

## I. 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 \(ks.gov\)](#).



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%                     |
|              | <b>Total</b>  | <b>100%</b> | <b>263</b> | <b>100%</b> | <b>779</b> | <b>196%</b>             |

**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          |
|  | <b>Total</b>           | <b>100%</b> | <b>266</b> | <b>100%</b> | <b>778</b> |

**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        |
|   | <b>Total</b>   | <b>100%</b> | <b>265</b> | <b>100%</b> | <b>777</b> |

**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        |
|  | <b>Total</b> | <b>100%</b> | <b>148</b> | <b>100%</b> | <b>254</b> |

**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        |
|   | <b>Total</b>   | <b>100%</b> | <b>55</b> |

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        |
|  | <b>Total</b> | <b>100%</b> | <b>110</b> | <b>100%</b> | <b>506</b> |

**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        |
|  | <b>Total</b> | <b>100%</b> | <b>110</b> | <b>100%</b> | <b>505</b> |

**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? |              |             |            |             |            |
|---|--------------|-------------|------------|-------------|------------|
| #   | Answer       | 2021        |            | 2022        |            |
|   |              | %           | Count      | %           | Count      |
| 1   | No           | 59%         | 64         | 64%         | 436        |
| 2   | Yes          | 41%         | 45         | 36%         | 245        |
|   | <b>Total</b> | <b>100%</b> | <b>109</b> | <b>100%</b> | <b>681</b> |

**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

**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

**Key Responses**

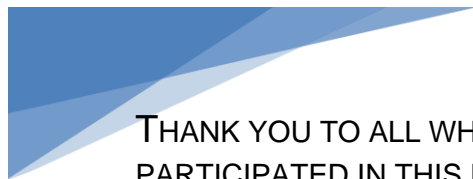
- Don't respond; Don't answer the phone
- Lack of follow up
- The automated system
- Not very helpful

- 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](http://KanCare.ks.gov) website under [Ombudsman](#). Phone: 1-855-643-8180 or email: [KanCare.Ombudsman@ks.gov](mailto:KanCare.Ombudsman@ks.gov).



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