topeka, KS) (March 6, 2018)
- Participated in KanCare Long-Term Care meeting: (March 8, 2018)
- Attended the Quarterly VISTA Training and shared about the Ombudsman on March 8, 2018 – approximately 20 attendees
- Attended the TA HCBS Wavier Listening Session (Olathe, KS) (March 13, 2018)
- Provided information at the KanCare Advisory Council Meeting: (March 27, 2018)
- Displayed resources at the Wichita State Health Professions Career Day March 28, 2018 – approximately 75 attendees
- Provided KanCare Ombudsman information at KDHE Eligibility Training (Topeka, KS) (March 29, 2018)
- Life Patterns, HCBS Provider Event (Topeka, KS) (March 31, 2018)
- Mid-Kansas Community Action Program: Sent brochures and outreach/recruitment flyers to administrative assistant. Put Ombudsman brochures and outreach/recruitment flyers in the mail on April 11, 2018.
- E.C. Tyree Clinic: Mailed brochures and outreach flyer to hang up in their office.
- Garden City Eligibility Worker: Mailed KanCare brochures, and outreach/recruitment flyers to KanCare Eligibility Worker, for her to hang in her office, and pass on to Genesis Family Health Center.
- Salina Eligibility Worker: Mailed outreach/recruitment flyers to KanCare Eligibility worker, for her to hang in her office, and pass on to Salina Family Healthcare Center.

- Wichita Eligibility Worker: Mailed KanCare brochures, and outreach/recruitment flyers to KanCare Eligibility Worker Sandra, for her to hang in her office.
- Kansas City Eligibility Worker: Mailed KanCare brochures, and outreach/recruitment flyers for KanCare Eligibility Worker, for her to hang in her office, and pass on to Vibrant Health Wyandotte.
- Tabled at the Governors Public Health Conference on April 4, 2018 to help with outreach efforts to providers and other organizations that assist Medicaid consumers.
  - Approximately 300 attendees.
- Tabled in the Community Resource area of the Via Christi Medical Mission at Home: Day of Free Healthcare on April 14, 2018, to recruit possible volunteers and perform outreach to consumers.
  - Approximately 235 consumers and 900 volunteers attended the event.
- Presented first quarter report and written testimony at the Robert Bethel Home and Community Based Services/HCBS and KanCare Oversight Committee; April 23, 2018.
- Kickapoo Nation 18<sup>th</sup> Annual Health Fair, Horton, April 17, 2018
- Legacy Christian Church Annual Global Vision Night; Overland Park, KS; April 29, 2018
- 2018 Employment First Summit; Topeka, KS; May 30 & 31, 2018
- Presented first quarter report to the KanCare Advisory Council; May 30, 2018.
- Presentation to Resource Center for Independent Living (RCIL) regarding Ombudsman's office, June 14, 2018.
- Positive Aging Day; Wichita, KS; June 26, 2018
- Shared information with Long Term Care Committee on KanCare Ombudsman's office through first quarter report and updates, April 12, 2018, May-written only due to on-line meeting, June 14, 2018.
- Performed outreach to approximately 100 providers and consumers regarding the Ombudsman's Office and our services at the KDHE Wichita Open Enrollment Forum on October 1, 2018
- Open Enrollment Education Meetings for Members and Providers; Topeka, KS; October 1, 2018
- 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 October 2, 2018.
- Attended and provided assistance as needed at Olathe MCO Open Enrollment, October 2, 2018
- Performed outreach to approximately 30 providers and consumers regarding the Ombudsman's Office and our services at the KDHE Pittsburg Open Enrollment Forum on October 3, 2018.

- Tabled at the Kansas Public Health Association Conference on October 2, 2018 to 231 attendees regarding the Ombudsman Office's services and our liaison training opportunities.
- Vending table at the Olathe MCO provider training; October 4, 2018
- Presented at the Andover Senior Center on October 5, 2018 to approximately 30 seniors regarding our volunteer opportunities and services.
- Presented at the Andover Senior Center on October 5, 2018 to approximately 30 seniors regarding our volunteer opportunities and services.
- Presented at the Derby Senior Center on October 11, 2018 to approximately 10 seniors regarding our volunteer opportunities and services.
- Spoke to Shaunna Millar's Social Welfare Policy Class at Wichita State on October 11, 2018 about the Ombudsman Office's internship opportunities to approximately 35 students.
- Presented at the Derby Senior Center on October 11, 2018 to approximately 10 seniors regarding our volunteer opportunities and services.
- Spoke to Sonja Armbruster's US Healthcare Administration class at Wichita State on October 11, 2018 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 October 16, 2018.
- Attended the Sedgwick County CDDO Community Council Meeting on October 19, 2018 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 October 20, 2018.
- 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 October 22, 2018.
- Spoke to Hana Shahin's Introduction to Community Psychology Class at Wichita State on October 23, 2018 about the Ombudsman Office's internship opportunities to approximately 25 students.
- Vending table at the 2018 NAMI Conference; Topeka, KS; October 12-13, 2018.
- Overview of Protected Income Limit and Client Obligation for Big Tent Coalition, Topeka, October 11, 2018
- Presentation on KanCare; Norton, KS Senior Center; Norton, KS; October 19, 2018
- 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, 2018

- Provided written report to Bob Bethell HCBS KanCare Oversight Joint Committee, Nov. 8-9, 2018
- Participated in Kansas Meaningful Measures Committee meeting; Nov. 16, 2018
- Vending table at Hearing Loss Summit; Overland Park, KS; November 17, 2018
- Overview of KanCare Ombudsman's office with KanCare Inspector General, Sara Fertig; Topeka; November 28, 2018
- Vending table at the Heartland Conference; Kansas City, KS; December 6 and 7, 2018
- Presented at the Butler County Aging Network Meeting about the Ombudsman Office and our services; El Dorado; Dec. 6, 2018
- Overview of KanCare Ombudsman's office for Aetna Member Advocate team; Dec. 12, 2018
- Presented at the Disability Advocates 4 Action (organization) about the Ombudsman Office and our services; Wichita; Dec. 12, 2018
- Provided written report for KanCare Advisory Council meeting and open forum; Dec. 14, 2018
- Project Eagle Presentation on KanCare for those with non-US Citizen, status; Kansas City, KS; December 14, 2018

## **B. Outreach through Publications**

- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (Jan, Feb, March 2018)
- Library Main Administration to be distributed to all Wichita libraries; January 18, January 23, and January 30, 2018
- New Spring Church; January 23, 2018
- River Community Church; January 23, 2018
- Tabernacle Bible Church; January 23, 2018
- Reflection Ridge Retirement Community; January 11, 2018
- Holiday Retirement; January 30, 2018
- Presbyterian Manors; January 30, 2018
- Future Healthcare Professionals at WSU; February 28, 2018
- Summit Church; February 27, 2018
- Midway Baptist Church; February 27, 2018
- Calvary Baptist Church; February 27, 2018
- Healthcare Sciences Program at NU; March 7, 2018
- HEALTH Organization at WSU; March 13, 2018
- Oxford Grand Retirement Community; March 15, 2018
- Submitted ombudsman outreach advertisement to the Community Health Worker newsletter; March 21, 2018
- Shepherd's Voice; Kansas City, KS; March 2018
- Livable Neighborhoods Task Force; Kansas City, KS; March 2018

- Olathe Public Library (Johnson Co.) (April, May, June 2018)
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (April, May, June 2018)
- Labette Center for Mental Health Service: Emailed newsletter info and photo to be posted on Facebook and in their community newsletter. April 2018
- South Central Mental Health Counseling Center: Emailed outreach advertisements on April 9, 2018. They are posting our website link on their online resources page and forwarding the information to each office to post on their news boards.
- Nazarene Nursing Program – e-newsletter (Counties: Johnson, Douglas and Wyandotte) (June 2018)
- Johnson County Community College – flyer posted (Counties: Johnson) (June 2018)
- Johnson County Library – Shawnee – flyer posted (Johnson County) (June 2018)
- Johnson County Library – Corinth – e newsletter -(located in Prairie Village) (Johnson County) (June 2018)
- Olathe Family YMCA – flyer
- First Christian Church of Olathe – e-newsletter; Counties: Johnson (August 2018)
- Second Baptist Church of Olathe – Flyer posted; Counties: Johnson (August 2018)
- Statewide Community Health Workers monthly newsletter, September
- Shepherd’s Voice; Kansas City, KS (July, August 2018)
- Livable Neighborhoods Task Force; Kansas City, KS (July, August 2018)
- Golden Years Newspaper; Counties: Franklin, Osage, Anderson, Linn, Coffey (July, Aug, Sept 2018)
- Olathe Public Library; Olathe, KS (July, August, September 2018)
- 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 October 15-10, 2018.
- Hung a recruitment flier in the common area of the Wichita Public Library Westlink Branch on October 20, 2018
- 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 November 28, 2018 and put in their resident newsletter.
- Delivered a volunteer flier to be hung in the common area of Reflection Ridge Retirement Community on November 28, 2018 and put in their resident newsletter.
- Delivered a volunteer flier to be hung in the common area of Grassland Estates on November 28, 2018 and put in their resident newsletter.
- Delivered a volunteer flier to be hung in the common area of Park West Plaza Retirement Community on November 28, 2018 and put in their resident newsletter.
- Left an invitation for staff at Country Acres Senior Residences to the Sedgwick County Liaison Training on November 28, 2018. 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 November 28, 2018. 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 November 28, 2018. 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 November 28, 2018. Also delivered a volunteer flier to be hung in the common area and put in their resident newsletter.

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

- Kansas Commission on the Deaf and Hard of Hearing (Topeka, KS) – working to bring ASL volunteers to our volunteer offices (February 2018)
- Refugee and Immigration Department of Catholic Charities (Wyandotte, Co.) – working to increase ability to direct and assist refugees and immigrants in accessing medical assistance programs in Kansas

#### ***Liaison Trainings with Community Partners***

- Liaison Training, Community Empowerment Institute, Wichita, June 1, 2018
- Liaison Training, Labette County, Southeast Kansas Independent Living (SKIL), June 12, 2018
- Liaison Training, Lawrence, KS, June 15, 2018
- Conducted liaison training in Geary Co.; Junction City, KS (July 9, 2018)

- Conducted liaison training in *Ford County* at the Southwest Kansas Area Agency on Aging, July 10, 2018
- Conducted liaison training in *Rice County*, sponsored by the Rice County Council on Aging, August 12, 2018
- Conducted liaison training in Sedgwick County at the Wichita downtown Senior Center, August 24, 2018.
- Conducted liaison trainings in Cowley County, Arkansas City Senior Center. on September 12, 2018
- Conducted liaison trainings in *Finney County* at the Finney County Health Department, September 24, 2018.
- 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 December 3, 2018.

## KanCare General Information Fact Sheet



### Americans with Disability Amendment Act Fact Sheet Accommodations and Auxiliary Services for Deaf and Hard of Hearing

## **XI. Appendix B**

### **A. General Information**

Passed by Congress in 1990, the Americans with Disabilities Act (ADA) is the nation's first comprehensive civil rights law addressing the needs of people with disabilities, prohibiting discrimination in employment, public services, public accommodations, and telecommunications.<sup>1</sup> The ADA Amendments Act of 2008 (ADAAA) was enacted on September 25, 2008, and became effective on January 1, 2009. The law made several significant changes to the definition of “disability” under the Americans with Disabilities Act (ADA). It also directed the U.S. Equal Employment Opportunity Commission (EEOC) to amend its ADA regulations to reflect the changes made by the ADAAA.<sup>2</sup>

### **B. The Justice Department’s ADA Rulemaking History**

The Department originally published its ADA title II (state and local government) and title III (businesses, medical offices, entertainment, etc.) regulations on July 26, 1991, including the 1991 ADA Accessibility Guidelines (1991 Standards). The original law required Title II entities to provide auxiliary aides and services for people with disabilities.

On September 15, 2010 the Department published final regulations revising the Department’s ADA regulations, including the adoption of updated ADA Standards for Accessible Design (2010 Standards). The revised final rules went into effect on March 15, 2011. Compliance with the 2010 Standards was required on March 15, 2012, except that compliance with the requirements in the 2010 Standards with respect to existing swimming pools was subsequently extended to January 31, 2013. (77 FR 30174 (May 21, 2012)).

On July 15, 2016, Attorney General Loretta Lynch signed a final rule revising the ADA title II and III regulations to implement the requirements of the ADA Amendments Act of 2008. The final rule was published in the Federal Register on August 11, 2016, and took effect 60 days after publication, on October 11, 2016. Congress enacted the ADA Amendments Act to

clarify the meaning and interpretation of the ADA definition of “disability” to ensure that the definition of disability would be broadly construed and applied without extensive analysis.

The title III regulation was again revised on November 21, 2016, when Attorney General Loretta Lynch signed a final rule that further clarified a public accommodation’s obligation to provide appropriate auxiliary aids and services for people with disabilities. The final rule provides that public accommodations that own, operate, or lease movie theaters are required to provide closed movie captioning and audio description whenever showing a digital movie that is produced, distributed, or otherwise made available with these features. The final rule was published in the Federal Register on December 2, 2016, and took effect 45 days after publication, on January 17, 2017.<sup>3</sup>

### **C. Technical Assistance**

The Department of Justice operates a toll-free ADA Information Line to provide information and materials to the public about the requirements of the ADA. ADA Specialists, who assist callers in understanding how the ADA applies to their situation, are available on Monday, Tuesday, Wednesday, and Friday from 9:30 a.m. until 5:30 p.m. (Eastern Time) and on Thursday from 12:30 p.m. until 5:30 p.m. (Eastern Time). Calls are confidential. To get answers to technical questions, obtain general ADA information, order free ADA materials, or ask about filing a complaint, please call: 800-514-0301 (voice); 800-514-0383 (TTY).<sup>4</sup>

### **D. Kansas Commission for the Deaf and Hard of Hearing (KCDHH)**

KCDHH maintains a listing of persons qualified in various types of interpreting, as supported by K.S.A. 75-5393(b) (11), which KCDHH through its Executive Director provides for a program of regulation and certification of interpreters for the deaf, hard of hearing and speech-impaired individuals. The KCDHH administers the statewide registration of all interpreters in place of a certification system, of which either system is made available by K.S.A. 75-4355b, et seq.<sup>5</sup> KCDHH staff can answer questions about where to find other kinds of accommodations if someone asks for a service other than interpreters, like CART, audio loop. They may also be able to suggest providers in the area. Contact 785-368-8034 or VP 785-246-5077.

## E. Better Understanding of Accessibility

While accessibility is often used to describe facilities or amenities to assist people with disabilities, as in "wheelchair accessible", the term can extend to Braille signage, website design, sign language interpreters, and so on.<sup>6</sup>

The ADA requires that title II entities (state and local governments) and title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with people with these disabilities is equally effective as communication with people without disabilities.

- The key to communicating effectively is to consider the nature, length, complexity, and context of the communication and the person's normal method(s) of communication.
- The goal is to ensure that communication with people with disabilities is as effective as communication with people without disabilities.<sup>7</sup>
- The rules apply to communicating with the person who is receiving the covered entity's goods or services as well as with that person's parent, spouse, or companion in appropriate circumstances.<sup>8</sup>
- Since people communicate differently, it is the responsibility of the individual who is Deaf/HH to let businesses/agencies know the specific accommodation they are requesting. Requests for accommodation should give a business/agency a reasonable amount of time to provide the accommodation. Requests for accommodations made in writing are easier to track.<sup>9</sup>

## F. Auxiliary Aids and Services

The ADA uses the term “auxiliary aids and services” (“aids and services”) to refer to the ways to communicate with people who have communication disabilities.

- For people who are deaf, have hearing loss, or are deaf-blind, this includes providing a qualified notetaker; a qualified sign language interpreter, oral interpreter, cued-speech interpreter, or tactile interpreter; real-time captioning; written materials; or a printed script of a stock speech (such as given on a museum or historic house tour). A “qualified” interpreter means someone who can interpret effectively, accurately, and impartially, both receptively (i.e., understanding what the person with the disability is saying) and expressively (i.e., having the skill needed to convey information back to that person) using any necessary specialized vocabulary.
- For people who have speech disabilities, this may include providing a qualified speech-to-speech transliterator (a person trained to recognize unclear speech and repeat it clearly), especially if the person will be speaking at length, such as giving testimony in court, or communicating with someone who uses a communication board. In some situations, keeping paper and pencil on hand so the person can write out words that staff cannot understand may provide effective communication. Staff should always listen attentively and not be afraid or embarrassed to ask the person to repeat a word or phrase they do not understand.

In addition, aids and services include a wide variety of technologies including:

- assistive listening systems and devices
- open captioning, closed captioning, real-time captioning, and closed caption decoders and devices
- telephone handset amplifiers, hearing-aid compatible telephones, text telephones (TTYs), videophones, captioned telephones, and other voice, text, and video-based telecommunications products
- Real time captioning (also known as computer-assisted real-time transcription, or CART)
- Video relay service (VRS)
- Video remote interpreting (VRI)<sup>10</sup>

## **G. For More Information:**

- Kansas Commission for Deaf and Hard of Hearing (KCDHH) - For additional information and/or to make a request for appropriate forms, documents or interpreter assistance, please contact KCDHH at 785-368-8034 or VP 785-246-5077 or website at: <http://www.dcf.ks.gov/services/RS/Pages/KCDHH.aspx>
- Effective Communication; ADA requirements from the U.S. Department of Justice/Civil Rights Division: <https://www.ada.gov/effective-comm.htm> (Very informative)
- Fact Sheet from the Office for Civil Rights: Your Rights under the ADA <https://www.hhs.gov/sites/default/files/ocr/civilrights/resources/factsheets/ada.pdf>
- Deaf Rights: What you need to know: [https://www.huffingtonpost.com/lydia-l-callis/deaf-rights-what-you-need-to-know\\_b\\_5688351.html](https://www.huffingtonpost.com/lydia-l-callis/deaf-rights-what-you-need-to-know_b_5688351.html)

*Note: This guide is informational only and is not intended to be legal advice. Also, the laws addressed in this guide change frequently based on different courts' interpretations of them.*

## H. References

1. The ADA of 1990; U.S. Equal Employment Opportunity Commission; <https://www.eeoc.gov/eeoc/history/35th/1990s/ada.html>
2. Fact Sheet on the EEOC's Final Regulations Implementing the ADA; U.S. Equal Employment Opportunity Commission; [https://www.eeoc.gov/laws/regulations/adaaa\\_fact\\_sheet.cfm](https://www.eeoc.gov/laws/regulations/adaaa_fact_sheet.cfm)
3. The Americans with Disabilities Act of 1990 and Revised ADA Regulations Implementing Title II and Title III; United States Department of Justice Civil Rights Division; [https://www.ada.gov/2010\\_regs.htm](https://www.ada.gov/2010_regs.htm)
4. ADA Information Line; United States Department of Justice Civil Rights Division; <https://www.ada.gov/infoline.htm>
5. Overview of KCDHH Interpreter Registration; Kansas Department for Children and Families; <http://www.dcf.ks.gov/services/RS/Pages/KCDHH/KQAS.aspx>
6. Askdefine/extensive definition of accessible; <https://accessible.askdefine.com/>
7. Effective Communication; U.S. Department of Justice, Civil Rights Division, Disability Rights Section; <https://www.ada.gov/effective-comm.htm>
8. Effective Communication, Overview; U.S. Department of Justice, Civil Rights Division, Disability Rights Section; <https://www.ada.gov/effective-comm.htm>
9. Americans with Disabilities Act – Effective Communication for the Deaf and People who are Hard of Hearing; p.2; Disability Law Center, Utah's Protection and Advocacy Center; <http://www.ccano.org/wp-content/uploads/2015/01/ADA-Effective-Communication-for-Deaf-and-Hard-of-Hearing.pdf>
10. Effective Communication, Auxiliary Aids and Services; U.S. Department of Justice, Civil Rights Division, Disability Rights Section; <https://www.ada.gov/effective-comm.htm>

## XII. Appendix C – Data by MCO

### A. Amerigroup

ISSUE CATEGORY	2014	2015	2016	2017	2018
Access to Providers (usually Medical)	20	6	6	14	4
Abuse / neglect complaints	0	0	0	0	4
Affordable Care Act Calls	0	0	0	0	1
Appeals/Fair Hearing questions/issues	0	0	0	5	10
Background Checks	0	0	0	1	1
Billing	35	31	26	11	24
Care Coordinator Issues	10	11	9	8	15
Change MCO	6	8	2	2	29
Choice Info on MCO	0	0	0	0	14
Client Obligation	0	0	0	15	26
Coding Issues	0	0	0	5	12
Consumer said Notice not received	0	0	0	1	8
Cultural Competency	0	0	0	0	1
Data Requests	0	0	0	0	1
Dental	16	2	2	1	3
Division of Assets	0	0	0	0	0
Durable Medical Equipment	37	6	6	2	12
Estate Recovery	0	0	0	2	2
Grievances Questions/Issues	13	23	15	18	15
Guardianship	0	1	0	1	0
HCBS Eligibility issues	11	15	17	30	16
HCBS General Issues	25	42	22	32	29
HCBS Reduction in hours of service	9	8	9	4	9
HCBS Waiting List	6	8	1	4	1
Health Homes	0	2	1	2	0
Help understanding mail	0	0	0	0	6
Housing Issues	4	2	3	2	4
Medicaid Application Assistance	0	0	0	1	10
Medicaid Coding	0	0	0	0	0
Medicaid Eligibility Issues	32	33	51	41	44
Medicaid Fraud	0	0	0	0	1
Medicaid General Issues/questions	0	0	0	0	43
Medicaid info (status) update	0	0	0	0	32
Medicaid Renewal	0	0	0	22	23
Medical Services	26	11	13	13	12
Medicare related Issues	0	0	0	5	7
Medicare Savings Plan Issues	0	0	0	1	2
Moving to / from Kansas	0	0	0	2	0
Nursing Facility Issues	7	10	4	5	6
Pain management issues	0	0	0	0	0
Pharmacy	16	10	7	6	4
Prior authorization issues	0	0	0	0	1
Questions for Conference Calls/Sessions	0	0	0	0	0
Respite	0	0	0	0	0
Social Security Issues	0	0	0	0	4

<b>ISSUE CATEGORY</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Spend Down Issues	0	1	8	13	11
Transportation	18	13	4	5	11
Working Healthy	0	0	0	0	2
X-Other	34	53	65	50	41
Z Thank you.	2	3	24	93	179
Z Unspecified	6	4	4	3	7
(NOT IDENTIFIED)	3	7	7	0	0
<b>ISSUE CATEGORY TOTAL</b>	<b>333</b>	<b>303</b>	<b>299</b>	<b>420</b>	<b>687</b>

<b>PROGRAM TYPE</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
PD	19	49	16	36	24
I/DD	12	23	24	25	20
FE	5	13	9	19	25
AUTISM	1	3	1	2	1
SED	4	3	3	7	8
TBI	11	11	10	8	10
TA	6	7	8	9	3
WH	0	0	0	1	2
MFP	1	2	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	4	6	5	4	1
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	5	7	3	7	10
<b>PROGRAM TYPE TOTAL</b>	<b>68</b>	<b>124</b>	<b>79</b>	<b>118</b>	<b>104</b>

## B. Sunflower

ISSUE CATEGORY	2014	2015	2016	2017	2018
Access to Providers (usually Medical)	12	5	4	12	13
Abuse / neglect complaints	0	0	0	0	3
Affordable Care Act Calls	0	0	0	1	1
Appeals/Fair Hearing questions/issues	0	0	0	2	9
Background Checks	0	0	0	0	1
Billing	46	40	30	23	22
Care Coordinator Issues	32	11	6	10	6
Change MCO	19	11	5	3	9
Choice Info on MCO	0	0	0	0	1
Client Obligation	0	0	0	17	13
Coding Issues	0	0	0	6	15
Consumer said Notice not received	0	0	0	0	10
Cultural Competency	0	0	0	0	0
Data Requests	0	0	0	0	0
Dental	11	4	3	3	8
Division of Assets	0	0	0	0	1
Durable Medical Equipment	35	23	9	5	4
Estate Recovery	0	0	0	1	0
Grievances Questions/Issues	76	66	35	17	16
Guardianship	3	1	0	1	3
HCBS Eligibility issues	22	16	15	29	24
HCBS General Issues	34	44	30	23	32
HCBS Reduction in hours of service	19	19	4	3	2
HCBS Waiting List	5	3	1	3	1
Health Homes	0	5	2	0	0
Help understanding mail	0	0	0	0	6
Housing Issues	8	2	0	3	3
Medicaid Application Assistance	0	0	0	6	5
Medicaid Coding	0	0	0	0	0
Medicaid Eligibility Issues	30	60	52	49	42
Medicaid Fraud	0	0	0	0	2
Medicaid General Issues	0	0	0	0	46
Medicaid info (status) update	0	0	0	0	26
Medicaid Renewal	0	0	0	25	17
Medical Services	53	26	15	14	11
Medicare related Issues	0	0	0	2	8
Medicare Savings Plan Issues	0	0	0	1	7
Moving to / from Kansas	0	0	0	1	1
Nursing Facility Issues	3	9	10	4	4
Pain management issues	0	0	0	0	0
Pharmacy	38	31	13	8	7
Prior authorization issues	0	0	0	0	3
Questions for Conference Calls/Sessions	2	1	0	0	0
Respite	0	0	0	0	0
Social Security Issues	0	0	0	1	2
Spend Down Issues	0	4	8	13	7
Transportation	11	12	8	9	6

<b>ISSUE CATEGORY</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Working Healthy	0	0	0	0	3
X-Other	38	55	75	63	40
Z Thank you.	6	14	32	109	165
Z Unspecified	19	5	1	4	7
(NOT IDENTIFIED)	6	0	1	0	0
<b>ISSUE CATEGORY TOTAL</b>	<b>522</b>	<b>467</b>	<b>358</b>	<b>471</b>	<b>612</b>

<b>PROGRAM TYPE</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
PD	27	42	27	31	31
I/DD	33	27	22	34	15
FE	11	20	9	18	9
AUTISM	4	8	1	2	1
SED	3	5	2	1	2
TBI	11	7	6	4	7
TA	10	17	9	5	2
WH	0	0	0	1	3
MFP	3	3	4	1	1
PACE	0	1	0	0	0
MENTAL HEALTH	3	8	6	2	0
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	4	10	15	16	8
<b>28PROGRAM TYPE TOTAL</b>	<b>109</b>	<b>148</b>	<b>101</b>	<b>115</b>	<b>79</b>

## C. UnitedHealthcare

ISSUE CATEGORY	2014	2015	2016	2017	2018
Access to Providers (usually Medical)	10	8	5	8	0
Abuse / neglect complaints	0	0	0	1	3
Affordable Care Act Calls	0	0	0	0	0
Appeals/Fair Hearing questions/issues	0	0	0	5	13
Background Checks	0	0	0	0	0
Billing	29	20	13	13	20
Care Coordinator Issues	6	11	3	9	15
Change MCO	7	7	7	6	6
Choice Info on MCO	0	0	0	0	2
Client Obligation	0	0	0	12	23
Coding Issues	0	0	0	3	6
Consumer said Notice not received	0	0	0	0	3
Cultural Competency	0	0	0	0	0
Data Requests	0	0	0	0	1
Dental	5	4	6	6	3
Division of Assets	0	0	0	1	1
Durable Medical Equipment	12	9	1	5	1
Estate Recovery	0	0	0	1	0
Grievances Questions/Issues	20	24	16	10	10
Guardianship	3	1	1	1	1
HCBS Eligibility issues	7	12	12	25	17
HCBS General Issues	27	28	21	16	34
HCBS Reduction in hours of service	11	9	4	4	1
HCBS Waiting List	4	6	4	0	3
Health Homes	0	5	1	0	0
Help understanding mail	0	0	0	0	12
Housing Issues	6	4	0	1	1
Medicaid Application Assistance	0	0	0	4	15
Medicaid Coding	0	0	0	0	0
Medicaid Eligibility Issues	23	33	32	42	44
Medicaid Fraud	0	0	0	0	1
Medicaid General Issues/questions	0	0	0	0	39
Medicaid info (status) update	0	0	0	0	19
Medicaid Renewal	0	0	0	14	19
Medical Services	21	17	9	8	18
Medicare related Issues	0	0	0	3	2
Medicare Savings Plan Issues	0	0	0	1	7
Moving to / from Kansas	0	0	0	0	2
Nursing Facility Issues	2	13	7	7	9
Pain management issues	0	0	0	0	1
Pharmacy	13	18	14	4	8
Prior authorization issues	0	0	0	0	1
Questions for Conference Calls/Sessions	0	1	0	0	0
Respite	0	0	0	0	1
Social Security Issues	0	0	0	0	2
Spend Down Issues	0	2	3	9	20
Transportation	7	11	1	7	10

<b>ISSUE CATEGORY</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
Working Healthy	0	0	0	0	2
X-Other	20	48	67	57	25
Z Thank you.	1	3	31	96	175
Z Unspecified	4	1	2	10	3
(NOT IDENTIFIED)	2	1	4	0	0
<b>ISSUE CATEGORY TOTAL</b>	<b>238</b>	<b>295</b>	<b>260</b>	<b>389</b>	<b>599</b>

<b>PROGRAM TYPE</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>	<b>2018</b>
PD	14	37	13	20	24
I/DD	10	17	14	22	13
FE	9	10	14	21	13
AUTISM	0	1	1	1	0
SED	2	4	1	1	6
TBI	7	6	3	5	5
TA	3	6	2	3	3
WH	0	0	0	0	4
MFP	3	3	6	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	3	6	2	3	2
SUB USE DIS	1	0	0	0	0
NURSING FACILITY	2	5	7	16	12
<b>PROGRAM TYPE TOTAL</b>	<b>54</b>	<b>95</b>	<b>63</b>	<b>92</b>	<b>82</b>