



**House Health and Human Services Committee/Senate Public  
Health and Welfare Committee Joint Meeting  
January 23, 2013**

*The role of the Consumer Ombudsman*

Presented by:

**James Bart**

**Kansas Consumer Ombudsman**

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# Key Issues

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## 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

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## 152 contacts since January 1, 2013 (as of COB 1-19-13)

- 80 calls
  - 57 from Consumers & 23 from Providers
    - 72 resolved and 8 pending
    - 90% resolution rate
- 72 Emails
  - 46 from Consumers & 26 from Providers
    - 67 resolved and 5 pending
    - 93% resolution rate
- **92% Resolution rate overall**

# Contact Information

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## *Contact the Ombudsman*

To contact the Office of the KanCare Ombudsman:

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

or

**[KanCare.Ombudsman@kdads.ks.gov](mailto:KanCare.Ombudsman@kdads.ks.gov)**