



KanCare Ombudsman Office

ANNUAL REPORT 2019

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II. Highlights/Dashboard

A. Annual Report - new information

The KanCare Ombudsman Office is providing information on activity and outcome as well as trends for this annual report.

1. Activity and Outcome:
 - Accessibility by Ombudsman Office (page 5)
 - Outreach by Ombudsman Office (page 7)
 - Data by Issue Category (page 13)
2. Trends:
 - Outreach by the Ombudsman Office (page 7)
 - Data by Office Location (page 10)
 - Data by Program Type (page 12)
 - Data by Issues Categories (page 15 and 16)
 - Recap of Trends in Data (page 20)

B. Enhancements or changes in 2019

1. Volunteer Agreement

The KanCare Ombudsman Office updated the Volunteer Agreement to be easier to read/understand and still be in line with state agreements.
2. Pilot survey:

The KanCare Ombudsman Office did a pilot in Wichita to track the benefits of the services provided by the KanCare Ombudsman Office (page 21 and 22)
3. Improvements to Data Reporting (page 22)
 - More options for tracking member contacts.
 - Added more options in program type
 - Moved Issues Category to three sections for easier tracking and reporting
 - Added a few reports so the data is pulled through the system rather than keeping the numbers on a spreadsheet.
 - Added Priorities for data tracking purposes as well as tracking members that need to be prioritized. (HCBS, LTC, Urgent Medical Need, Urgent and Life Threatening.)

III. KanCare Ombudsman Office Purpose

The KanCare Ombudsman Office helps Kansas Medicaid beneficiaries and applicants, with a priority on individuals participating long-term care services through KanCare.

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

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

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

This annual report provides updates about the KanCare Ombudsman Office activities; see the Outreach section – page 6, and information collected (data) starting on page 7.

IV. Accessibility by Ombudsman’s Office

A. Initial Contacts

Activity: The KanCare Ombudsman Office was available to members and potential members of KanCare (Medicaid) by phone, email, written communication, social media, and in person during 2019.

Outcome:

The KanCare Ombudsman Office has helped an increasing number of KanCare members and applicants over the last several years, starting in 2016 with the beginning of trained volunteer help in the two satellite offices (Olathe and Wichita). For the last two years, total quarterly contacts have averaged around 1,000. Fourth quarter took a dip in contacts, however January 2020 had over 360 contacts which is a normal monthly contact number.

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	970	1,040	3,670
2018	1,214	1,059	1,088	1,124	4,485
2019	1,060	1,097	1,071	915	4,143

B. Accessibility through the KanCare Ombudsman Volunteer Program

The Kancare Ombudsman Office has two satellite offices; one in Olathe and one in Wichita. Both satellite offices answer KanCare questions, help with issues and 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 over 20 hours per week in serving KanCare beneficiaries.

The Olathe and Wichita offices each have one volunteer in training (not listed below). 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	M: 9am-4pm T:9am-4pm W:10am-2pm Th: 9am-12:30pm F: 9am-12:30pm	5	25	913, 785, 816
Wichita Satellite Office	M: 9am-1pm T: 10am-2pm W: 1:30-3:30pm Th: 10am-2pm F: 9am-4:30pm	5	21.5	316, 620

Information as of 2/6/2020

V. Outreach by Ombudsman's office

Activity: The KanCare Ombudsman Office is responsible to help beneficiaries and applicants to understand the KanCare application process, benefits and services, and provide training and outreach to community organizations. The office does this through education, publications and training.

Outcome: The outreach for 2019 is down significantly from past years. In June of 2019 the part-time staff member on loan from the Governor's office was recalled to full-time in her area. That part-time person helped the Topeka office with complex calls and call volume in general. Our office has been short-staffed since that time and had to reprioritize all staff duties to ensure KanCare members and applicants received timely responses. Outreach and community/organizational meetings have stopped except in very limited instances. There have been no Liaison trainings in 4th quarter. Requests for speaking engagements are being pushed back to fall 2020.

For complete Outreach listing for 2019, see Appendix A, starting on page 23.

Trend: Outreach and Education

The KanCare Ombudsman Office went from 136 in 2018 to 82 events or publications in 2019 (8 in 4th quarter). This decrease in outreach is because staff duties were reprioritized starting in June due to loss of part-time person on loan to our office and loss of staff (turnover) in the Wichita office and time needed to train.

B. Data by Office Location

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

The Topeka and Olathe offices are up in calls while Wichita is significantly down in calls. This is due to a hiring and training a new staff person in Wichita. During this time, extra calls were sent to the Topeka and Olathe offices.

Contacts by Office	2018	2019
Main - Topeka	2,428	2,452
Olathe	549	772
Wichita	1,507	927
Total	4,484	4,151

Trend:

Wichita is down significantly from 2018 in initial contacts. This is due mainly because there was staff turnover in the summer. We were without a staff supervisor for the VISTA and volunteers for three months. Once the new person was hired, there is a two-month training and mentoring process. This transition also resulted in less outreach in the southern part of Kansas, which we believe impacted these numbers as well.

C. **Data by Contact Method**

During 2019 we created a new listing below called Social Media. Since the KanCare Ombudsman Office is on Facebook, there are instances when people will contact us for help through Facebook.

Face-to-face contacts are usually through:

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

Contact Method	2017	2018	2019
Telephone	3,112	3,868	3,596
Email	517	545	506
Letter	2	8	9
Face-to-Face Meeting	30	58	31
Other	11	5	6
Social Media	0	0	3
CONTACT METHOD TOTAL	3,672	4,484	4,151

D. **Data by Caller Type**

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

Provider issues are a combination of providers calling to assist a member or applicant having issues, or provider billing issues which we forward to Kansas Department of Health and Environment (KDHE).

CALLER TYPE	2017	2018	2019
Provider	492	369	339
Consumer	2,927	3,884	3,554
MCO Employee	44	19	27
Other Type	209	212	231
CALLER TYPE TOTAL	3,672	4,484	4,151

E. Data by Program Type

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

Five program types have been added during 2019 (highlighted in gray):

- Foster Care
- MediKan
- Institutional Transition from
 - Long Term Care/Nursing Facility (LTC/NF)
 - Mental Health/Behavioral Health (MH/BH)
 - Prison/Jail

PROGRAM TYPE	2017	2018	2019
PD	154	143	122
I/DD	200	124	123
FE	128	110	124
AUTISM	7	8	10
SED	18	26	35
TBI	27	32	43
TA	27	18	29
WH	4	20	10
PACE	2	0	9
MENTAL HEALTH	17	8	14
SUB USE DIS	0	0	4
NURSING FACILITY	251	155	135
FOSTER CARE	0	0	3
MEDIKAN	0	0	12
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	6
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	3
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0
PROGRAM TYPE TOTAL	838	645	683

Trend:

There was an increase in renewal calls regarding the Technology Assistive HCBS waiver in 2019. The Ombudsman Office noted it in October of 2019. An email was sent to KDHE requesting a review of why there seemed to be an increase. The researched the cases and found a technical error in processing the renewals for that waiver. It was fixed immediately. They will be monitoring the TA waivers for some time to verify that the issue does not reappear.

F. Data by Priorities

Priority Data is new data that started in 3rd quarter, 2019. The Ombudsman Office is tracking priorities for two purposes:

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

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 – non-medical need that needs to be resolved in the next 7-10 days; could be eviction from home or nursing facility or urgent financial.
- Life Threatening – If not resolved in 1-4 days person’s life could be endangered. (should not be used very often.)

PRIORITY	Q3,4 2019
HCBS	99
Long Term Care / NF	36
Urgent Medical Need	46
Urgent	52
Life Threatening	14
PRIORITIES TOTAL	247

G. Data by Issue Category

Activity: There are now around 60 issue categories that we are tracking. We started with 20 categories in 2014.

The Issue Categories were divided into three groups during 3rd quarter, 2019 for easier tracking and reporting purposes.

Outcome: We are now better able to identify areas of concern for KanCare members and applicants and see when certain areas begin to be more of an issue or are becoming less of an issue.

An example of that is: Medicaid Eligibility seems to be a down-trending issue while Medicaid Renewals seem to be an up-trending issue. Medicare Saving Plan and Pharmacy seem to be on the rise, however anecdotally, it is probably connected to the uptrend in Medicaid Renewal issues.

1. Medicaid Issues

The top issues are Medicaid general issues, Medicaid information update and Medicaid Eligibility Issues.

MEDICAID ISSUES	2017	2018	2019
Access to Providers (usually Medical)	51	24	66
Appeals/Fair Hearing questions/issues	44	126	51
Background Checks	2	5	4
Billing	90	118	148
Care Coordinator Issues	34	42	54
Change MCO	12	61	32
Choice Info on MCO	0	29	21
Coding Issues	29	73	39
Consumer said Notice not received	2	50	22
Cultural Competency	0	0	1
Data Requests	8	9	7
Dental	29	32	29
Division of Assets	14	29	44
Durable Medical Equipment	18	27	14
Grievances Questions/Issues	107	98	93
Help understanding mail (NOA)	0	0	9
MCO transition	0	0	4
Medicaid Application Assistance	441	638	609
Medicaid Eligibility Issues	951	798	631
Medicaid Fraud	0	12	10
Medicaid General Issues/questions	0	705	907
Medicaid info (status) update	4	810	636
Medicaid Renewal	171	224	310
Medical Card issues	0	0	10
Medicare Savings Plan Issues	30	81	190
MediKan issues	0	0	7
Moving to / from Kansas	27	70	72
Medical Services	60	74	58
Pain management issues	0	1	8
Pharmacy	43	30	55
Pregnancy issues	0	0	10
Prior authorization issues	0	0	2
Refugee/Immigration/SOBRA issues	0	0	13
Respite	0	2	2
Spend Down Issues	108	112	117
Transportation	34	47	43
Working Healthy	5	26	19
MEDICAID ISSUES TOTAL	2,314	4,353	4,347

Trend: Category Issues that are down trending (in yellow)

- Medicaid Eligibility Issues is trending down
- Medicaid Status Updates is trending down.
- Appeal and Fair Hearing questions is trending down.
- The Ombudsman Office suggests, anecdotally, that these down trending issues are due to the downtrend in initial application issues during the 2019 year.

Trend: Category Issues that are up trending (in gray):

- Medicaid Renewal issues trended up for 2019. The Medicare Saving Plan and Pharmacy calls are also trending up and tend to be related to issues with renewals.
- KDHE implemented several strategies to improve the renewal concerns. Fourth quarter shows Medicaid renewal issues down significantly from the two prior quarters.

	Q1/19	Q2/19	Q3/19	Q4/19
Medicaid Renewal	56	119	84	51

2. HCBS/LTSS Issues

The top two issues for this group are Nursing Facility issues and HCBS General Issues. (HCBS stands for Home and Community Based Services)

HCBS/LTSS ISSUES	2017	2018	2019
Client Obligation	123	139	82
Estate Recovery	21	32	32
HCBS Eligibility issues	216	145	174
HCBS General Issues	137	180	241
HCBS Reduction in hours of service	19	14	12
HCBS Waiting List	27	22	27
Nursing Facility Issues	110	86	178
HCBS/LTSS ISSUES TOTAL	653	618	746

3. Other Issues

There are six new issues created during this quarter (highlighted in gray) to help better understand concerns that may be related to Medicaid.

OTHER ISSUES	2017	2018	2019
Abuse / neglect complaints	2	29	21
ADA Concerns	0	0	0
Adoption issues	0	0	3
Affordable Care Act Calls	19	44	17
Community Resources needed	0	0	9
Domestic Violence concerns	0	0	1
Foster Care issues	0	0	3
Guardianship	11	19	10
Homelessness	0	0	4
Housing Issues	17	26	21
Medicare related Issues	37	97	74
Social Security Issues	5	58	57
Used Interpreter	0	0	6
X-Other	1,018	594	452
Z Thank you	1,407	2,048	1,555
Z Unspecified	216	298	443
Health Homes	3	0	0
OTHER ISSUES TOTAL	2,735	3,213	2,676

H. Data by Managed Care Organization (MCO) – See Appendix B, pages 29-34

VII. Action Taken

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

- response rates for the KanCare Ombudsman Office
- response rates to resolve the question/concern for related organizations that are asked to assist by the Ombudsman Office
- how contacts are resolved

A. Responding to Issues

1. Ombudsman Office response to members/applicants

The Ombudsman Office goal is to respond to a contact within two business days. 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.

Quarter/ yr.	Nbr Contacts	% Responded 0-2 Days	% Responded in 3-7 Days	% Responded 8 or More Days
Q1/2018	1213	82%	17%	1%
Q2/2018	1059	90%	10%	0%
Q3/2018	1088	87%	12%	1%
Q4/2018	1124	86%	14%	0%
Q1/2019	1068	88%	11%	1%
Q2/2019	1096	91%	8%	1%
Q3/2019	1071	95%	4%	1%
Q4/2019	915	93%	7%	0%

2. Organizational response to Ombudsman requests

This chart shows the response time for completing the member/applicant request from our office. Contacts are made primarily in two ways:

- Sending an email requesting assistance for a resolution
- Doing a three-way call with the organization to help determining what the issue may be or what information may be needed to resolve an issue.

Qtr. 4 2019

Nbr Referrals	Avg Days Referred	Referred to	% Responded 0-2 Days	% Responded 3-7 Days	% Responded 7-30 Days	% Responded 31 or More Days
147	5	Clearinghouse	65%	17%	14%	4%
2	27	DCF	50%	0%	0%	50%
2	1	KDADS-Behavior Health	100%	0%	0%	0%
4	4	KDADS-HCBS	25%	75%	0%	0%
-	-	KDADS-Health Occ. Cred.	0%	0%	0%	0%
18	3	KDHE-Eligibility	44%	50%	6%	0%
6	1	KDHE-Program Staff	83%	17%	0%	0%
3	0	KDHE-Provider Contact	100%	0%	0%	0%
-	-	KMAP	0%	0%	0%	0%
10	7	Aetna	60%	30%	0%	10%
8	12	Sunflower	25%	38%	13%	25%
5	3	UnitedHealthcare	60%	20%	20%	0%

B. Resolving requests

1. Action Taken by KanCare Ombudsman Office to resolve requests

Action Taken Resolution Type	2017	2018	2019
Questions/Issue Resolved (No Resources)	417	356	306
Used Contact or Resources/Issue Resolved	2,505	3,091	3,385
Closed (No Contact)	367	483	389
ACTION TAKEN RESOLUTION TYPE TOTAL	3,289	3,930	4,080

There may be multiple selections for a member/contact

2. Additional Help provided by KanCare Ombudsman Office

Action Taken Additional Help	2017	2018	2019
Provided Resources	1,340	3,004	2,448
Mailed/Email Resources	409	679	593
ACTION TAKEN ADDITIONAL HELP TOTAL	1,749	3,683	3,041

There may be multiple selections for a member/contact.

3. Ombudsman Office Resolution of Issues

This chart indicates how long it is taking to resolve cases, from the first day our office is contacted to the day the case is resolved/closed. Notice that in 2019, in the last three quarters, cases were completed in 0-2 days over 90% of the time.

Quarter/yr	Nbr Contacts	% Completed 0-2 Days	% Completed in 3-7 Days	% Completed 8 or More Days
Q1/2017	827	77%	21%	2%
Q2/2017	835	80%	19%	1%
Q3/2017	970	65%	31%	4%
Q4/2017	1040	69%	22%	9%
Q1/2018	1213	82%	17%	1%
Q2/2018	1059	90%	10%	0%
Q3/2018	1088	87%	12%	1%
Q4/2018	1124	86%	14%	0%
Q1/2019	1068	88%	11%	1%
Q2/2019	1096	91%	8%	1%
Q3/2019	1071	95%	4%	1%
Q4/2019	915	93%	6%	1%

VIII. Trends in Data

A. Outreach and Education

Outreach for the KanCare Ombudsman Office went from 136 in 2018 to 82 in 2019 (8 in 4th quarter). This decrease in outreach is because staff duties were reprioritized starting in June due to loss of part-time person on loan to our office and staff turnover in the Wichita office. See pages 23-28.

B. Initial Contacts by Region (page 7)

Wichita is down significantly from 2018 in initial contacts. This is due mainly because of staff turnover in the summer of 2019 and extra calls were sent to the Topeka office. Once the new person was hired, there was a two-month training and mentoring process. This transition also resulted in less outreach in the southern part of Kansas, which we believe impacted these numbers as well.

C. Program Type (page 11):

Calls increased regarding the Technology Assistive HCBS waiver in 2019. The Ombudsman Office noted it in October of 2019. An email was sent to KDHE requesting a review of why there seemed to be an increase. KDHE found an error in processing the renewals and were able to fix it immediately. They are monitoring the TA waivers to verify that the issue does not reappear.

D. Category Issues (page 12 - 15):

Down trending Category Issues

- Medicaid Eligibility Issues is trending down
- Medicaid Status Updates is trending down.
- Appeal and Fair Hearing questions is trending down.
- The Ombudsman Office suggests, anecdotally, that these down trending issues are due to the downtrend in initial application issues during the 2019 year.

Up trending Category Issues:

- Medicaid Renewal issues are trending up for 2019. The Medicare Savings Plan and Pharmacy calls are also trending up and tend to be related to issues with renewals.
- KDHE has implemented several strategies to improve the renewal concerns. Fourth quarter renewal issues were significantly down compared to second and third quarter.

IX. Changes from the past year (Enhancements)

A. FAQs for Applications and FAQs for General KanCare.

The KanCare Ombudsman Office has created 27 [frequently asked questions \(FAQ\)](#) and answers about application assistance and other general KanCare questions. These questions are now a fact sheet and also a new page of resources on the KanCare Ombudsman web pages.

B. Website Updates:

1. Updates:

- [Updated Home and Community Based Services \(HCBS\) Fact Sheets](#);
 - After changes in policy and/or protected income limit changed.
- [Updated Grievance, Appeal and Fair Hearing Fact sheets](#)
- [Updated the D-SNP \(Dual Special Needs Program\) Fact Sheet](#) for 2020
- [Volunteer Recognition](#):
 - Changed Volunteer Recognition on the website to be based on years rather than hours.
- Application Assistance Guide:
 - Continue to add names (and counties) to the list of organizations that will provide application assistance across the state. This list is to help provide more capacity for applicants of KanCare who need help with their applications. Now up to 65 counties covered with application assistance.

2. Additions:

- [Directory of Mental Health Resource](#) by KDADS

C. **Updated the Volunteer Agreement**

Updated the formatting and wording for easier reading and still in line with KDADS requirements.

D. **Pilot Survey to Track and Report Benefit of Services Provided**

Wichita State University/Community Engagement Institute (WSU CEI)/Ombudsman staff devised a brief survey in an effort to track and report the benefit of their services. Throughout December, KanCare Ombudsman volunteers and staff concluded their calls by asking, “Would you call the Ombudsman’s Office again if you needed help?” The volunteer and staff each made tally marks and notes in their own copy of the table similar to the one below.

Callers' responses are collated below. Response was positive, which confirmed staff's general expectations. This valuable data indicates the satisfaction with and potential ongoing need for these services.

Would you call the Ombudsman's Office again if you needed help? (Tally marks)		<i>BRIEFLY list the area of caller's concern (1-3 words if possible)</i>
YES	36	(areas listed include: Application assistance, Status of application, Address update, Eligibility, Working Healthy issues, PACE, NF application, Disability, Pregnancy, Division of Assets, Grievance, Spend down, Intervention for child)
NO		
Declined to Answer	1	("Non-functioning phone")
Did Not Ask	9	("Left message," "forgot," or no note)

WSU CEI staff also monitored volunteer reaction at being tasked with posing this question at the end of every call. Reaction ranged from indifference to very negative.

The plan going forward is to have the Olathe and Topeka offices also do the survey once we are back up to full staffing.

E. Improvements in Data Reporting

- More options for tracking member contacts.
- Added more options in program type
- Moved Issues Category to three sections for easier tracking and reporting
- Added a few reports so the data is pulled through the system rather than keeping the numbers on a spreadsheet.
- Added Priorities for data tracking purposes as well as tracking members that need to be prioritized. (HCBS, LTC, Urgent Medical Need, Urgent and Life Threatening.)

X. Appendix A – Outreach by Ombudsman’s Office

A. Outreach through Collaboration and Education

- Contacted the Peace and Social Justice Center on 1/3/19 to request they hang our outreach flier.
- Met with Aetna advocates to share about the KanCare Ombudsman program and communication process; 1/3/19
- Participated in the KanCare Long Term Care Team meetings (monthly)
- Participated in the Monthly Joint MCO meetings (monthly)
- Participated in the KanCare Steering Committee meetings (monthly)
- Shared information regarding where to find updated Liaison Training information, and a reminder of the Aetna change at the United Way Emergency Assistance Network Meeting on 1/15; Approximately 20 attendees
- Presented KanCare Ombudsman program overview to the House Health and Human Services Committee; 1/29/19
- Cheyenne County Health Dept. – Flyer posted (County: Cheyenne) (January 2019)
- Norton County Health Department – Flyer posted (County: Norton) (January 2019)
- Osborne County Health Department – Flyer posted (County: Osborne) (January 2019)
- Rawlins County Health Department – Flyer posted (County: Rawlins) (January 2019)
- Presented KanCare Ombudsman program overview to the Senate Public Health and Welfare Committee; 2/5/19
- Presented KanCare Ombudsman Annual Report to the Bob Bethell Joint Committee on HCBS and KanCare; 2/15/19
- Presented to the Sedgwick County Advisory Council on Aging on 2/27/19 over our office and our volunteer opportunities.
- Dropped off Spanish KanCare Ombudsman flyers at Treehouse as well as information about our volunteer program
- Tabled on 2/27/19 at the WSU Health Fair; Approximately 150 passers-by
- Presented to Chisholm Place Assisted Living Center about the Ombudsman’s Office, gave information about the FE Waiver and the KanCare application process on 3/26/19 from 6 p.m. to 8 p.m.; 25 attendees
- Participated in the Kansas Meaningful Measures meeting; 3/1/19
- Deaf and Hard of Hearing Day at the Capital (resources only); 3/5/19 (Topeka, KS)

- 4/3/19 (Manhattan, KS): Governor’s Public Health Conference – Outreach event for Public Health Departments and Nurses; vendor table with resources
- 4/13/19 (Wichita KS): presented to the Caregiver Support Group about services and volunteer program at Ascension Lutheran Church.
- 4/13/19 (Wichita KS): attended Medical Mission at Home to provide information about our services at Mueller Magnet Elementary School.
- 4/17/19 (Wichita KS): presented about services and gave information about program to the director of The Senior Information Series at Botanica at WSU CEI.
- 4/22/19 (Hays) All MCO provider Training; vendor table with resources
- 4/23/19 (Dodge City) Area Agency on Aging Health Fair; vendor table with resources
- 4/23/19 (Wichita) All MCO Provider Training; vendor table with resources
- 4/23/19 (Horton, KS): Kickapoo Health Fair; vendor table with resources
- 4/24/19 (Olathe, KS): PD and FE Waiver Public Comment Sessions; available to answer questions
- 4/24/19 (Wichita KS): tabled and provided information about our office at the MCO Provider Training in at the Wichita Eugene M. Hughes Metroplex.
- 4/25/19 (Wichita KS): tabled and provided information about office at the Waiver Renewal Stakeholder Engagement Sessions at the Eugene M. Hughes Metroplex.
- 4/29/19 (Topeka) Bob Bethell Joint Committee on HCBS and KanCare; provided testimony and first quarter report.
- 5/1/19 (Olathe, KS) All MCO Provider Training; vendor table with resources.
- 5/6/19 (Topeka) KanCare Advisory Council Meeting; provided overview of first quarter report
- 5/30/19 (Wichita, KS): Wichita Bridge Center, Parklane- Outreach Opportunity
- 6/11/19 (Greensburg) Post-Legislative Stakeholder Meeting; available to answer questions if needed.

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

- Midwest Ability Summit - event booth (Overland Park, KS) 8/24/19)
- KU Volunteer Fair – event booth (Lawrence, KS) (8/26/19)
- Together We Can Learn event booth (Overland Park, KS) (9/28/19)
- Kansas Midwest Ability Summit - event booth (Overland Park, KS) (8/24/19)

- Community Block Party at The Center – event booth (9/7/19) (Wichita)
- Ascensions HOPE Via Christi PACE facility tour- networking and PACE presentation (Wichita, KS) (10/24/19)
- United Way Emergency Assistance Providers mtg (Wichita, KS) (11/19/19)
- Center for Child Health & Development – Gave them brochures to pass out to families (English and Spanish)
- Via Christi HOPE (Wichita PACE Center) – Presentation of KanCare Ombudsman Office and our role (10/24/2019) (we also toured their facility and learned their role as well.)

B. Outreach through Publications

- Sedgwick County League of Women’s Voters (1/3/19)
- Sedgwick County Advisory Council on Aging (1/3/19)
- Paul University Parish of Wichita (1/10/19)
- The Seed Church of Wichita (1/10/19)
- Community Service Board Volunteer Fair on Wichita State University’s campus (1/29/19)
- All Department for Children and Families (DCF) offices throughout Kansas display outreach information on their lobby televisions, for those consumers in the waiting rooms (1/31/19).
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (1-3/2019)
- Unitarian Universalist Social Justice Group (3/4/19)
- Aldersgate United Methodist Volunteer Group (3/4/19)
- St. Anne Peace and Social Justice Group (3/4/19)
- WSU Psychology Department Chair (3/6/19)
- WSU Sociology Department Chair (3/6/19)
- Newman University Psychology Department Chair (3/6/19)
- Newman University Sociology Department Chair (3/6/19)
- Newman University Allied Health Department Chair (3/6/19)
- Newman University Social Work Field Education Coordinators (3/6/19)
- WSU Marketing Department Chair (3/25/19)
- Butler County Community College Marketing Department Chair (3/25/19)
- Newman Marketing Department Chair (3/25/19)
- WSU Shocker Student Marketing (3/25/19)
- Butler County Community College Sociology and Social Work Department Chair (3/25/19)
- Outreach Flyer Posted in Libraries (1-3/19):

- Olathe Public Library (Johnson, Co.) (1-3/2019)
 - Rawlins Co.
 - Smith Center Co.
 - Norton Co.
 - Rush Co.
 - Thomas Co.
 - Cheyenne Co.
 - Decatur Co.
 - Sheridan Co.
 - Graham Co.
 - Wallace Co.
 - Logan Co.
 - Trego Co.
 - Phillips Co.
 - Rooks Co.
 - Ellis Co.
 - Russell Co.

- Mailed an introductory letter and KanCare Ombudsman brochures (English and Spanish) to 130 Community Based Organizations (Aging and Disability Resource Centers, Community Developmental Disability Organizations, Centers for Independent Living, Families Together, Long Term Care Ombudsmen, Community Mental Health Centers, Senior Health Insurance Counselors of Kansas, Veterans Association Counselors.)
- All DCF offices throughout Kansas continue to display our outreach post on their lobby televisions, for those consumers in the waiting rooms.
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (4-6/19)
- **Outreach Flyer Continue to be Posted in Libraries:**

1. Olathe Public Library (Johnson, Co.)	9. Sheridan Co.
2. Rawlins Co.	10. Graham Co.
3. Smith Center Co.	11. Wallace Co.
4. Norton Co.	12. Logan Co.
5. Rush Co.	13. Trego Co.
6. Thomas Co.	14. Phillips Co.
7. Cheyenne Co.	15. Rooks Co.
8. Decatur Co.	16. Ellis Co.
	17. Russell Co.
- Outreach through Social Media
 - KanCare Ombudsman Facebook page, (Counties: All), KanCare Advisory Council Meeting (6/19)
 - KanCare Ombudsman Facebook page, (Counties: All), Volunteer flier (7/19)
 - KanCare Ombudsman Facebook page, (Counties: All), Clearinghouse info. (7/22/19)
 - KanCare Ombudsman Facebook page, (Counties: All), Get to Know Kerrie, (7/18/19)

- KanCare Ombudsman Facebook page, (Counties: All), Summer Food Program info. (5/21/19)
- KanCare Ombudsman Facebook page, (Counties: All), Lyme Disease, (5/21/19)
- KanCare Ombudsman Facebook page, (Counties: All), Directory of Mental Health Resources info. (5/10/19)
- KanCare Ombudsman Facebook page, (Counties: All), Long Term Care Ombudsman info. (5/2/19)
- KanCare Ombudsman Facebook page, (Counties: All), Inclusive family center info. (5/2/19)
- KanCare Ombudsman Facebook page, (Counties: All), KDADS Physical Disability Waiver Renewal Public Comment Presentation, (5/2/19)
- KanCare Ombudsman Facebook page, (Counties: All), KDADS Frail Elderly Waiver Renewal Public Comment, (5/2/19)
- KanCare Ombudsman Facebook page, (Counties: All), Butler County Spring Fling, (4/1/19)
- KanCare Ombudsman Facebook page, (Counties: All), Sedgwick County Developmental Disability Organization (SCDDO): Community County Informational Meeting, (4/10/19)
- KanCare Ombudsman Facebook page, (Counties: All), WSU Student Health Services, (4/10/19)
- KanCare Ombudsman Facebook page, (Counties: All), Critical Condition: Stories of Health in the Heartland Premiere, (4/12/19)
- KanCare Ombudsman Facebook page, (Counties: All), SCDDO: Community County Informational meeting, (4/17/19)
- KanCare Ombudsman Facebook page, (Counties: All), Senior Expo-Dodge City, (4/24/19)
- KanCare Ombudsman Facebook page, (Counties: All), Frail Elderly (FE) Waiver Meeting, (4/24/19)
- KanCare Ombudsman Facebook page, (Counties: All), HCBS Physical Disability Waiver Renewal meeting, (4/24/19)
- Provided brochures and applications to two Wichita community organizations (August 2019)
- Facebook posts on the KanCare Ombudsman Facebook approximately 1-2 a week during quarter.
- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (10-12/19)
- Facebook site redesign and posting; Post engagement increased by 3,367%.

C. Outreach through Collaboration and Training

- Trained providers in Butler County on general Medicaid information, and how the Ombudsman Office can serve them on 1/17/19; 37 attendees.
- Trained social workers at Harry-Hynes Memorial Hospice on general Medicaid information, and how the Ombudsman Office can assist on 1/23/19; 8 attendees
- Liaison Training; Great Bend, KS (Barton Co.): Kansas Guardianship Program (1/10/19)
- Liaison Training; Colby, KS (Thomas Co.): Citizens Medical Center (2/13/19)
- Indian Creek Volunteer Fair (Olathe, KS) (2/1/19)
- Atchison Senior Living (training was done in Olathe, KS due to weather – broke up the Atchison training into two classes) (2/27/19)
- Atchison Senior Living (Atchison, KS) (3/12/19)
- Kansas City, KS (Wyandotte Co.): “Are you Ready for the Golden Years?” presented by Bethel SDA Church, (Invited to be on panel answering questions to the public on Medical Assistance) (4/14/19)
- Topeka: Community Developmental Disability organization (CDDO) Quarterly Business Meeting; provided an overview of the KanCare Ombudsman Office (5/16/19)
- Wichita: Positive Aging Day WSU Event; presentation. (6/18/19)
- Participating in MCO Training- event booth (Olathe, KS 7/16/19) (Wichita, KS 7/10/19)
- KanCare Application Training - Victory Hills Assisted Living (Kansas City, KS) (8/22/19)
- Medicaid Liaison Training; Marion County Department on Aging and other community organization staff members from surrounding counties; 7/30/19 (Newton, KS) (Harvey Co.) (In-person training)
- Medicaid Liaison Training; Cloud Co. Health Dept. and other community organization staff members from surrounding counties; 8/1/19 (Concordia, KS) (Cloud Co.) (In-person training)
- Medicaid Liaison Training; Phillips County Retirement Center and other community organization staff members from surrounding counties; 9/6/19 (Phillipsburg, KS) (Phillips Co.) (In-person training)
- Kansas Conference on Poverty - event booth (Topeka, KS) (7/17/19 & 7/18/19)
- Manhattan (Riley Co.) (In-person training): Via Christi Manhattan Group of Social Workers and other community organization staff members from surrounding counties. (10/16/19)
- Participating in United Way of the Plains Monthly meeting of Community Emergency Assistance Providers- (Wichita, KS- 10/15/19)

XI. Appendix B – Data by MCO

A. Aetna

HCBS/LTSS ISSUES	2019
Client Obligation	9
Estate Recovery	0
HCBS Eligibility issues	18
HCBS General Issues	25
HCBS Reduction in hours of service	1
HCBS Waiting List	3
Nursing Facility Issues	6
HCBS/LTSS ISSUES TOTAL	62
MEDICAID ISSUES	2019
Access to Providers (usually Medical)	13
Appeals/Fair Hearing questions/issues	2
Background Checks	0
Billing	12
Care Coordinator Issues	19
Change MCO	11
Choice Info on MCO	6
Coding Issues	3
Consumer said Notice not received	1
Cultural Competency	0
Data Requests	0
Dental	7
Division of Assets	1
Durable Medical Equipment	5
Grievances Questions/Issues	11
Help understanding mail (NOA)	0
MCO transition	3
Medicaid Application Assistance	6
Medicaid Eligibility Issues	19
Medicaid Fraud	0
Medicaid General Issues/questions	46
Medicaid info (status) update	14
Medicaid Renewal	18
Medical Card issues	0
Medicare Savings Plan Issues	6
MediKan issues	0
Moving to / from Kansas	2
Medical Services	14
Pain management issues	1
Pharmacy	10
Pregnancy issues	0
Prior authorization issues	0
Refugee/Immigration/SOBRA issues	0
Respite	0
Spend Down Issues	9

Transportation	13
Working Healthy	0
MEDICAID ISSUES TOTAL	252
OTHER ISSUES	2019
Abuse / neglect complaints	0
ADA Concerns	0
Adoption issues	0
Affordable Care Act Calls	0
Community Resources needed	0
Domestic Violence concerns	0
Foster Care issues	0
Guardianship	0
Homelessness	0
Housing Issues	1
Medicare related Issues	7
Social Security Issues	3
Used Interpreter	0
X-Other	28
Z Thank you	108
Z Unspecified	8
Health Homes	0
OTHER ISSUES TOTAL	155
PROGRAM TYPE	2019
PD	8
I/DD	8
FE	8
AUTISM	0
SED	3
TBI	9
TA	6
WH	0
MFP	0
PACE	0
MENTAL HEALTH	2
SUB USE DIS	0
NURSING FACILITY	5
FOSTER CARE	0
MEDIKAN	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0
INSTITUTIONAL TRANSITION FROM MH/BH	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0
PROGRAM TYPE TOTAL	49

B. Sunflower

HCBS/LTSS ISSUES	2017	2018	2019
Client Obligation	17	13	6
Estate Recovery	1	0	0
HCBS Eligibility issues	29	24	20
HCBS General Issues	23	32	30
HCBS Reduction in hours of service	3	2	3
HCBS Waiting List	3	1	4
Nursing Facility Issues	4	4	2
HCBS/LTSS ISSUES TOTAL	80	76	65
MEDICAID ISSUES	2017	2018	2019
Access to Providers (usually Medical)	12	13	14
Appeals/Fair Hearing questions/issues	2	9	4
Background Checks	0	1	0
Billing	23	22	19
Care Coordinator Issues	10	6	15
Change MCO	3	9	4
Choice Info on MCO	0	1	3
Coding Issues	6	15	7
Consumer said Notice not received	0	10	0
Cultural Competency	0	0	1
Data Requests	0	0	0
Dental	3	8	2
Division of Assets	0	1	0
Durable Medical Equipment	5	4	0
Grievances Questions/Issues	17	16	16
Help understanding mail (NOA)	0	0	0
MCO transition	0	0	0
Medicaid Application Assistance	6	5	4
Medicaid Eligibility Issues	49	42	32
Medicaid Fraud	0	2	0
Medicaid General Issues/questions	0	46	40
Medicaid info (status) update	0	26	25
Medicaid Renewal	25	17	26
Medical Card issues	0	0	1
Medicare Savings Plan Issues	1	7	4
MediKan issues	0	0	0
Moving to / from Kansas	1	1	1
Medical Services	14	11	15
Pain management issues	0	0	1
Pharmacy	8	7	10
Pregnancy issues	0	0	2
Prior authorization issues	0	0	0
Refugee/Immigration/SOBRA issues	0	0	0
Spend Down Issues	13	7	8
Transportation	9	6	7
Working Healthy	0	3	2
MEDICAID ISSUES TOTAL	207	295	263

OTHER ISSUES	2017	2018	2019
Abuse / neglect complaints	0	3	1
ADA Concerns	0	0	0
Adoption issues	0	0	0
Affordable Care Act Calls	1	1	1
Community Resources needed	0	0	0
Domestic Violence concerns	0	0	0
Foster Care issues	0	0	0
Guardianship	1	3	0
Homelessness	0	0	0
Housing Issues	3	3	0
Medicare related Issues	2	8	2
Social Security Issues	1	2	0
Used Interpreter	0	0	0
X-Other	63	40	28
Z Thank you	109	166	115
Z Unspecified	4	7	10
Health Homes	0	0	0
OTHER ISSUES TOTAL	184	233	157
PROGRAM TYPE	2017	2018	2019
PD	31	31	16
I/DD	34	15	15
FE	18	9	13
AUTISM	2	1	1
SED	1	2	1
TBI	4	7	8
TA	5	2	4
WH	1	3	2
MFP	1	1	0
PACE	0	0	0
MENTAL HEALTH	2	0	0
SUB USE DIS	0	0	0
NURSING FACILITY	16	8	3
FOSTER CARE	0	0	0
MEDIKAN	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0
PROGRAM TYPE TOTAL	115	79	64

C. UnitedHealthcare

HCBS/LTSS ISSUES	2017	2018	2019
Client Obligation	12	23	5
Estate Recovery	1	0	1
HCBS Eligibility issues	25	17	10
HCBS General Issues	16	34	28
HCBS Reduction in hours of service	4	1	3
HCBS Waiting List	0	3	5
Nursing Facility Issues	7	9	8
HCBS/LTSS ISSUES TOTAL	65	87	60
MEDICAID ISSUES	2017	2018	2019
Access to Providers (usually Medical)	8	0	10
Appeals/Fair Hearing questions/issues	5	13	3
Background Checks	0	0	1
Billing	13	20	10
Care Coordinator Issues	9	15	10
Change MCO	6	6	8
Choice Info on MCO	0	2	1
Coding Issues	3	6	5
Consumer said Notice not received	0	3	2
Cultural Competency	0	0	0
Data Requests	0	1	0
Dental	6	3	5
Division of Assets	1	1	0
Durable Medical Equipment	5	1	5
Grievances Questions/Issues	10	10	10
Help understanding mail (NOA)	0	0	0
MCO transition	0	0	0
Medicaid Application Assistance	4	15	2
Medicaid Eligibility Issues	42	44	24
Medicaid Fraud	0	1	0
Medicaid General Issues/questions	0	39	44
Medicaid info (status) update	0	19	25
Medicaid Renewal	14	19	14
Medical Card issues	0	0	2
Medicare Savings Plan Issues	1	7	1
MediKan issues	0	0	1
Moving to / from Kansas	0	2	0
Medical Services	8	18	3
Pain management issues	0	1	2
Pharmacy	4	8	9
Pregnancy issues	0	0	0
Prior authorization issues	0	0	1
Refugee/Immigration/SOBRA issues	0	0	0

Respite	0	1	0
Spend Down Issues	9	20	9
Transportation	7	10	5
Working Healthy	0	2	1
MEDICAID ISSUES TOTAL	155	287	213
OTHER ISSUES	2017	2018	2019
Abuse / neglect complaints	1	3	0
ADA Concerns	0	0	0
Adoption issues	0	0	0
Affordable Care Act Calls	0	0	0
Community Resources needed	0	0	0
Domestic Violence concerns	0	0	0
Foster Care issues	0	0	0
Guardianship	1	1	0
Homelessness	0	0	0
Housing Issues	1	1	1
Medicare related Issues	3	2	3
Social Security Issues	0	2	1
Used Interpreter	0	0	0
X-Other	57	25	22
Z Thank you	96	175	114
Z Unspecified	10	3	10
Health Homes	0	0	0
OTHER ISSUES TOTAL	169	212	151
PROGRAM TYPE	2017	2018	2019
PD	20	24	22
I/DD	22	13	17
FE	21	13	11
AUTISM	1	0	1
SED	1	6	3
TBI	5	5	3
TA	3	3	1
WH	0	4	0
MFP	0	0	0
PACE	0	0	0
MENTAL HEALTH	3	2	1
SUB USE DIS	0	0	0
NURSING FACILITY	16	12	10
FOSTER CARE	0	0	0
MEDIKAN	0	0	1
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0
PROGRAM TYPE TOTAL	92	82	71