



Bob Bethel Joint Committee on HCBS and KanCare Oversight
Report by Kerrie J. Bacon, KanCare Ombudsman – Written Testimony
November 11, 2018

Mr. Chair and Committee members,

Thank you for the opportunity to share information with you about how the KanCare Ombudsman's office is working to help members and potential members with assistance, resources, information and referrals. The attached report is the KanCare Ombudsman Quarter 3 Report for 2018.

First, if you review page 3, the Initial Contacts chart, you will see that third quarter had a 18% increase over third quarter in 2017 and a 29% increase over third quarter in 2016. For five quarters, the Ombudsman's office has had around 1,000 calls per quarter, with first quarter having an increase over that average.

Second, the two Satellite offices are now both open approximately 20 hours/week to answer phones and help beneficiaries. We have two volunteers that take two shifts during the week because they enjoy the opportunity to provide service to KanCare members and beneficiaries. (page 4)

Third, Liaison Training to community-based organizations was provided to six areas in Kansas; three of which were in western Kansas or close to the western Kansas line. (Rice County) (See Outreach through Collaboration and Training on page 6.)

Fourth, new data is available this quarter in the form of initial contacts by region by quarter. The number of contacts with region information is increasing each quarter. The regions with the highest contacts are the northeast and southeast. The northwest and southwest have lower population bases, so we would expect a lower count from these regions. However, the Ombudsman's office is looking at how to reach out to the west side of Kansas to improve knowledge and understanding about KanCare and the KanCare Ombudsman's office. (page 7)

The KanCare Ombudsman's office is available to help with any constituent calls regarding KanCare concerns.



Kerrie J. Bacon
KanCare Ombudsman
Qtr. 3, 2018 (based on calendar
year)

Quarterly Report July 1-Sept. 30, 2018

Data downloaded on 10/12/18



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Highlights/Dashboard

Contact Information – page 3

Average Quarterly Initial Contacts for 2018 is trending 18% above last year’s quarterly average (2017) and 29% above the 2016 quarterly average.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Avg. qtr.
2016	1,130	846	687	523	797
2017	825	835	970	1,040	918
2018	1,214	1,059	1,085		1,119
2017 vs. 2018	47%	27%	11%		18%
2016 vs. 2018	7%	25%	37%		29%

Accessibility through the KanCare Ombudsman Volunteer Program – page 4

Both Satellite offices have answered KanCare questions and helped with issues as well as helping to fill out KanCare applications on the phone and in person at the offices. ***The Satellite office are each covering approximately 20 hours per week in serving KanCare beneficiaries.***

Data by Region (NEW) – pages 7 and 8

The KanCare Ombudsman’s office has begun pulling data by region. The KanCare Ombudsman’s office divided Kansas into four regions. The north and south dividing line uses the area codes by county to decide if the county is in the northern region or the southern region. The two regions with the most initial contacts are Northeast and Southeast.

Region	Q1/18	Q2/18	Q3/18
Northwest	14	16	10
Northeast	157	220	238
Southwest	14	18	14
Southeast	59	135	163
Out of State	14	17	21
Not Identified	955	653	639
Total	1,213	1,059	1,085



Accessibility by Ombudsman's Office

Initial Contacts

The KanCare Ombudsman was available to members and potential members of KanCare (Medicaid) by phone, email, written communication, and in person during third quarter of 2018. The number of initial contacts the Ombudsman's office received continues to increase. The initial contacts have been increasing for the last seven quarters. 2018 is averaging about 200 initial contacts per quarter higher than 2017.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4	Avg. qtr.
2014	545	474	526	547	523
2015	510	462	579	524	519
2016	1,130	846	687	523	797
2017	825	835	970	1,040	918
2018	1,214	1,059	1,085		1,119
2017 vs. 2018	47%	27%	11%		18%
2016 vs. 2018	7%	25%	37%		29%

**2013 year does not include emails in the data*

Additional Contacts gives data on the many contacts that happen after the initial contact to the KanCare Ombudsman's office. These include requests for follow-up to another organization and their responses, and follow-up calls to and from the beneficiary.

Additional Contacts: Notes History (ongoing contacts with beneficiary to note calls and/or updates with issue/concern)	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2017	1,388	1,651	1,954	2,122
2018	2,251	1,892	1,898	

Additional Contacts: Email History (emails with beneficiaries and follow up with agencies, MCOs and providers, to resolve cases)	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2017	655	919	1,338	1,490
2018	1,389	1,252	1,315	



Responding to Issues

	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
Avg. Days to Respond	1	1	2	2	1	1	1
% of contacts responded in 0-2 days	78%	80%	65%	69%	82%	90%	88%
% of contacts responded in 3-7 days	20%	19%	31%	22%	17%	10%	12%
% of contacts responded to in greater than 7 days	2%	1%	4%	9%	1%	0%	1%

Resolution of Issues

The change in average days to close/resolve an issue decreased dramatically from 2nd to 3rd quarter. This was due to clarification for staff and volunteers to close based on resolution date or if no response, on the date last contacted. Prior to this, cases were closed by many at the end of the quarter when I sent out the reminder to close cases; using the end of quarter date.

	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
Avg. Days to close/resolve Issue	11	9	9	7	8	10	3
% files closed/resolved in 0-2 or less					60%	61%	73%
% of files closed/resolved in 3-7 days					17%	13%	17%
% of files closed/resolved in 7-30 days					12%	14%	8%
% of files closed/resolved in greater than 30 days					11%	13%	2%
% files closed	88%	92%	90%	83%	81%	93%	93%

Accessibility through the KanCare Ombudsman Volunteer Program

Both Satellite offices have answered KanCare questions and helped with issues as well as assisting with filling out KanCare applications on the phone and in person at the offices. The Satellite office are each covering approximately 20 hours per week in serving KanCare beneficiaries.

	Volunteer Hours	# of Volunteers	# of hours covered/wk	Area Codes covered
Olathe Satellite Office	M: 9:00-4, T:12:30-4:00, W:9-12, Th: 1-4, F: 10-1	6	19.5	913, 785, 816
Wichita Satellite Office	M: 12:30-4:30, T: 10-2, W: 12:30-4:30, Th: 10-2, F: 1-4	4	22	316, 620



Outreach by Ombudsman's office

Outreach through Collaboration and Education

- Presented at the Bel Aire Senior Center about the Ombudsman Office in Wichita, July 2
- Olathe Job Fair; Olathe, KS (July 12, 2018)
- 2018 Kansas Conference on Poverty; Topeka, KS (July 19th and 20th)
- Shared about the Ombudsman Office and the Medicare Savings Program at the Sedgwick County Extension Office's "Medicare Options" presentation; Wichita, 7/24.
- Aging Well; Kansas City, KS (July 30, 2018)
- Presentation to Long Term Care Ombudsman group in Kansas City Region; August 8
- Update on Ombudsman's office to Long Term Care State Agency Meeting, August 9, September 13
- Attended the Disability Caucus to help with Medicaid questions and outreach; Topeka, KS (August 9 and 10)
- Tabled at the Colvin Neighborhood Night Out (Wichita area) to provide outreach to families that attended, August 13
- Delivered 2 packages of Ombudsman Office fliers to Dental Services of Sedgwick County and educated them on our role and services; Wichita, KS (August 13)
- Presented Quarter 2, 2018 Report to Bob Bethel Joint HCBS and KanCare Oversight Committee, August 21-22
- Presented to 3 low-income senior housing complexes over Medicaid (Wichita area):
 - Pinecrest Place Senior Residences on 8/20
 - Wichita Place Senior Residences on 8/21
 - Mohr Place II Senior Residences on 8/22
- 2018 Midwest Ability Summit; Overland Park, (August 25, 2018)
- Attended KanCare Education Meetings on MCO Transition in Olathe (available as a resource to members), Wichita, 9/4
- Attended KanCare Education Meetings on MCO Transition in Olathe (available as a resource to members), September 5
- Attended HCBS 1915c Public Listening Session in Wichita (available as a resource to members), 9/11
- Attended HCBS 1915c Public Listening Session in Wichita (available as a resource to members), September 12
- Presented at the United Way Emergency Assistance Network Meeting over general Ombudsman's Office information, Wichita, 9/18
- Provided Ombudsman fliers to approximately 200 attendees at the Kansas Prevention Conference; Topeka (9/19-9/20)
- Tabled at the State Fair in the KDADS booth and discussed the KanCare Ombudsman Office and our services with approximately 250 people, 9/14-9/16



- Presented at the United Way Emergency Assistance Network Meeting over general Ombudsman's Office information to the approximately 25 community organization representatives, September 18.
- Presented Quarter 2, 2018 Report to KanCare Advisory Council Meeting, September 25
- Provided resources at the MCO provider training in Wichita, 9/25
- Provided resources at the MCO provider training in *Dodge City*, 9/26
- Manned a booth at the Central Plains Area Agency on Aging Senior Expo giving information to approximately 800 seniors about Ombudsman information, 9/27
- *Statewide mailing* of KanCare Ombudsman brochures to Community Based organizations in September (i.e. Centers for Independent Living, Community Developmental Disability Organizations, Community Mental Health Centers)

Outreach through Publications

- First Christian Church of Olathe – e-newsletter; Counties: Johnson (August 2018)
- Second Baptist Church of Olathe – Flyer posted; Counties: Johnson (August 2018)
- Statewide Community Health Workers monthly newsletter, September
- Shepherd's Voice; Kansas City, KS (July, August 2018)
- Livable Neighborhoods Task Force; Kansas City, KS (July, August 2018)
- Golden Years Newspaper; Counties: Franklin, Osage, Anderson, Linn, Coffey (July, Aug, Sept 2018)
- Olathe Public Library; Olathe, KS (July, August, September 2018)

Outreach through Collaboration and Training

- Conducted liaison training in Geary Co.; Junction City, KS (July 9, 2018)
- Conducted liaison training in *Ford County* at the Southwest Kansas Area Agency on Aging, 7/10.
- Conducted liaison training in *Rice County*, sponsored by the Rice County Council on Aging, 8/12
- Conducted liaison training in Sedgwick County at the Wichita downtown Senior Center, 8/24.
- Conducted liaison trainings in Cowley County, Arkansas City Senior Center. on 9/12, and
- Conducted liaison trainings in *Finney County* at the Finney County Health Department, 9/24.



Data by Ombudsman's Office

Data by Region (*NEW*)

The KanCare Ombudsman's office has begun pulling data by region. See regional map on next page. Most calls are coming from the east side of the state. The Ombudsman's office is reviewing ways to provide targeted outreach to the western half of Kansas.

Region	Q1/18	Q2/18	Q3/18
Northeast	157	220	238
Southeast	59	135	163
Northwest	14	16	10
Southwest	14	18	14
Out of State	14	17	21
Not Identified	955	653	639
Total	1,213	1,059	1,085

Population Density by KanCare Ombudsman Region

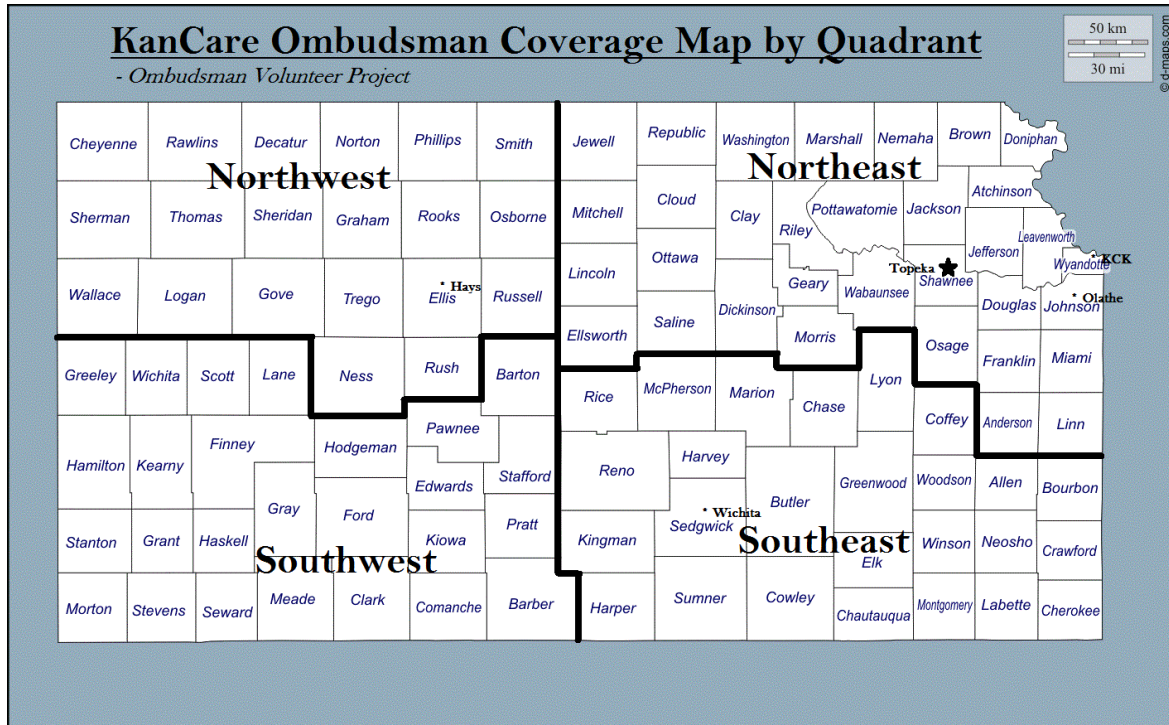
Population Density	Urban	Semi Urban	Densely Settled Rural	Rural	Frontier	Total Counties
NE	5	5	6	15	2	33
SE	1	5	9	7	4	26
NW			1	4	15	20
SW			4	7	15	26
Total	6	10	20	33	36	105

Based on 2015 Census data - KCDCinfo.gov Kansas Population Density map using number of people per square mile (ppsm):

- Frontier - less than 6 ppsm
- Rural - 6 to 19.9 ppsm
- Densely-Settled Rural - 20 to 39.9 ppsm
- Semi-Urban - 40-149.9 ppsm
- Urban - 150+ ppsm

The map shows the counties included in each region. The north/south dividing line is based on the 785 and 620 area codes (in general).

- 785, 913 and 816 area codes in the northern regions go to the Olathe Satellite office.
- 316 and 620 area codes in the southern regions go to the Wichita Satellite office.



<u>NORTHWEST</u>	<u>NORTHEAST</u>	<u>SOUTHWEST</u>	<u>SOUTHEAST</u>
CHEYENNE	JEWELL	GREELEY	WILSON
RAWLINS	REPUBLIC	SEWARD	RICE
DECATUR	WASHINGTON	MEADE	MCPHERSON
NORTON	MARSHALL	CLARK	MARION
PHILLIPS	NEMAHA	LANE	CHASE
SMITH	BROWN	KIOWA	LYON
SHERMAN	DONIPHAN	COMANCHE	COFFEE
THOMAS	MITCHELL	BARBER	RENO
SHERIDAN	CLOUD		HARVEY
GRAHAM	CLAY		BUTLER
WALLACE	RILEY		GREENWOOD
LOGAN	POTTAWATOMIE		WOODSON
GOVE	JACKSON		ALLEN
TREGO	ATCHISON		BOURBON
ELLIS	LINCOLN		KINGMAN
RUSSELL	OTTAWA		GRAY
NESS	GEARY		FORD
RUSH	WABAUNSEE		EEDWARDS
	SHAWNEE		PRATT
	DOUGLAS		MORTON
			STEVENS



Data by Issue Category

The “Other” issue category continues showing a reduction for the third quarter. Over the last several quarters the Ombudsman Office has expanded the Issue Categories to give more information on topics; this may be why the Other category is shrinking over time. The Medicaid Renewal issue has improved with third quarter reporting. There may be multiple selections for a member/contact.

Issue Category	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	7 Qtr. Avg.
Access to Providers (usually Medical)	14	14	13	10	2	2	8	9
Abuse/Neglect Complaints	0	0	0	2	10	10	7	9
Affordable Care Act Calls	3	6	5	5	15	12	9	8
Appeals/Fair Hearing questions/issues	0	0	21	23	45	25	35	30
Background Checks	0	0	0	2	4	0	1	2
Billing	21	33	17	19	40	26	32	27
Care Coordinator Issues	5	11	6	12	10	11	7	9
Change MCO	3	1	2	6	12	7	5	5
Choice Info on MCO	0	0	0	0	3	3	3	3
Client Obligation	17	36	37	33	53	33	23	33
Coding Issues	3	0	8	18	32	8	10	11
Consumer said Notice not received	0	0	0	1	16	4	14	11
Cultural Competency	0	0	0	0	0	1	1	1
Data Requests	0	0	3	5	3	2	4	3
Dental	7	9	7	6	10	9	6	8
Division of Assets	2	2	5	5	10	3	5	5
Durable Medical Equipment	2	9	4	3	1	4	9	5
Estate Recovery	6	5	6	4	11	4	10	7
Grievances Questions/Issues	36	33	29	9	28	34	23	27
Guardianship	3	1	3	4	3	6	5	4
HCBS Eligibility issues	46	50	58	62	46	26	36	46
HCBS General Issues	33	34	21	49	36	33	60	38
HCBS Reduction in Hours of Service	7	2	4	6	7	2	3	4
HCBS Waiting List	6	9	8	4	4	4	4	6
Help understanding mail	0	0	0	0	4	15	21	18
Housing Issues	4	6	7	0	7	7	7	5
Medicaid Application Assistance	45	55	162	179	185	134	144	129



Issue Category	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	7 Qtr. Avg.
Medicaid Eligibility Issues	237	177	237	300	208	212	182	222
Medicaid Fraud	0	0	0	0	3	2	2	2
Medicaid General Issues/Questions	0	0	0	0	62	181	198	190
Medicaid info (status) update	0	0	0	4	210	215	195	207
Medicaid Renewal	29	43	38	61	103	57	39	53
Medical Services	20	20	11	9	23	27	10	17
Medicare related Issues	0	0	15	22	17	22	27	21
Medicare Savings Plan Issues	0	0	9	21	19	17	20	17
Moving to/from Kansas	5	7	6	9	16	13	21	11
Nursing Facility Issues	40	26	23	21	21	18	23	25
Pharmacy	11	9	10	13	16	1	2	9
Prior authorization issues	0	0	0	0	1	2	0	1
Respite	0	0	0	0	0	1	0	1
Social Security Issues	0	0	1	4	9	13	11	9
Spend Down Issues	18	32	29	29	28	32	24	27
Transportation	8	9	12	5	16	10	9	10
Working Healthy	0	0	2	3	3	6	8	4
X-Other	275	315	241	187	214	132	132	214
Z Thank you.	238	319	416	433	556	490	476	418
Z Unspecified	44	36	61	75	79	72	73	63
TOTAL	1,188	1,312	1,537	1,663	2,201	1,948	1,944	

There may be multiple selections for a member/contact.



Data by Office Location

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

Contacts by Office	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
Main	648	639	759	718	772	619	491
Johnson County	28	81	51	62	68	81	223
Wichita	149	115	160	260	374	359	371
Total	827	835	970	1,040	1,214	1,059	1,085

Data by Contact Method

Although the bottom line number of contact remained stable from last quarter, the contacts by email and face-to-face increased over earlier quarters. There were several listening sessions during this quarter that the Ombudsman's office participated in which would account for the increase in face-to-face initial contacts.

Contact Method	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
Email	125	127	143	122	112	119	150
Face-to-Face Meeting	11	5	6	8	7	9	22
Letter	2	0	0	0	2	1	2
ONLINE	0	0	0	0	0	0	0
Other	0	2	5	4	2	0	2
Telephone	689	701	816	906	1,091	930	909
TOTAL	827	835	970	1,040	1,214	1,059	1,085

Data by Caller Type

The Other type category has increased in the last two quarters. In researching the types of people that fall in that group tend to be schools, lawyers, students and/or researchers looking for data, and state workers. The staff and volunteers have received updates/reminders on this to improve data accuracy.

Caller Type	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
Consumer	631	661	773	862	1066	799	896
MCO Employee	18	9	11	6	6	4	5
Other type	61	53	45	50	46	175	85
Provider	117	112	141	122	96	81	99
TOTAL	827	835	970	1,040	1,214	1,059	1,085



Data by Program Type

The top program types that we receive calls for are the three waivers (Physical Disability, Intellectual/Developmental disability, and Frail elderly) and nursing facility concerns.

PROGRAM TYPE	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	7 Qtr. Avg.
PD	40	37	32	45	51	27	28	37
I/DD	43	28	52	77	29	27	36	42
FE	30	27	33	38	27	22	30	30
AUTISM	3	2	2	0	1	1	2	2
SED	4	4	5	5	9	2	8	5
TBI	6	8	7	6	7	10	9	8
TA	8	10	2	7	5	3	7	6
WH	0	0	1	3	5	4	6	5
MFP	2	1	0	0	1	0	0	1
PACE	0	0	1	1	0	0	0	0
MENTAL HEALTH	5	5	2	5	2	1	3	3
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	66	45	79	61	47	39	28	52
PROGRAM TOTAL	207	167	216	248	184	136	157	

There may be multiple selections for a member/contact.



Action Taken to Resolve Issues by Ombudsman's Office

During 4th quarter we are tracking data to show the length of time it takes to resolve issues that need help from other organizations. That data will be available with the 4th quarter report.

Type of Resolution

ACTION TAKEN	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	7 Qtr. Avg.
QUESTION/ISSUE RESOLVED (NO RESOURCES)	163	81	73	99	105	69	68	94
USED CONTACT OR RESOURCES/ISSUE RESOLVED	505	601	686	712	766	675	749	671
CLOSED (NO CONTACT)	91	75	112	89	100	133	108	101

There may be multiple selections for a member/contact.

Additional Help

ACTION TAKEN	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	7 Qtr. Avg.
PROVIDED RESOURCES	239	307	347	447	772	758	787	522
MAILED/EMAIL RESOURCES	46	123	124	116	221	182	128	134

There may be multiple selections for a member/contact.

Referred Beneficiary to Organization for Follow-up

ACTION TAKEN	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	7 Qtr. Avg.
KDHE CONTACT	135	76	77	60	71	51	41	73
DCF CONTACT	1	4	8	1	4	5	8	4
MCO CONTACT	34	29	18	18	21	29	20	24
CLEARINGHOUSE CONTACT	75	130	202	167	193	179	153	157
HCBS TEAM CONTACT	30	23	24	28	26	18	5	22
CSP MENTAL HEALTH CONTACT	2	0	1	0	0	2	1	1

There may be multiple selections for a member/contact.



Referred Beneficiary to Call Organization for Assistance

ACTION TAKEN	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18	7 Qtr. Avg.
MCO REFERRAL	19	34	33	29	39	29	29	30
CLEARINGHOUSE REFERRAL	26	104	142	143	246	218	207	155
HCBS TEAM REFERRAL	7	12	18	19	14	10	11	13
OTHER KDADS CONTACT/REFERRAL	49	41	46	88	87	54	30	56
STATE OR COMMUNITY AGENCY REFERRAL	46	78	72	83	101	91	104	82
DISABILITY RIGHTS AND/OR KLS REFERRAL	8	2	1	6	6	4	1	4
(NOT IDENTIFIED)	15	12	11	44	58	5	49	28



Appendix A – Information by Managed Care Organization

Amerigroup-Issue Category

There may be multiple selections for a member/contact.

ISSUE CATEGORY	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
Access to Providers (usually Medical)	3	7	2	2	1	0	2
Abuse / neglect complaints	0	0	0	0	1	2	0
Affordable Care Act Calls	0	0	0	0	1	0	0
Appeals/Fair Hearing questions/issues	0	0	2	3	2	1	2
Background Checks	0	0	0	1	1	0	0
Billing	1	5	3	2	7	7	4
Care Coordinator Issues	1	4	0	3	3	4	1
Change MCO	1	0	0	1	4	2	4
Choice Info on MCO	0	0	0	0	0	1	2
Client Obligation	1	7	4	3	8	10	3
Coding Issues	0	0	3	2	5	2	2
Consumer said Notice not received	0	0	0	1	2	0	2
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	1
Dental	0	0	1	0	3	0	0
Division of Assets	0	0	0	0	0	0	0
Durable Medical Equipment	0	1	1	0	0	1	3
Estate Recovery	0	1	0	1	0	0	0
Grievances Questions/Issues	9	4	4	0	3	5	2
Guardianship	1	0	0	0	0	0	0
HCBS Eligibility issues	6	7	7	10	6	3	2
HCBS General Issues	11	10	3	8	4	5	5
HCBS Reduction in hours of service	2	0	0	2	6	1	0
HCBS Waiting List	1	2	0	1	0	0	0
Help understanding mail	0	0	0	0	1	1	1
Housing Issues	0	1	1	0	0	1	1
Medicaid Application Assistance	0	0	0	1	3	4	2
Medicaid Coding	0	0	0	0	0	0	0
Medicaid Eligibility Issues	8	5	10	17	10	13	8
Medicaid Fraud	0	0	0	0	0	1	0
Medicaid General Issues/questions	0	0	0	0	6	11	9



Medicaid info (status) update	0	0	0	0	10	8	6
Medicaid Renewal	4	7	3	8	8	6	6
Medical Services	5	7	1	0	4	4	1
Medicare related Issues	0	0	2	3	1	1	2
Medicare Savings Plan Issues	0	0	0	1	0	2	0
Moving to / from Kansas	1	0	0	1	0	0	0
Nursing Facility Issues	1	4	0	0	1	1	1
Pain management issues	0	0	0	0	0	0	0
Pharmacy	1	2	2	1	1	0	1
Prior authorization issues	0	0	0	0	0	0	0
Questions for Conference Calls/Sessions	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Social Security Issues	0	0	0	0	1	0	1
Spend Down Issues	2	5	2	4	4	4	0
Transportation	1	1	3	0	3	2	2
Working Healthy	0	0	0	0	0	0	0
X-Other	14	19	11	6	18	9	7
Z Thank you.	23	31	13	26	38	42	33
Z Unspecified	1	1	1	0	2	0	3
ISSUE CATEGORY TOTAL	98	133	79	108	168	154	119

Amerigroup–Waiver Information

There may be multiple selections for a member/contact.

Program Type	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
PD	12	9	3	12	5	6	4
I/DD	8	2	6	8	3	3	5
FE	3	6	3	7	4	5	2
AUTISM	1	1	0	0	0	0	0
SED	1	3	2	1	4	1	2
TBI	2	2	3	1	1	5	0
TA	2	4	2	1	0	1	1
WH	0	0	1	0	0	1	0
MFP	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	1	1	2	0	0	1	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	2	3	2	0	3	6	0
(NOT IDENTIFIED)	28	40	22	25	68	53	38
WAIVER TOTAL	32	31	24	30	20	29	14



Sunflower–Issue Category

There may be multiple selections for a member/contact.

ISSUE CATEGORY	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
Access to Providers (usually Medical)	4	3	2	3	3	1	4
Abuse / neglect complaints	0	0	0	0	2	0	0
Affordable Care Act Calls	0	1	0	0	0	0	1
Appeals/Fair Hearing questions/issues	0	0	1	1	0	4	4
Background Checks	0	0	0	0	1	0	0
Billing	3	6	5	9	8	6	6
Care Coordinator Issues	1	2	1	6	2	2	0
Change MCO	0	0	0	3	3	2	1
Choice Info on MCO	0	0	0	0	0	0	0
Client Obligation	3	5	4	5	5	3	3
Coding Issues	2	0	1	3	7	2	1
Consumer said Notice not received	0	0	0	0	1	2	2
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	0
Dental	0	1	1	1	3	1	0
Division of Assets	0	0	0	0	1	0	0
Durable Medical Equipment	0	2	1	2	1	1	0
Estate Recovery	0	0	1	0	0	0	0
Grievances Questions/Issues	5	8	1	3	2	5	5
Guardianship	0	0	1	0	0	1	1
HCBS Eligibility issues	3	10	10	6	8	5	7
HCBS General Issues	5	6	3	9	12	3	9
HCBS Reduction in hours of service	1	1	1	0	1	0	0
HCBS Waiting List	1	1	0	1	0	0	0
Help understanding mail	0	0	0	0	0	2	1
Housing Issues	1	1	1	0	1	0	0
Medicaid Application Assistance	1	0	3	2	2	2	0
Medicaid Coding	0	0	0	0	0	0	0
Medicaid Eligibility Issues	14	8	13	14	8	13	10
Medicaid Fraud	0	0	0	0	0	0	0
Medicaid General Issues/questions	0	0	0	0	7	9	13
Medicaid info (status) update	0	0	0	0	7	5	8
Medicaid Renewal	6	5	8	6	3	6	4
Medical Services	5	3	5	1	4	4	0
Medicare related Issues	0	0	1	1	0	3	3
Medicare Savings Plan Issues	0	0	0	1	2	2	3
Moving to / from Kansas	0	1	0	0	1	0	0
Nursing Facility Issues	2	1	0	1	1	0	3



Pain management issues	0	0	0	0	0	0	0
Pharmacy	4	3	1	0	2	0	0
Prior authorization issues	0	0	0	0	0	1	0
Questions for Conference Calls/Sessions	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0
Social Security Issues	0	0	0	1	1	0	0
Spend Down Issues	2	4	4	3	0	3	1
Transportation	4	3	1	1	2	1	1
Working Healthy	0	0	0	0	0	1	1
X-Other	18	19	11	15	8	9	8
Z Thank you.	20	25	31	32	49	27	47
Z Unspecified	1	0	1	2	0	2	0
ISSUE CATEGORY TOTAL	106	119	113	132	158	128	147

Sunflower-Waiver Information

There may be multiple selections for a member/contact.

Program Type	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
PD	7	8	8	8	13	5	7
I/DD	8	4	10	12	5	3	4
FE	4	5	3	6	5	2	0
AUTISM	1	0	1	0	0	0	1
SED	0	1	0	0	0	0	1
TBI	1	2	0	1	1	0	3
TA	2	2	0	1	2	0	0
WH	0	0	0	1	1	1	1
MFP	0	1	0	0	1	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	1	1	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	4	6	3	3	4	1	3
WAIVER TOTAL	28	30	25	32	32	12	20



UnitedHealthcare-Issue Category

There may be multiple selections for a member/contact.

ISSUE CATEGORY	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
Access to Providers (usually Medical)	4	2	0	2	0	0	0
Abuse / neglect complaints	0	0	0	1	0	3	0
Affordable Care Act Calls	0	0	0	0	0	0	0
Appeals/Fair Hearing questions/issues	0	0	3	2	4	2	4
Background Checks	0	0	0	0	0	0	0
Billing	3	7	3	0	6	3	9
Care Coordinator Issues	3	1	4	1	4	4	3
Change MCO	2	1	1	2	2	1	0
Choice Info on MCO	0	0	0	0	0	1	0
Client Obligation	2	2	3	5	8	2	6
Coding Issues	0	0	0	3	2	0	1
Consumer said Notice not received	0	0	0	0	0	0	1
Cultural Competency	0	0	0	0	0	0	0
Data Requests	0	0	0	0	0	0	1
Dental	1	3	2	0	0	1	0
Division of Assets	0	0	1	0	1	0	0
Durable Medical Equipment	2	2	1	0	0	0	0
Estate Recovery	0	1	0	0	0	0	0
Grievances Questions/Issues	3	3	4	0	3	3	4
Guardianship	0	0	1	0	0	0	1
HCBS Eligibility issues	9	6	3	7	5	3	6
HCBS General Issues	2	4	5	5	4	5	15
HCBS Reduction in hours of service	2	0	2	0	0	0	1
HCBS Waiting List	0	0	0	0	0	1	1
Help understanding mail	0	0	0	0	0	3	6
Housing Issues	0	0	1	0	1	0	0
Medicaid Application Assistance	0	1	1	2	4	4	1
Medicaid Coding	0	0	0	0	0	0	0
Medicaid Eligibility Issues	7	7	9	19	11	14	10
Medicaid Fraud	0	0	0	0	0	0	0
Medicaid General Issues/questions	0	0	0	0	4	7	10
Medicaid info (status) update	0	0	0	0	4	9	4
Medicaid Renewal	1	1	6	6	7	6	3



Medical Services	3	3	0	2	2	7	5
Medicare related Issues	0	0	2	1	0	0	1
Medicare Savings Plan Issues	0	0	0	1	4	1	1
Moving to / from Kansas	0	0	0	0	1	0	0
Nursing Facility Issues	2	2	1	2	0	3	3
Pain management issues	0	0	0	0	0	0	0
Pharmacy	0	1	0	3	4	1	0
Prior authorization issues	0	0	0	0	1	0	0
Questions for Conference Calls/Sessions	0	0	0	0	0	0	0
Respite	0	0	0	0	0	1	0
Social Security Issues	0	0	0	0	0	1	0
Spend Down Issues	0	1	6	2	3	7	6
Transportation	2	2	2	1	6	2	2
Working Healthy	0	0	0	0	0	0	1
X-Other	15	17	13	12	9	3	4
Z Thank you.	11	22	30	33	46	40	42
Z Unspecified	2	0	4	4	1	0	1
ISSUE CATEGORY TOTAL	76	89	108	116	147	138	153

UnitedHealthcare-Waiver Information

There may be multiple selections for a member/contact.

Program Type	Q1/17	Q2/17	Q3/17	Q4/17	Q1/18	Q2/18	Q3/18
PD	8	3	5	4	7	5	3
I/DD	5	2	6	9	2	3	7
FE	7	3	5	6	4	2	4
AUTISM	0	1	0	0	0	0	0
SED	1	0	0	0	1	0	3
TBI	2	1	2	0	1	1	3
TA	0	1	0	2	0	1	0
WH	0	0	0	0	2	1	1
MFP	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0
MENTAL HEALTH	0	1	0	2	0	0	0
SUB USE DIS	0	0	0	0	0	0	0
NURSING FACILITY	5	2	6	3	3	3	2
WAIVER TOTAL	28	14	24	26	20	16	23