



## KanCare Ombudsman Office

### Q1 Executive Summary

(based on calendar year)

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## II. Brief Overview

### A. KanCare Ombudsman Office Statement of Purpose

The primary role of the KanCare Ombudsman Office is to help individuals understand how to navigate the KanCare system, and to assist them in solving any problems or difficulties they encounter. As such, treating people with dignity and respect is a core value of the KanCare Ombudsman Office.

Our staff regularly assists with answering questions and resolving issues related to KanCare and Medicaid, including but not limited to:

- Understanding letters from KanCare;
- Responding when a member disagrees with a decision or change in coverage;
- Completing an initial or renewal application;
- Filing an appeal or fair hearing request;
- Filing a complaint (grievance);
- Learning about in-home services (Home & Community Based Services)

The Centers for Medicare and Medicaid Services [Special Terms and Conditions \(2019-2023\), Section 36](#) for KanCare, provides the KanCare Ombudsman program description and objectives.

### B. Reports

The KanCare Ombudsman Office generates quarterly and annual reports to provide a thorough and transparent accounting of the work completed by office staff on behalf of those seeking assistance from our office. Our reporting includes aggregate data by region, office location, caller type, program type, priorities, and issue categories. We also provide information on initial response times, as well as completion rates. Additionally, outreach efforts by the KanCare Ombudsman Office are also detailed in these reports. The KanCare Ombudsman Office quarterly and annual reports are available to the public at the KOO website under the subheading of “Reports”

<https://www.kancare.ks.gov/kancare-ombudsman-office/reports>

**The purpose of this Executive Summary is to highlight specific data points and trends, as compiled from the Q1 Report for the KanCare Ombudsman Office. As such, it is not intended to replace the full Q1 report; rather, it is offered as a concise summation of the information provided by the KanCare Ombudsman Office.**

### III. Accessibility to the KanCare Ombudsman Office

#### A. Initial Contacts

The KanCare Ombudsman Office was available to members and applicants of KanCare/Kansas Medicaid by phone, email, written communication, social media, the Integrated Referral and Intake System (IRIS) and WellSky (formerly Healthify) during the first quarter of 2024. The category of “Initial Contacts” is a measurement of the number of people who have contacted our office, not the number of contacts within the time of helping them.

**In Q1 of 2024, the KanCare Ombudsman Office had 732 initial contacts. This represented an increase of 5% from the Q4 2023 number of 693.**

### IV. Data Trends

- The KanCare Ombudsman Office has seen a significant increase in HCBS Eligibility questions/concerns. In Q1 2024, we received 42 inquiries for HCBS Eligibility, up from 21 in Q4 2023.
- Other issue categories in which KOO had increased inquiries include: Billing, MCO Care Coordinator Concerns, Status Updates, Pharmacy, Spend Down, and Community Resources.
- KOO experienced an increase in all caller types during Q1 of 2024 (provider, consumer, MCO, other).
- KOO had an increase in almost all program types; however, most notable are the increases with questions/concerns regarding the ID/D Waiver and Nursing Facilities. In Q1 of 2024 we had 26 ID/D inquiries, up from 14 in Q4 of 2023. For Nursing Facilities, in Q1 of 2024 we received 31 inquiries, up from 15 in Q4 of 2023. We also had significant increases with questions/concerns about PD, FE, and SED Waiver programs.

### V. Response and Completion Rates

The KanCare Ombudsman Office had improved resolution and completion rates between Q4 2023 and Q1 2024.

For Q1 2024, the KanCare Ombudsman Office responded, on average, within one day of member contact with our office. Questions/concerns were completed, on average, within 5 days of initial contact.

## VI. Outreach and New Initiatives

The KanCare Ombudsman Office is responsible for helping members and applicants to understand the KanCare application process, benefits, and services available to them. In addition, we provide training and outreach to managed care organizations, providers, and community organizations. The office does this through:

- Resources provided on the KanCare Ombudsman webpage;
- Resources provided with contacts to members, applicants, and providers;
- Outreach through presentations, conferences, conference calls, video calls, social media, and in-person contacts.

Facebook is an important part of the KanCare Ombudsman Office outreach. The Wichita Satellite office team is responsible for the Facebook research, creation and posting on this medium. They also monitor the level of interaction that each post has, as a measure of outreach for the office.

In Q1 of 2024, the KanCare Ombudsman Office had 56 social media posts, and multiple, in-person outreach events consisting of presentations, public school events, and staffing resource tables at community events.

### New Initiatives for 2024:

**The KanCare Ombudsman Office is working on a new initiative to staff a “KOO Ambassador” in each of the four quadrants of the state. The purpose will be to conduct more thorough outreach in areas that KOO staff has not historically been able to visit with much frequency, to ensure that all Kansans have equal knowledge of, and access to, the services of the KanCare Ombudsman Office.**