



ANNUAL REPORT 2022



KANCARE OMBUDSMAN OFFICE

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II. Dashboard/Summary

The major change for the KanCare Ombudsman Office (KOO) has been the move from Kansas Department of Aging and Disability Services to the Office of Public Advocates, functioning as an independent agency and attached to the Department of Administration. (see page 5) The transition happened over about eight months and went smoothly.

The KanCare Ombudsman Office had several avenues for outreach during the 2022 year which included: in-person or video outreach to stakeholders, new fact sheet (PRTF), partnership with KDHE creating application guides now posted on the KanCare website, continued and increasing Facebook presence, and the 2022 KanCare Ombudsman Office Survey. (pages 5-6)

The KOO survey for 2022 (Appendix B, pages 34-40) had a significant increase in participation (196%). There were again, this year, a significant number of respondents that had not heard of the KanCare Ombudsman Office. We received a significant number of comments regarding barriers to this office. 56% were comments on not knowing about the office, how to get in contact with the office, and what an ombudsman is or does. 22% were comments that were operational or things that the KOO office can make adjustments to and improve. The comments had to do with things like response time and follow up. The attached survey is a summary with Key Responses included. The full survey with all responses can be found on the KOO web pages. [Survey & Listening Sessions \(ks.gov\)](#)

The initial contacts show 2022 with another decrease in contacts. Fourth quarter of 2022 showed an increase, and the largest contact numbers of four 2022 quarters. I anticipate further increases once the eligibility reviews begin this spring. (page 6)

The data by region has a percent to total by region (NEW) for KanCare Ombudsman contacts and Medicaid. The percent to totals show that KOO receives contacts by region in a similar manner to the Medicaid population in Kansas. (page 9-10)

Other data that may be of interest is an increase over the last three years in transportation concerns (page 15), abuse and neglect and community resources have been steadily increasing over the last four years (page 16).

On page 19, the data shows that KOO response time within 2 days has decreased over the last two quarters. This ties with the feedback from the survey and will be addressed operationally.

In the 2023 calendar year, the KanCare Ombudsman Office will complete the moved of training to LearnWorlds and begin using. KOO will also be contracting with a vendor to replace the current on-line tracker. The original one has met capacity and can no longer be updated or create new reports.

III. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps KanCare/Kansas Medicaid members and applicants, with a priority on individuals participating in long-term supports and services through KanCare.

The KanCare Ombudsman Office assists KanCare/Kansas Medicaid members and applicants with access, service, and benefit problems. The KanCare Ombudsman office helps with:

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

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

IV. Office Updates

A. Transition to New Small Independent Agency

The KanCare Ombudsman Office (KOO) has transitioned from being part of Kansas Department of Aging and Disability Services to function as a small independent agency connected to the Department of Administration.

- The fiscal transition happened with beginning of the new 2023 fiscal year (July 1, 2022).
- The memorandums of understanding were completed before June 10th, or started on the new fiscal year start date of July1, 2022.
- The physical move of the office was May 9th. The new location of the KanCare Ombudsman Office is 900 S Jackson, Suite 1041, Topeka, KS 66612. The technology changes were done at the same time.
- The 2023-2024 budget process was completed in August.
- The emails and phone numbers have all remained the same.

B. Grievance Process created for KanCare Ombudsman Office

The KanCare Ombudsman Office worked with KHDE to set up a grievance process for the KanCare Ombudsman Office. The grievance process explains what a grievance is, examples of a grievance, if there are deadlines, how to submit a grievance, and what the process is after submitting a grievance. Information can be found on our website at: [Grievance \(ks.gov\)](https://www.kan.gov/grievance).

C. Staff update

The Volunteer Coordinator resigned in August. Multiple interviews were conducted over the next several months. A new volunteer was hired in December. Her husband decided to retire, and they are moving out of state. Her last day will be 1/31/23. We will continue to work toward filling this position.

V. Accessibility to the Ombudsman's Office

A. Initial Contacts

The KanCare Ombudsman Office worked with 2,076 individuals during 2022. Although the annual number is low compared to the last five years, there is evidence of an increase in contacts looking at the increase in fourth quarter compared to the last year.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Total
2018	1,214	1,059	1,088	1,124	4,485
2019	1,060	1,097	1,071	915	4,143
2020	903	478	562	601	2,544
2021	566	592	644	566	2,368
2022	524	526	480	546	2,076

I received answers that I was having difficulty getting elsewhere.

- Survey 2022

B. Accessibility through the KanCare Ombudsman Volunteer Program

The KanCare Ombudsman Office has two satellite offices for the volunteer program; one in Kansas City metro area and one in Wichita. The volunteers in both satellite offices answer KanCare member and applicant questions, help with issues and assist with filling out KanCare applications.

I have always found the Ombudsman's office to be helpful, responsive and bold when necessary. They continually fight for what is right for our consumers.
– Survey 2022

VI. Outreach by KanCare Ombudsman Office

A. Resources and Training

The KanCare Ombudsman Office is responsible to help members, applicants and providers, community-based organizations, etc. understand the KanCare application process, benefits, and services, and provide training and outreach. The office does outreach through

1. resources provided on the KanCare Ombudsman web pages
2. resources provided to members, applicants and providers, community-based organizations, etc.
3. outreach through conferences, local and state meetings, resource fairs, trainings, social media, and in-person contacts.

Time spent on Ombudsman communications (resources) for us is time saved for the consumer and our team... Thank you for all you do for us and for the community and for providing a much-needed resource.

-Survey 2022

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

	2018	2019	2020	2021	2022
Outreach	164	94	243	710	339

For the full listing of 2022 outreach, see the [2022 quarterly reports](#) and look for the full listing in the Appendix.

B. Resource: New Fact Sheet on PRTF

The Psychiatric Residential Treatment Facility (PRTF) fact sheet was created in partnership with the Kansas Department for Aging and Disability Services (KDADS) Behavior Health for Children and Youth team and the KanCare Ombudsman Office.

The goal was to provide information for members, families, providers, and state agency staff regarding the PRTF process prior to entering a PRTF, during a PRTF stay, transitioning out of a PRTF and the state fair hearing process for members and providers. The document was reviewed and received comments from stakeholders and is published on the [KanCare Ombudsman Office web pages](#).

C. Resource: Help with Application process

The KanCare Ombudsman Office partnered with KDHE to create and publish three sets of documents on the three applications: Elderly and Disabled, Children and Families, Medicare Savings Plan. The resources are available on the KanCare website at the bottom of the Apply for KanCare page. [Apply for KanCare \(ks.gov\)](#)

D. Facebook Outreach

The KanCare Ombudsman Office prioritized using Facebook as an outreach tool consistently and effectively. The chart shows the number of Facebook posts (175) and the increase in the number of followers in 2022 (164).

Facebook posts during 2022	175
# followers on Jan 1, 2022	405
# followers on Dec 31, 2022	569
increase in followers during 2022	164

E. Survey of Stakeholders

The KanCare Ombudsman Office did outreach to current and past members, applicants, guardians, family and friends, MCOs, their providers, state agencies, and community organizations, who contacted us in the past two years. The October notice requested participation in a survey to provide feedback on how the KanCare Ombudsman office is doing. Total respondents for 2021 was 263; total respondents for 2022 was 779; a 196% increase. There was a 541% increase in current and past members, applicants, guardians, family and friends (75 in 2021 to 481 in 2022). The survey is a means for the KanCare Ombudsman Office to also reach out to new stakeholders that may not have heard of this organization yet. **The survey summary is Appendix B in this report.** The full survey (with all comments) can be found on the KanCare.ks.gov website, on the Ombudsman pages; [Survey Information](#).

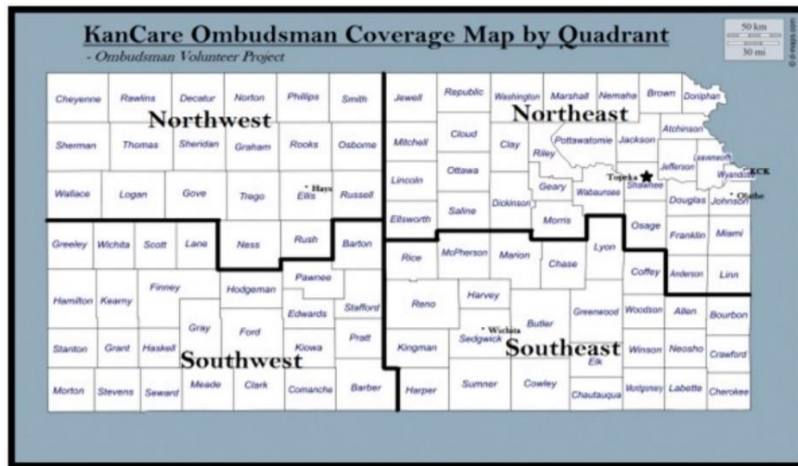
VII. Data by KanCare Ombudsman Office

The data section of this report reflects the work done by the staff, VISTAs, and volunteers in chart format, by region, office location, contact method, caller type, program type, issue category, action taken, and priority.

A. Data by Region

1. Initial Contacts to KanCare Ombudsman Office by Region

The KanCare Ombudsman Office coverage is divided into four regions. The map below shows the counties included in each region



- 785, 913 and 816 area code calls go to the Kansas City Metro Satellite office (the two north regions).
- 316 and 620 area code calls go to the Wichita Satellite office (the two south regions).
- The out-of-state area code calls, direct and complex calls, emails and referrals go to the Topeka (main) office.
- The following chart, by region, shows that most KanCare Ombudsman calls come from the Northeast and Southeast part of Kansas.

REGION	2018	2019	2020	2021	2022	2022 % to total
Northwest	54	46	25	33	16	2%
Northeast	805	751	367	401	413	51%
Southwest	76	78	41	61	36	4%
Southeast	605	635	395	383	338	42%
Unknown	2,875	2,610	1,700	1,485	1254	
Out of State	69	31	1	5	19	
Total	4,484	4,151	2,529	2,368	2,076	100%

2. KanCare/Medicaid members by Region

This chart shows the **KanCare/Kansas Medicaid population** by the KanCare Ombudsman regions. Most of the Medicaid population is in the eastern two regions. Most Medicaid members were not dropped during the year due to the Public Health Emergency, so the number is increasing each quarter. These numbers reflect total Kansas Medicaid members, which includes KanCare members. The percent to total for Medicaid members and people contacting the KanCare Ombudsman Office are very similar.

Medicaid

Region	Q4/19	Q4/20	Q4/21	Q4/22	2022 % to total
Northwest	12,223	13,928	15,087	15,670	3%
Northeast	189,133	212,844	231,064	243,511	46%
Southwest	36,472	40,724	44,639	47,573	9%
Southeast	170,237	193,347	209,226	221,215	42%
Total	408,065	460,843	500,016	527,969	100%

3. Kansas Population Density

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

Based on 2015 Census data – Kansas Population Density map using number of people per square mile (ppsm). Borrowed from the [Kansas Commission on Disability Concerns Disability Service Maps](#).



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

B. Data by Office Location

Initial phone calls to the KanCare Ombudsman Office 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. The Kansas City Metro office receives 913, 785 and 816 area code calls. The Wichita office receives 620 and 316 area code calls. All other toll-free calls, emails, and referrals go to the Main office (Topeka), in addition to direct calls to staff.

As demonstrated by the chart below, in 2022 the Topeka office initially received about 60% of the contacts. The part that does not show here are the number of calls that are forwarded to the Topeka office as complex cases.

Contacts by Office	2018	2019	2020	2021	2022	2022 % to total
Main - Topeka	2,428	2,451	1,876	1,690	1,235	59%
Kansas City	549	773	201	321	470	23%
Wichita	1,505	919	470	357	371	18%
Total	4,482	4,143	2,547	2,368	2,076	100%

C. Data by Contact Method

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

Contact Method	2018	2019	2020	2021	2022
Telephone	3,868	3,596	2,104	1,878	1,493
Email	545	506	404	457	543
Letter	8	9	17	6	2
Face-to-Face Meeting	58	31	11	8	13
Other	5	6	7	11	21
Social Media	0	3	4	8	4
CONTACT METHOD TOTAL	4,484	4,151	2,547	2,368	2,076

D. Data by Caller Type

Most contacts are consumers, which includes members, applicants, family members, friends, etc.

- “Provider” issues are a combination of providers calling to assist a member or applicant having issues, or a provider with billing issues, questions on how to become a provider in Kansas, etc. The provider contacts that are not for an individual member, are forwarded to KDHE.
- “MCO Employee” callers are usually case managers with concerns for a member (i.e., losing eligibility, losing HCBS eligibility etc.).
- The “Other Type” callers are usually state employees, lawyers, social workers at schools and hospitals, and students/researchers looking for data.

The number of **providers** contacting our office has increased to pre-COVID19 levels even though our total calls have not. The types of calls have increasingly been from providers that are trying to assist a KanCare member and have not been successful on their own.

CALLER TYPE	2018	2019	2020	2021	2022
Provider	369	339	254	304	339
Consumer	3,884	3,554	2,096	1,824	1,427
MCO Employee	19	27	22	21	12
Other Type	212	231	175	219	298
CALLER TYPE TOTAL	4,484	4,151	2,547	2,368	2,076

E. Data by Program Type

The top program types that we received calls for in 2022 were Nursing Facility issues, Physical Disability waiver, and the Frail Elderly waiver. Nursing facility calls were, in general, on the following concerns:

- KanCare application questions/assistance/eligibility
- Nursing facility complaints (referred to KDADS complaint hotline)
- Concerns about persons perceived to be in need of nursing facility care (we ask many questions and see if they may need HCBS services, more assistance from MCO, etc.)
- Estate planning questions for those preparing to apply for a nursing facility care or Home and Community Based Services (HCBS). We do not attempt to answer these questions; instead, we encourage them to apply and suggest they consult an estate planning lawyer.

PROGRAM TYPE	2018	2019	2020	2021	2022
PD	143	122	104	46	69
I/DD	124	123	74	44	58
FE	110	125	96	75	65
AUTISM	8	10	7	4	5
SED	26	35	13	11	24
BI	32	43	23	21	23
TA	18	29	14	4	19
WH	20	10	1	1	1
PACE	0	9	2	4	0
MENTAL HEALTH	8	14	14	15	9
SUB USE DIS	0	4	0	0	1
NURSING FACILITY	155	135	99	93	105
FOSTER CARE	0	0	1	3	3
MEDIKAN	0	12	5	5	4
INSTITUTIONAL TRANSITION FROM LTC/NF	0	6	10	5	7
INSTITUTIONAL TRANSITION FROM MH/BH	0	3	2	2	2
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	1
PROGRAM TYPE TOTAL	645	681	466	337	396

There may be multiple selections for a member/contact.

F. Data by Priorities

- This data is an indicator of some of our more complex cases. Not all complex cases are marked with a Priority code, but most of the cases that have this marking are complex. Nursing Facility issues continue to increase as priority or complex cases. The types of calls we receive regarding nursing facility issues range over several types of concerns; abuse neglect, cost of the patient liability, transition from the facility to community, eligibility concerns for those in a nursing facility, and so on.

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 issue.
- Life Threatening – If not resolved in 1-4 days person’s life could be endangered. (should not be used very often.)

PRIORITY	2019	2020	2021	2022
HCBS	100	197	111	173
Long Term Care / NF	36	79	89	107
Urgent Medical Need	46	52	42	36
Urgent	52	65	93	71
Life Threatening	14	13	5	8
PRIORITIES TOTAL	248	406	340	395

G. Data by Issue Categories

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

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

1. Medicaid Issues

Two areas of interest are the Access to Providers is up significantly. These calls are about getting access to the medical provider they need and about getting access to providers that provide HCBS services in the home.

Transportation calls have increased to Pre-COVID levels.

MEDICAID ISSUES	2018	2019	2020	2021	2022
Access to Providers (usually Medical)	24	66	24	45	70
Appeals/Fair Hearing questions/issues	126	51	56	39	38
Background Checks	5	4	0	4	0
Billing	118	148	91	161	134
Care Coordinator Issues	42	54	33	23	37
Change MCO	61	32	24	13	17
Choice Info on MCO	29	21	9	12	11
Coding Issues	73	39	21	14	16
Consumer said Notice not received	50	22	6	5	7
Cultural Competency	0	1	1	3	2
Data Requests	9	7	10	41	34
Dental	32	29	19	24	28
Division of Assets	29	44	29	31	35
Durable Medical Equipment	27	14	19	25	31
Grievances Questions/Issues	98	93	76	60	77
Help understanding mail (NOA)	0	9	28	66	56
MCO transition	0	4	3	2	6
Medicaid Application Assistance	638	609	514	490	411
Medicaid Eligibility Issues	798	632	477	408	402
Medicaid Fraud	12	10	9	10	9
Medicaid General Issues/questions	705	909	503	662	623
Medicaid info (status) update	810	636	389	388	331
Medicaid Renewal	224	310	83	25	20
Medical Card issues	0	10	34	66	56
Medicare Savings Plan Issues	81	191	132	111	81
MediKan issues	0	7	13	18	19
Moving to / from Kansas	70	72	54	37	7
Medical Services	74	59	72	78	91
Pain management issues	1	8	3	9	7
Pharmacy	30	55	34	38	29
Pregnancy issues	0	10	38	96	53
Prior authorization issues	0	2	9	23	20
Refugee/Immigration/SOBRA issues	0	13	5	8	8
Respite	2	2	0	5	3
Spend Down Issues	112	117	95	76	81
Transportation	47	43	23	38	45
Working Healthy	26	19	3	7	13
MEDICAID ISSUES TOTAL	4,353	4,352	2,939	3,161	2,908

There may be multiple selections for a member/contact.

2. HCBS/LTSS Issues

The top issues for this group are HCBS General Issues and HCBS eligibility issues. These have also been the top issues for the last four years.

HCBS/LTSS ISSUES	2018	2019	2020	2021	2022
Client Obligation	139	82	38	55	42
Estate Recovery	32	32	35	33	61
HCBS Eligibility issues	145	175	179	172	178
HCBS General Issues	180	242	218	177	193
HCBS Reduction in hours of service	14	12	27	7	20
HCBS Waiting List	22	27	25	16	25
Nursing Facility Issues	86	178	139	150	133
HCBS/LTSS ISSUES TOTAL	618	748	661	610	652

There may be multiple selections for a member/contact.

3. Other Issues

This section shows issues or concerns that may be *related to* KanCare/Medicaid. There is a steady increase in Abuse/neglect Complaints and Community Resources Needed over the last four years.

OTHER ISSUES	2018	2019	2020	2021	2022
Abuse / neglect complaints	29	21	34	47	54
ADA Concerns	0	0	1	3	5
Adoption issues	0	3	4	9	3
Affordable Care Act Calls	44	17	15	10	4
Community Resources needed	0	9	24	34	51
Domestic Violence concerns	0	1	3	2	7
Foster Care issues	0	3	14	17	16
Guardianship	19	10	14	17	11
Homelessness	0	4	11	12	6
Housing Issues	26	21	25	34	33
Medicare related Issues	97	74	69	77	81
Social Security Issues	58	57	70	69	56
Used Interpreter	0	6	14	15	9
X-Other	594	452	627	365	231
Z Thank you	2,048	1,557	1,105	1,328	865
Z Unspecified	298	443	232	98	128
Health Homes	0	0	0	0	0
OTHER ISSUES TOTAL	3,213	2,678	2,262	2,137	1,560

There may be multiple selections for a member/contact.

H. Data by Managed Care Organization (MCO) – See Appendix A, page 23

VIII. Action Taken

This section reflects the action taken by the KanCare Ombudsman Office in responding to people who contact the office and related organizations assisting the KanCare Ombudsman Office.

This data shows information on:

1. Response rates for the KanCare Ombudsman Office
2. Organizational final resolution number of days when asked to assist by the KanCare Ombudsman Office
3. Information on action taken and resources provided
4. Resolution: number of days for KanCare Ombudsman Office to resolve issues

A. Responding to Issues

1. KanCare Ombudsman Office response to members/applicants

The KanCare Ombudsman Office goal is to respond to a contact within two business days. The last two quarters, the response time for responding within 2 business days has decreased, with the increase falling within 3-7 days. The office will be focusing on improving response times.

Qtr./Year	Nmbr. Contacts	% Responded 0-2 Days	% Responded in 3-7 Days	% Responded 8 or More Days
Q1/2018	1213	82%	17%	1%
Q2/2018	1059	89%	10%	1%
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%
Q1/2020	905	92%	4%	4%
Q2/2020	476	60%	36%	4%
Q3/2020	562	86%	12%	2%
Q4/2020	601	84%	15%	1%
Q1/2021	566	88%	12%	0%
Q2/2021	592	89%	10%	1%
Q3/2021	644	87%	12%	1%
Q4/2021	566	87%	11%	2%
Q1/2022	524	92%	7%	1%
Q2/2022	526	90%	9%	1%
Q3/2022	480	84%	15%	1%
Q4/2022	546	84%	15%	2%

2. Organizational final response to Ombudsman requests

The KanCare Ombudsman Office sends requests for review and assistance to various KanCare/related organizations. The following information provides data on the **resolution rate** for organizations the Ombudsman's office requests assistance from and the amount of time it takes to resolve. For this annual report, this is a comparison of two quarters; fourth quarter for 2021 and 2022.

Quarter yr.: Q4/2021

Number Referrals	Referred to	% Resp.	% Resp.	% Resp.	% Resp.
		0-2 Days	3-7 Days	7-30 Days	31 or More Days
49	Clearinghouse	100%	0%	0%	0%
2	DCF	50%	0%	50%	0%
1	KDADS-Health Occ. Cred.	0%	100%	0%	0%
6	KDHE-Eligibility	33%	17%	50%	0%
2	KDHE-Program Staff	100%	0%	0%	0%
2	KDHE-Provider Contact	100%	0%	0%	0%
1	KMAP	100%	0%	0%	0%
5	Aetna	80%	20%	0%	0%
5	Sunflower	40%	0%	40%	20%
3	UnitedHealthcare	100%	0%	0%	0%

Quarter yr.: Q4/22

Number Referrals	Referred to	% Resolved	% Resolved	% Resolved	% Resolved
		0-2 Days	3-7 Days	7-30 Days	31 or More Days
41	Clearinghouse	100%	0%	0%	0%
4	DCF	25%	25%	50%	0%
6	KDADS-HCBS	83%	17%	0%	0%
11	KDHE-Eligibility	64%	27%	9%	0%
4	KDHE-Program Staff	50%	25%	25%	0%
8	KDHE-Provider Contact	75%	13%	13%	0%
1	KMAP	100%	0%	0%	0%
9	Aetna	11%	33%	44%	11%
5	Sunflower	80%	0%	0%	20%
15	UnitedHealthcare	53%	27%	20%	0%

3. Action Taken by KanCare Ombudsman Office to resolve requests

85% of initial contacts were resolved by providing some type of resource. For example, the KanCare Ombudsman Office:

- contacted other organization(s) to ask assistance in resolving the issue
- shared information, resources, mailings, etc.
- called with member/applicant or provided referrals to other organizations

Note: The totals will not match “Initial Contacts chart” because not all cases are closed at the end of the quarter. This information must be filled in before closing a case.

Action Taken Resolution Type	2018	2019	2020	2021	2022
Questions/Issue Resolved (No Resources)	356	309	145	102	147
Used Contact or Resources/Issue Resolved	3,091	3,387	2,125	2,136	1,716
Closed (No Contact)	483	394	157	103	144
ACTION TAKEN RESOLUTION TYPE TOTAL	3,930	4,090	2,427	2,341	2,007

There may be multiple selections for a member/contact

This chart shows when information/resources are provided verbally, mailed, or emailed to a member/applicant.

Action Taken Additional Help	2018	2019	2020	2021	2022
Provided Resources	3,004	2,451	1,556	1,887	1,701
Mailed/Email Resources	679	594	390	413	325
ACTION TAKEN ADDITIONAL HELP TOTAL	3,683	3,045	1,946	2,300	2,026

4. Ombudsman Office Resolution of Issues

This chart shows the number of contacts, the average number of days to close a case, and what percentage of cases were closed in 0-2 days, 3-7 days, and 8 or more days.

Quarter yr	Number Contacts	Avg Days	% Completed	% Completed	% Completed
		To Completion	0-2 Days	3-7 Days	8 or More Days
Q1/2018	1069	12	56%	16%	28%
Q2/2018	1036	10	60%	13%	27%
Q3/2018	1043	4	72%	17%	11%
Q4/2018	1107	4	71%	18%	11%
Q1/2019	1051	5	71%	16%	13%
Q2/2019	1021	4	74%	13%	13%
Q3/2019	1002	5	75%	10%	15%
Q4/2019	850	5	72%	11%	17%
Q1/2020	804	5	74%	9%	17%
Q2/2020	404	7	46%	31%	23%
Q3/2020	537	5	76%	13%	11%
Q4/2020	576	5	69%	17%	14%
Q1/2021	552	5	71%	16%	13%
Q2/2021	578	4	72%	16%	12%
Q3/2021	630	4	74%	15%	11%
Q4/2021	543	3	76%	14%	10%
Q1/2022	509	4	76%	12%	12%
Q2/2022	492	5	75%	12%	13%
Q3/2022	459	4	68%	18%	14%
Q4/2022	480	5	66%	20%	14%

IX. Enhancements/Changes from the past year

A. Office Updates

1. Transition to New Small Independent Agency

- Executive Order 21-27, signed by Governor Kelly on 10/4/21, transferred the KanCare Ombudsman Office from KDADS to the Office of Public Advocates, which is attached to the Department of Administration.
- The KanCare Ombudsman Office functions as an independent agency.
- Most of the memorandums of understanding (MOU) were completed in May. One of the MOU's started on the new fiscal year start date of July 1, 2022.
- The physical move of the office was May 9th. The new location of the KanCare Ombudsman Office is 900 S Jackson, Suite 1041, Topeka, KS 66612. The technology changes were done at the same time.
- The fiscal transition happened with beginning of the new 2023 fiscal year (July 1, 2022).
- The 2023-2024 budget process was completed in August.
- The emails and phone numbers have all remained the same.

2. Grievance Process created for KanCare Ombudsman Office

The KanCare Ombudsman Office worked with KHDE to set up a grievance process for the KanCare Ombudsman Office. The grievance process explains what a grievance is, examples of a grievance, if there are deadlines, how to submit a grievance, and what the process is after submitting a grievance. Information can be found on our website at: [Grievance \(ks.gov\)](#).

3. Staff update

The Volunteer Coordinator resigned in August. Multiple interviews were conducted over the next several months. A new volunteer was hired in December. Her husband decided to retire, and they are moving out of state. Her last day will be 1/31/23. We will continue to work toward filling this position.

B. Enhancements

1. PRTF fact sheet – see page 7.
2. Guides for completing KanCare Applications – see page 7.

C. Future

1. On-line training

The KanCare Ombudsman Office is using a new software product, LearnWorlds, for staff and volunteer training. It is an on-line training program that includes review questions and tests for each section. It will be available for use by the office in first quarter of 2023.

2. Working with a vendor to replace the current on-line tracker

Plans are in process to contract with a vendor to create a new tracker to manage contacts with the KanCare Ombudsman Office. The original one has met capacity and can no longer be updated or create new reports.

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

A. Aetna

MEDICAID ISSUES	2018	2019	2020	2021	2022
Access to Providers (usually Medical)	0	13	4	6	7
Appeals/Fair Hearing questions/issues	1	2	3	2	3
Background Checks	0	0	0	0	0
Billing	1	12	11	14	10
Care Coordinator Issues	0	19	2	5	8
Change MCO	3	11	7	1	5
Choice Info on MCO	1	6	1	0	3
Coding Issues	0	3	0	2	1
Consumer said Notice not received	0	1	1	1	0
Cultural Competency	0	0	0	1	1
Data Requests	0	0	0	0	0
Dental	0	7	2	1	3
Division of Assets	0	1	0	0	0
Durable Medical Equipment	0	5	6	0	5
Grievances Questions/Issues	0	11	10	6	7
Help understanding mail (NOA)	0	0	1	0	0
MCO transition	0	3	0	0	2
Medicaid Application Assistance	3	6	2	1	2
Medicaid Eligibility Issues	0	19	7	9	9
Medicaid Fraud	0	0	0	1	0
Medicaid General Issues/questions	2	48	12	23	31
Medicaid info (status) update	0	14	12	15	11
Medicaid Renewal	0	18	4	2	1
Medical Card issues	0	0	1	6	7
Medicare Savings Plan Issues	1	7	4	1	4
MediKan issues	0	0	0	0	0
Moving to / from Kansas	0	2	0	1	0
Medical Services	0	14	9	12	13
Pain management issues	0	1	2	2	0
Pharmacy	0	10	2	5	2
Pregnancy issues	0	0	0	1	0
Prior authorization issues	0	0	2	3	3
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	0	0
Spend Down Issues	1	9	7	6	3
Transportation	0	13	3	3	2
Working Healthy	0	0	1	0	2
MEDICAID ISSUES TOTAL	13	255	116	130	145

Aetna

HCBS/LTSS ISSUES	2018	2019	2020	2021	2022
Client Obligation	0	9	0	3	1
Estate Recovery	0	0	0	0	0
HCBS Eligibility issues	0	18	0	5	14
HCBS General Issues	2	25	9	7	22
HCBS Reduction in hours of service	0	1	1	0	5
HCBS Waiting List	0	3	0	0	0
Nursing Facility Issues	0	6	6	7	6
HCBS/LTSS ISSUES TOTAL	2	62	16	22	48

OTHER ISSUES	2018	2019	2020	2021	2022
Abuse / neglect complaints	0	0	4	3	3
ADA Concerns	0	0	0	0	0
Adoption issues	0	0	0	2	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	0	1	0	1
Domestic Violence concerns	0	0	0	0	0
Foster Care issues	0	0	1	1	0
Guardianship	0	0	0	1	0
Homelessness	0	0	1	0	0
Housing Issues	0	1	2	1	4
Medicare related Issues	2	7	2	1	1
Social Security Issues	0	3	0	0	1
Used Interpreter	0	0	0	0	0
X-Other	4	29	18	7	10
Z Thank you	4	109	38	53	53
Z Unspecified	0	8	1	3	1
Health Homes	0	0	0	0	0
OTHER ISSUES TOTAL	10	157	68	72	74

PRIORITY	2018	2019	2020	2021	2022
HCBS	0	8	11	10	18
Long Term Care / MF	0	1	3	3	4
Urgent Medical Need	0	3	1	6	3
Urgent	0	7	6	8	6
Life Threatening	0	3	0	0	1
PRIORITIES TOTAL	0	22	21	27	32

Aetna

PROGRAM TYPE	2018	2019	2020	2021	2022
PD	1	8	5	4	14
I/DD	1	8	3	1	1
FE	0	8	0	1	14
AUTISM	1	0	0	0	0
SED	1	3	1	0	3
TBI	0	9	2	2	5
TA	0	6	2	1	0
WH	0	0	0	0	1
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	2	0	0	0
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	1	5	4	2	1
FOSTER CARE	0	0	1	1	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1	2	4
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
PROGRAM TYPE TOTAL	5	49	19	14	43

B. Sunflower

MEDICAID ISSUES	2018	2019	2020	2021	2022
Access to Providers (usually Medical)	13	14	4	7	8
Appeals/Fair Hearing questions/issues	9	4	15	4	4
Background Checks	1	0	0	0	0
Billing	22	19	14	16	18
Care Coordinator Issues	6	15	8	1	3
Change MCO	9	4	4	2	1
Choice Info on MCO	1	3	2	2	0
Coding Issues	15	7	2	1	0
Consumer said Notice not received	10	0	1	0	1
Cultural Competency	0	1	0	0	0
Data Requests	0	0	2	2	0
Dental	8	2	2	3	2
Division of Assets	1	0	0	0	0
Durable Medical Equipment	4	0	4	4	9
Grievances Questions/Issues	16	16	13	7	12
Help understanding mail (NOA)	0	0	4	2	5
MCO transition	0	0	0	1	0
Medicaid Application Assistance	5	4	4	1	2
Medicaid Eligibility Issues	42	32	7	5	11
Medicaid Fraud	2	0	1	0	1
Medicaid General Issues/questions	46	40	16	18	32
Medicaid info (status) update	26	25	11	8	9
Medicaid Renewal	17	26	3	0	0
Medical Card issues	0	1	4	4	4
Medicare Savings Plan Issues	7	4	1	0	1
MediKan issues	0	0	0	0	0
Moving to / from Kansas	1	1	2	0	4
Medical Services	11	15	13	12	12
Pain management issues	0	1	0	2	1
Pharmacy	7	10	1	7	4
Pregnancy issues	0	2	1	0	2
Prior authorization issues	0	0	1	2	2
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	0	0	0	1	1
Spend Down Issues	7	8	4	1	5
Transportation	6	7	5	5	6
Working Healthy	3	2	0	0	0
MEDICAID ISSUES TOTAL	295	263	149	118	160

Sunflower

HCBS/LTSS ISSUES	2018	2019	2020	2021	2022
Client Obligation	13	6	3	2	1
Estate Recovery	0	0	0	0	1
HCBS Eligibility issues	24	20	5	9	6
HCBS General Issues	32	30	26	12	22
HCBS Reduction in hours of service	2	3	7	0	1
HCBS Waiting List	1	4	1	2	1
Nursing Facility Issues	4	2	5	5	10
HCBS/LTSS ISSUES TOTAL	76	65	47	30	42

OTHER ISSUES	2018	2019	2020	2021	2022
Abuse / neglect complaints	3	1	1	1	4
ADA Concerns	0	0	0	0	0
Adoption issues	0	0	2	1	0
Affordable Care Act Calls	1	1	0	0	0
Community Resources needed	0	0	1	2	2
Domestic Violence concerns	0	0	0	0	1
Foster Care issues	0	0	0	0	0
Guardianship	3	0	1	3	0
Homelessness	0	0	1	0	0
Housing Issues	3	0	3	2	2
Medicare related Issues	8	2	3	4	4
Social Security Issues	2	0	1	1	1
Used Interpreter	0	0	0	0	0
X-Other	40	28	28	9	12
Z Thank you	166	115	64	55	55
Z Unspecified	7	10	2	2	0
Health Homes	0	0	0	0	0
OTHER ISSUES TOTAL	233	157	107	80	81

PRIORITY	2018	2019	2020	2021	2022
HCBS	0	15	33	17	24
Long Term Care / MF	0	3	2	5	4
Urgent Medical Need	0	5	7	10	10
Urgent	0	4	10	11	11
Life Threatening	0	4	1	2	2
PRIORITIES TOTAL	0	31	53	45	51

Sunflower

PROGRAM TYPE	2018	2019	2020	2021	2022
PD	31	16	14	2	5
I/DD	15	15	4	10	10
FE	9	13	6	6	5
AUTISM	1	1	2	0	0
SED	2	1	1	0	3
TBI	7	8	2	6	2
TA	2	4	3	1	6
WH	3	2	0	0	0
MFP	1	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	0	0	1	2	2
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	8	3	3	2	5
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	1	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	1	0	1	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
PROGRAM TYPE TOTAL	79	64	37	30	38

C. United Healthcare

MEDICAID ISSUES	2018	2019	2020	2021	2022
Access to Providers (usually Medical)	0	10	4	7	19
Appeals/Fair Hearing questions/issues	13	3	8	6	10
Background Checks	0	1	0	0	0
Billing	20	10	12	19	21
Care Coordinator Issues	15	10	11	4	12
Change MCO	6	8	5	2	3
Choice Info on MCO	2	1	2	1	2
Coding Issues	6	5	1	1	3
Consumer said Notice not received	3	2	0	0	3
Cultural Competency	0	0	0	0	0
Data Requests	1	0	0	1	1
Dental	3	5	0	4	4
Division of Assets	1	0	0	0	1
Durable Medical Equipment	1	5	5	5	7
Grievances Questions/Issues	10	10	10	11	19
Help understanding mail (NOA)	0	0	0	4	5
MCO transition	0	0	1	0	1
Medicaid Application Assistance	15	2	2	3	7
Medicaid Eligibility Issues	44	24	10	8	20
Medicaid Fraud	1	0	0	1	0
Medicaid General Issues/questions	39	44	12	28	49
Medicaid info (status) update	19	25	12	11	24
Medicaid Renewal	19	14	1	2	1
Medical Card issues	0	2	5	4	5
Medicare Savings Plan Issues	7	1	1	4	5
MediKan issues	0	1	0	0	0
Moving to / from Kansas	2	0	0	2	0
Medical Services	18	3	12	12	19
Pain management issues	1	2	0	3	2
Pharmacy	8	9	9	9	11
Pregnancy issues	0	0	0	2	0
Prior authorization issues	0	1	2	6	7
Refugee/Immigration/SOBRA issues	0	0	0	0	0
Respite	1	0	0	0	0
Spend Down Issues	20	9	6	3	6
Transportation	10	5	8	6	12
Working Healthy	2	1	0	0	1
MEDICAID ISSUES TOTAL	287	213	139	169	280

United

HCBS/LTSS ISSUES	2018	2019	2020	2021	2022
Client Obligation	23	5	2	2	0
Estate Recovery	0	1	0	0	0
HCBS Eligibility issues	17	10	6	7	10
HCBS General Issues	34	28	21	17	25
HCBS Reduction in hours of service	1	3	8	1	7
HCBS Waiting List	3	5	0	3	5
Nursing Facility Issues	9	8	6	14	5
HCBS/LTSS ISSUES TOTAL	87	60	43	44	52

OTHER ISSUES	2018	2019	2020	2021	2022
Abuse / neglect complaints	3	0	0	5	5
ADA Concerns	0	0	0	0	1
Adoption issues	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0
Community Resources needed	0	0	1	3	5
Domestic Violence concerns	0	0	0	0	1
Foster Care issues	0	0	0	1	1
Guardianship	1	0	0	0	0
Homelessness	0	0	1	2	0
Housing Issues	1	1	2	6	2
Medicare related Issues	2	3	3	3	13
Social Security Issues	2	1	2	2	3
Used Interpreter	0	0	0	0	1
X-Other	25	22	23	18	15
Z Thank you	175	114	53	69	72
Z Unspecified	3	10	2	3	5
Health Homes	0	0	0	0	0
OTHER ISSUES TOTAL	212	151	87	112	124

PRIORITY	2018	2019	2020	2021	2022
HCBS	0	4	25	16	24
Long Term Care / MF	0	4	6	10	11
Urgent Medical Need	0	2	5	5	9
Urgent	0	2	6	16	8
Life Threatening	0	1	0	1	1
PRIORITIES TOTAL	0	13	42	48	53

United

PROGRAM TYPE	2018	2019	2020	2021	2022
PD	24	22	13	4	13
I/DD	13	17	2	7	9
FE	13	11	8	6	2
AUTISM	0	1	0	0	0
SED	6	3	1	1	2
TBI	5	3	6	5	4
TA	3	1	2	1	3
WH	4	0	0	0	0
MFP	0	0	0	0	0
PACE	0	0	0	0	0
MENTAL HEALTH	2	1	1	8	2
SUB USE DIS	0	0	0	0	0
NURSING FACILITY	12	10	3	7	7
FOSTER CARE	0	0	0	0	0
MEDIKAN	0	1	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	1	3	1	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	1	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0
PROGRAM TYPE TOTAL	82	71	40	40	43

XI. Appendix B: KanCare Ombudsman Survey Results Summary – October 2022

The KanCare Ombudsman Office (KOO) helps Medicaid members and applicants with problems regarding services, coverage access and rights. The goal of the survey was to find out what our stakeholders think about how we are doing so we can make improvements.

The KanCare Ombudsman Office completed its second annual survey during October 2022, requesting input from members, families, guardians, providers, and other organizations that are stakeholders of KanCare.

The survey was posted and available for use from October 3 – October 31, 2022, on the KanCare Ombudsman webpages. Notifications were sent to:

- Users of KanCare Services that had provided email addresses and other community-based organizations using Mail Chimp; over 1400 contacts.
- The three managed care organizations (MCO's) sent out information to their provider and member lists.
- Disability News List Serve through the Kansas Commission on Disability Concerns.
- KanCare Ombudsman Office Facebook post that was boosted during the month of October. Results of the Facebook post were 39,445 reaches, and 2,566 engagements.

In comments sections, Individual responses were limited to **Key Responses** for this summary report. A full listing of comments can be found at [Survey & Listening Sessions \(ks.gov\)](https://www.ks.gov/survey-listening-sessions).



The KanCare Ombudsman was so compassionate, knowledgeable, kind, and really took the time to get to the bottom of the problem. She responded so quickly to emails and phone calls while we were sorting out a solution. I feel like finally someone heard my voice and actually cared enough to help. She was able to provide resources within the state of Kansas and specific to Johnson County. She has given me hope and bettered the lives of Kansas children.

-KanCare Ombudsman Office Survey 2022

A. Who Are You?

There was a 196% increase in the number of total respondents this year versus last year. Current and past member/applicant/guardian/family/friend had 541% increase, this year over last year's response.

Who Are You?		2021		2022		% inc./ dec. TY over LY
#		%	Count	%	Count	
1-3	Current/past KanCare member/applicant/guardian/family/ friend	10%	75	32%	481	541%
4	Provider	13%	34	17%	131	285%
5	Community organization or Association	17%	45	7%	57	27%
6	MCO employee	14%	37	4%	29	-22%
7	State employee	13%	33	2%	17	-48%
8	Other	15%	39	8%	64	64%
	Total	100%	263	100%	779	196%

B. “What language do you use most often at home?”

KOO added American Sign Language (ASL) as an option in the 2022 survey. Six ASL respondents in 2022.

What language do you use most often at home?		2021		2022	
#	Answer	%	Count	%	Count
1	English	95%	253	98%	762
2	Spanish	3%	7	1%	10
3	Other	2%	6	0%	0
4	American Sign Language	n/a	n/a	1%	6
	Total	100%	266	100%	778

C. How often have you used the KanCare Ombudsman Office?

42% in 2021 said “never” compared to 66% in 2022.

How often have you used the KanCare Ombudsman Office for help or resources?		2021		2022	
#	Answer	%	Count	%	Count
1	Never	42%	111	66%	516
2	1-2 times	32%	84	21%	161
3	Multiple times	26%	70	13%	100
	Total	100%	265	100%	777

D. Did you get an answer to your question or concern?

28% responded “no.”

Did you get an answer to your question or concern?		2021		2022	
#	Answer	%	Count	%	Count
1	No	20%	30	28%	71
2	Yes	80%	118	72%	183
	Total	100%	148	100%	254

E. Please describe why you may not have gotten an answer to your concern.

17 respondents, or 31% said the office did not respond.

Please describe why you may not have gotten an answer to your concern		2022	
#	Answer	%	Count
1	I am still working with the KanCare Ombudsman Office to resolve the concern.	7%	4
2	Medicaid regulations did not allow it.	5%	3
3	The KanCare Ombudsman Office did not respond.	31%	17
5	The KanCare Ombudsman Office provided the wrong information.	7%	4
6	Other	49%	27
	Total	100%	55

Of the 27 “Other” responses, 16 provided written information which is included in the full report on the KanCare Ombudsman web pages.

F. How was your experience of working with the KanCare Ombudsman Office?

Options 1-4, for “Agree”, had good number increases in each category, however the percent to total was down from 2021.

		2021						
How was your experience of working with the KanCare Ombudsman Office?		Agree		Neutral		Disagree		Total
1	They were respectful.	86%	110	11%	14	3%	4	128
2	They were encouraging.	77%	97	17%	22	6%	7	126
3	They were helpful.	74%	95	15%	19	11%	14	128
4	They shared good resources.	69%	88	20%	25	11%	14	127

		2022						
How was your experience of working with the KanCare Ombudsman Office?		Agree		Neutral		Disagree		Total
1	They were respectful.	77%	160	19%	40	4%	8	208
2	They were encouraging.	59%	121	29%	59	12%	25	205
3	They were helpful.	67%	139	18%	38	14%	29	206
4	They shared good resources.	60%	122	25%	51	16%	32	205
5	They responded within two business days.	63%	130	18%	36	19%	39	205

G. What worked well when you used the KanCare Ombudsman Office?

1. Problem Solved – 70 responses
2. Not resolved – 11 responses
3. Policy – 3 responses
4. Other – 14 responses

Key responses:

- “I have always found the Ombudsman's office to be helpful, responsive and bold when necessary. They continually fight for what is right for our consumers.”
- “We were listened to and felt they really cared!”
- “I was removed from the program without cause and couldn't get any answers. I called the ombudsman office, and they had the problem solved within a day. They apparently have enough power to get things done.”
- “They responded quickly and give us a good feeling of caring and understood our situation.”

H. Do you have a positive experience you would like to share?

#	Answer	%	Count
1	Yes	18 %	37
2	No	82%	166
	Total	100%	203

I. Share your positive experience. (23 responses)

1. Key Responses:

- “There was an agency mistake regarding income/eligibility, and while the agency admitted the mistake was theirs, it was compounded by the amount of time it took to resolve. After several weeks of “be patient everything will be retroactive”, I was financially penalized for their mistake. The Ombudsman listened, advised me on how to proceed, and monitored my case to make sure it was fixed. She then intervened again to make sure the decision was applied retroactively so that I didn't lose coverage.”
- “I was having difficulty finding out what to do with some unexpected funds for my sister. I was getting piecemeal answers from KanCare and Estate Recovery. The ombudsman answered all of my questions fully, and in a timely fashion.”
- “Kerrie Bacon was helpful to us when we had a very difficult PRTF case that had a difficult discharge. She was able to step in, help the parents and help us advocate for the safest plan possible.”

J. What didn't work well and could be improved in the KanCare Ombudsman Office? 55 responses

1. Issues – Key Responses
 - Issues with getting return calls.
 - Slow on returning calls.
 - No one answers the phone. Have to leave a voicemail.
 - Issues with follow up and resolution.
 - Better information on how to help with concerns.
 - Refer to other organizations that refer them back to KanCare Ombudsman Office.
2. Need better outreach – 2 responses
3. Policy Issues – 6 responses
4. Positive comments – 10 responses
5. Other - 26 responses

K. Have you heard of the KanCare Ombudsman Office before now?

Have you heard of the KanCare Ombudsman Office before now?					
		2021		2022	
	Answer	%	Count	%	Count
1	No	43%	47	67%	339
2	Yes	57%	63	33%	167
	Total	100%	110	100%	506

L. Do you know how to reach the KanCare Ombudsman Office?

2022 had a significantly higher percent to total number of people that answered “no.”

Do you know how to reach the KanCare Ombudsman Office?					
		2021		2022	
#	Answer	%	Count	%	Count
1	No	59.09%	65	77.82%	393
2	Yes	40.91%	45	22.18%	112
	Total	100%	110	100%	505

M. Do you think there are barriers to talking with the KanCare Ombudsman Office.

The percent to totals for both years were similar, but the total number of respondents for 2022 was much higher than 2021.

Do you think there are barriers to talking with the KanCare Ombudsman Office?					
		2021		2022	
#	Answer	%	Count	%	Count
1	No	59%	64	64%	436
2	Yes	41%	45	36%	245
	Total	100%	109	100%	681

N. What barriers do you see to talking to the KanCare Ombudsman Office?

Of the 186 responses to this question, 105 were regarding the issue of not knowing about the office, how to contact the office, what an ombudsman is and what the KanCare Ombudsman Office does.

1. Did not know of the KanCare Ombudsman Office, how to contact, or what they do. 105 responses (56% of responses)

Key Responses

- Lack of awareness that the office exists, what service it provides, or how to access it
 - What is an ombudsman? What are they for? What do they do? Why would I contact one?
 - Communication. I have never observed or seen anything that offered communication to the Ombudsman.
 - Office and contact info not readily shared.
 - Lack of knowing it exists and lack of trust anything will change.
2. Retaliation - 1 response
 3. Language – 6 responses
 - Language alternatives not easily visible; TTY, email, and interpreters.
 - KanCare.ks.gov website where information about the KanCare Ombudsman's Office is located needs to be redesigned. can't really find the information quickly.
 - Difficult for Spanish speaker to fully communicate with the Ombudsman
 4. Operational KOO issues - 41 responses (22% of responses)

Key Responses

- Don't respond; Don't answer the phone
- Lack of follow up
- The automated system

- Not very helpful
 - Not getting issue resolved.
 - Not being open to listen to the situation or issue before trying to troubleshoot
 - Do not trust.
 - Language a lay person can understand
5. Other – 33 responses

This survey has been very helpful in identifying areas where the KanCare Ombudsman Office needs to focus its efforts. The KanCare Ombudsman Office will be reviewing the policy of response time, follow up on open cases, and how to identify if a caller has gotten the information and assistance they need.

The KanCare Ombudsman Office is appreciative of all who participated in this process to help us continue to improve our services.

The KanCare Ombudsman Office internet information is found on the [KanCare.ks.gov](https://www.kancare.ks.gov) website under [Ombudsman](#). Phone: 1-855-643-8180 or email: KanCare.Ombudsman@ks.gov.



THANK YOU TO ALL WHO
PARTICIPATED IN THIS PROCESS TO
HELP US CONTINUE TO IMPROVE
OUR SERVICE TO KANSANS.