



**Robert G. (Bob) Bethell Joint Committee on Home and
Community Based Services and KanCare Oversight
October 7, 2013**

Report on Ombudsman Concern Resolution Process

**Presented by:
James Bart
Kansas Consumer Ombudsman**

Our vision is to serve Kansans in need with a transformed, fiscally sustainable Medicaid program that provides high-quality, holistic care and promotes personal responsibility.

Ombudsman at a Glance

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Emerging issues:

- Inclusion of I/DD Waiver services in KanCare in January, 2014
- Prior authorizations, reduction in services and denials
- Communication between Consumers, the Plans and the State
- Eligibility and Waiver Status
- Grievances/Appeals and State Fair Hearings
- Outreach and Education Efforts
- Ombudsman Assistant and Reporting

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Clarification of Role

Ombudsman responsibilities:

- Provide “quantitative case data and summaries of case resolution by the KanCare Ombudsman;” Source 2013 HB 2025
- Serve as a resource to stakeholders through informal dispute resolution and to encourage collaboration and communication.
- Monitor and report on emerging concerns
- Facilitate “Friends and Families” Steering Committee
- Serve as a point of contact and resource for Legislative inquiries.

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Case Data

1318 documented contacts since January 1, 2013

- 1046 calls-Voice messages only, does not include “live calls”
- 271 E-mails-5,713 Internal E-mail, 967 Ombudsman, 4,160 Sent
- 1 Letter

Subject Matter

- 857 Unspecified
- 117 Pharmacy and Transportation
- 101 Billing
- 92 Membership
- 77 Eligibility
- 12 Status of Network

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Contact

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Information

Contact the Ombudsman

To contact the Office of the KanCare Ombudsman:

Call toll-free at **855-643-8180**

or

KanCare.Ombudsman@kdads.ks.gov

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