KanCare

Senate Public Health and Welfare Committee
January 16, 2013

The role of the Consumer Ombudsman

Presented by:
Shawn Sullivan, Secretary
Kansas Department for Aging and Disability Services

KanCare Ombudsman

On December 12, 2012 the State of Kansas hired an Ombudsman for KanCare enrollees

The Ombudsman will help KanCare consumers:
-resolve service-related problems
-understand and resolve billing issues/notices of non-coverage
-learn and navigate the grievance and appeal process

Ombudsman will also serve as point-of-contact and resource for legislative and other inquiries into the provision of LTCSS

Additional Responsibilities

Advocate for the rights and proper treatment of KanCare consumers
        a) consumer councils
        b) focus groups
        c) mediation with consumers, State policy divisions, and
           KanCare plans

Provide counsel to the Secretary

Report annually to legislature

Administrative Support

Office will be at the KDADs headquarters which will provide administrative and legal support from the Office of the Secretary, division of KDADS

The Office of the Secretary has 9 legal staff that can support the Ombudsman with legal research and information.

Hotline response time will be 48 hours or less.

James Bart,
Consumer
Ombudsman

Key Issues

Consumer issues:
- Eligibility
- Pharmacy Claims
- Membership
  -assignment, ID Cards, Primary Care Physician, and Network questions

Provider issues:
- Billing
- Network contracting
- Communication with MCOs.

Resolution Rate

74 contacts since January 1, 2013 (as of COB 1-14-13)

- 44 calls
  - 30 from Consumers & 14 from Providers
    - 39 resolved and 6 pending
    - 89% resolution rate
- 30 Emails
  - 16 from Consumers & 14 from Providers
    - 28 resolved and 2 pending
    - 94% resolution rate

- **91% Resolution rate overall**

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