

KanCare

**Robert G. (Bob) Bethell Joint Committee on Home and
Community Based Services and KanCare Oversight
November 25th, 2013**

KanCare Ombudsman Update

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.

Concerns at a Glance

Current Consumer concerns in KanCare:

- Eligibility (remains the top inquiry)
- Prior authorizations and denials
- Grievance/Appeals and State Fair Hearing
- Pharmacy and Durable Medical Equipment issues
- Reductions in Plans of Care
- Status of Provider Networks

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Case Data and Resolutions

- 1,600+ Calls documented by category in Ombudsman Telephone Log (Voice messages only-average time to return calls-4 hrs.) Backup response by Assistant being developed.
- 8,000+ Incoming E-mails, 5,000+ Outgoing E-mails.
- Written documentation of response and resolution-data will be transferred to Ombudsman Log for analysis.
- Random survey of customer satisfaction (300+ sample) being conducted. Design and analysis performed by W.S.U. Center for Community Support and Research.
- Positive Feedback by Medicaid HCBS consumers, MCO Concern Resolution Staff, State HCBS Staff and Stakeholder groups.

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Case Data

- Each concern is unique and the Ombudsman has the resources to listen. Calls have ranged from 30 seconds to 2+ hours.
- Most interactions involve a critical incident and are directed to the Ombudsman by CDDOs, CSPs and State or MCO staff.
- Resolutions involve collaboration and communication, often the Ombudsman directs a summary of the concern to multiple stakeholders and encourages consumer involvement in the resolution.
- Ombudsman is an additional resource. Consumers still may access advocacy organizations or formal protections provided by the MCO or State. Ombudsman can assist consumers in clarifying options or effective tools to resolve concerns.

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Contact 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

or

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