

**Shawnee County CDDO
Affiliate Meeting
Dec. 14, 2015**

Present: Tim Gorton, SLI; Erin Toby, SLI; Paula O'Brian, CDDO; Nancy Rhone, CDDO; Erin Arnold, Caring and Compassionate Care; Tracey Herman, TARC; Vincent Garcia, R.I.C.O. Services; Jon Gerdel, Life Patterns; Robert Smith, CDDO; Coleen Hernandez, CDDO; Wendy Gatewood, CDDO; Sabrina Winston, CDDO; Billie Padilla, CDDO

Conferenced: Kelly Zink, Dream Catchers; Susie Becker, Susie Decker Case Management; Marvin Branch and Sara Ditch, Monaco, Nancy Lamb, RCIL

I. CDDO Updates:

- October 2015 and November 2015 Affiliate Report Overview – See Attachments
- The MFEI subgroup discussed the Inter RAI tool. Discussion includes data vs. functionality and what is the main purpose of the tool. Their suggestions will be submitted to the main committee. The targeted date is 2017.
- Provider calls beginning in January will now be at 10 am the third Tuesday of each month. You will have to register for these calls.
- Introduction of Adrian Rivera the new Shawnee County CDDO Functional (BASIS) Assessor.

II. Guest Speaker: Pam Brown, State of Kansas, KanCare Ombudsman Volunteer Coordinator and Trainer

- Pam gave an overview of the Ombudsman's responsibilities. (See attachments).
- There was brief discussion by a parent regarding goals being set by MCOs for those in long term services.

III. Upcoming training opportunities

- Jan. 7th – TCM Meeting 3-5 pm TARC Training Room – Guest speakers: Angie Reinking, Outreach Specialist for Developmental Needs, United health Care Community Plan-Kansas Topic: Upcoming Value Added benefits and discussion on how things are going and any concerns.
- Jan. 21st – BCI Training 9 am-12:30 pm at the Topeka & Shawnee County Public Library – flyer to be emailed.
- Jan. 28th – Shawnee County Quarterly Training 8:30-12:30 TARC Training Room – flyer to be emailed.

Next meeting is scheduled Feb. 8, 2015 at 2 pm

October 2015
Shawnee County CDDO Affiliate Report

Individuals receiving service: 1066
863 adults; 203 children

- 267 Receiving in home supports
- 590 Receiving day services
- 492 Receiving residential; 486 adults,
(6 children's residential)
- 1002 Receiving TCM

Determined Eligible: 8

Determined Ineligible: 2

Re-entry: 1

Incoming Transferred: 1

Outgoing Transferred: 3

Individuals in Crisis Year to Date: 9
(July 1, 2015 - June 30, 2016)

Crisis Request Reviewed: 7

Crisis Request Approved: 4

Crisis Request Denied: 1

Crisis Request Pended: 2

Individuals exiting Medicaid Services: 2

Provider Changes

- ◆ **Day:** 6
- ◆ **Residential:** 4
- ◆ **Case Management:** 6
- ◆ **FMS Providers:** 7

Individuals not yet selecting case management: 64

Medicaid Eligible: 43

Non-Medicaid Eligible: 21

***Note:** Due to POC process changes, provider change information is uncertain at this time.

November 2015
Shawnee County CDDO Affiliate Report

Individuals receiving service: 1064
864 adults; 200 children

- 272 Receiving in home supports
- 590 Receiving day services
- 492 Receiving residential; 486 adults,
(6 children's residential)
- 1006 Receiving TCM

Determined Eligible: 5

Determined Ineligible: 2

Re-entry: 2

Incoming Transferred: 2

Outgoing Transferred: 5

Individuals in Crisis Year to Date: 10
(July 1, 2015 - June 30, 2016)

Crisis Request Reviewed: 4

Crisis Request Approved: 1

Crisis Request Denied: 0

Crisis Request Pended: 3

Individuals exiting Medicaid Services: 0

Provider Changes

- ◆ **Day:** 11
- ◆ **Residential:** 13
- ◆ **Case Management:** 22
- ◆ **FMS Providers:** 4

Individuals not yet selecting case management: 58

Medicaid Eligible: 37

Non-Medicaid Eligible: 21

***Note:** Due to POC process changes, provider change information is uncertain at this time.



Kerrie Bacon
 KanCare Ombudsman
 Email: Kerrie.Bacon@kdads.ks.gov
 Phone: (785) 296-6207
 Toll Free: 1-855-643-8180
 TTY: 771

Assistance for people who are Uninsured

- Medical – page 1-2
- Pharmacy – page 3
- Vision – page 3
- Dental – page 4

Kansas Medical Assistance:

- **Kansas Association Medically Underserved (KAMU) clinics and safety net clinics**
 The clinics review each patient based on eligibility and a sliding scale. Many of the clinics take Medicaid, but not all; it is best to ask when you first contact them. If they say they take Medicaid, you should ask if they take your company's insurance (Amerigroup, Sunflower, United).

County	Clinic Name (Medical Services)	Phone
Allen	Community Health Center of SE Kansas/ Iola	(620) 365-6400
Atchison	Atchison Comm Health Center	(913) 367-4879
Barton	Heart of Kansas Family Health Care	(620) 792-5700
Bourbon	Mercy Health System	(620) 223-2200
Cherokee	Comm Health Center of SE Kansas/Baxter Spr	(620) 856-2900
Cherokee	Comm Health Center of SE Kansas/Columbus	(620) 429-2101
Cheyenne	Cheyenne County Hospital Clinics	(785) 332-2682
Cheyenne	Cheyenne County Hospital Clinics/ Bird City	(785) 734-2306
Cowley	Cowley County Health Department	(620) 231-9873
Crawford	Comm Health Center of South East Kansas	(620) 380-6600
Crawford	Mercy Health System	(620) 347-4033
Douglas	Health Care Access	(785) 841-5760
Douglas	Heartland Comm Health Center	(785) 841-7297
Ellis	First Care Clinic	(785) 621-4990
Ellis	Tyree Health and Dental	(316) 681-2545
Finney	United Methodist Mexican-American Ministries	(620) 275-1766
Ford	United Methodist Mexican-American Ministries	(620) 225-6821
Franklin	Franklin County Health Department	(785) 229-3530
Gearly	Kansas Statewide Farmworkers Health Program	(785) 296-2671
Gearly	Konza Prairie Comm Health Center	(785) 238-4711
Grant	United Methodist Mexican-American Ministries	(620) 356-4079
Greeley	Greeley County Family Practice	(620) 376-4251
Greenwood	Flint Hills Community Health Center/ Eureka	(620) 583-7436
Hamilton	Hamilton County Family Practice	(620) 384-7461
Harvey	Health Ministries Clinic	(316) 283-6103
Jefferson	Jefferson Co. Health Department	(785) 863-2447
Johnson	Health Partnership Clinic of Johnson Co Olathe	(913) 648-2266



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County	Clinic Name (Medical Services)	Phone
Johnson	Mercy and Truth Medical Missions	(913) 248-9965
Johnson	Public Health Department, Mission	(913) 826-1200
Johnson	Public Health Department, Olathe	(913) 894-2525
Labette	Labette Health	(620) 820-5800
Labette	Parsons Community Health Clinic	(620) 820-5575
Leavenworth	St. Vincent Clinic	(913) 651-0020
Linn	Mercy Health System	(913) 352-8379
Lyon	Flint Hills Comm Health Center	(620) 342-4864
Miami	Health Partnership Clinic / Paola	(913) 294-9223
Montgomery	Mercy Health System	(620) 336-2131
Montgomery	Comm Health Center of SE Kansas/ Coffeyville	(620) 251-4300
Pottawatomie	Community Health Ministries	(785) 456-7872
Pratt	Agape Health Clinic	(620) 388-4191
Reno	Hutchinson Area Student Health Services	(620) 662-7416
Reno	Reno Co Health Department	(620) 694-2900
Reno	Prairie Star Comm Health Center	(620) 663-8484
Riley	Flint Hills Community Clinic	(785) 323-4351
Riley	Riley County-Manhattan Health Dept	(785) 776-4779
Saline	Salina Family Health Care	(785) 825-7251
Sedgwick	Center For Health and Wellness	(316) 691-0249
Sedgwick	EC Tyree Health and Dental	(316) 681-2545
Sedgwick	GraceMed Health Clinic	(316) 866-2000
Sedgwick	GraceMed Health Clinic/ Satellite Clinics	(316) 866-2000
Sedgwick	Guadalupe Clinic	(316)264-8974
Sedgwick	Hunter Health Clinic	(316) 262-3611
Sedgwick	May Flower Clinic	(316) 558-3991
Seward	United Methodist Mexican-American Ministries	(620) 624-0463
Shawnee	Marian Clinics	(785) 233-8081
Shawnee	Shawnee County Health Agency	(785) 368-2000
Sheridan	Hoxie Medical Clinic	(785) 675-3018
Wabaunsee	Community Health Ministries/ Alma	(785) 765-2250
Wallace	Wallace County Family Practice	(785) 852-4230
Wyandotte	Children's Mercy West	(913) 233-4400
Wyandotte	Duchesne Clinic	(913) 321-2626
Wyandotte	Mercy and Truth Medical Missions	(913) 621-0074
Wyandotte	Silver City Health Center	(913) 945-7300
Wyandotte	Southwest Blvd Family Health Care	(913) 722-3100
Wyandotte	Swope Health Services	(816) 923-5800
Wyandotte	Turner House Children's Clinic	(913) 342-2552
Statewide	Kansas Statewide Farmworkers Health Program	(785) 296-2671



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Pharmacy Assistance:

- **Prescription Assistance Program:** www.KansasDrugCard.com As a resident of Kansas, you and your family have access to a statewide Prescription Discount Card. Create and print your FREE discount prescription drug card below. This card will provide you with Rx medication savings of up to 75% at pharmacies across the state including Dillons, CVS/pharmacy, Hy-Vee, Walgreens, Kmart, Target, Walgreens, Wal-Mart, and many more. You can create as many cards as you need. This card is pre-activated and can be used immediately.
- **Needy Meds:** Find help with the cost of medicine: www.needymeds.org
- **RX Assist:** Patient Assistance Program Center: www.rxassist.org
- **Patient Assistance Programs:** For some medications, drug manufacturers have Patient Assistance Programs available. These programs help cover the partial or full cost of medications for uninsured patients. To access Patient Assistance Programs, patients will need to work with their prescriber.
- **Manufacturer Coupons:** Patients should check with their prescriber to see if there are coupons from the company that makes their medications. Patients can then take these coupons to their pharmacy to receive discounts on their medications.

Vision Assistance:

- **Vision USA program – sponsored by Kansas Optometric Association and the local Salvation Army.** Providing Free Eye Exams to Low-Income Americans across the U.S. In Kansas, contact your local Salvation Army and ask about the Vision USA program.
<http://www.aoafoundation.org/about/>

Dodge City (620) 225-4871
 El Dorado (316) 321-4070
 Emporia (620) 342-3093
 Garden City (620) 276-4027
 Hutchinson (620) 663-3353
 Kansas City, KS (913) 232-5400
 Lawrence (785) 843-4188
 Leavenworth (913) 682-6523
 Manhattan (785) 341-0751

Olathe (913) 782-3640
 Pittsburg (620) 231-0415
 Salina (785) 823-2251
 Topeka (785) 233-9648
 Wichita

- 1739 S. Elpyco; (316) 685-8699
- 350 N. Market St.; (316) 263-2769
- 1910 S. Everett St.; (316) 943-9893

See To Learn Program – sponsored by the Kansas Optometric Association; call 1-800-960-3937. A free vision assessment for your three-year-old by a participating Eye Care Council optometrist. This is designed to detect vision conditions that require correction at an early age.

For eyeglass assistance, contact the local Lions Club to see if they might be able to assist with this type of request. To find your local Lions Club go to: <https://directory.lionsclubs.org/?language=EN> and type in your city or a nearby city. Once you find a club, look for a website, phone numbers are not usually listed. On the website, look for a “contact us” section where you can send an email of inquiry. If your town says no they don’t have the resources, go to a nearby town (county seat) and ask them.



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Kansas Dental Assistance

- **Kansas Mission of Mercy Dental Services** – mostly extractions, cleanings, and fillings. **February 26 & 27, 2016** in Topeka at the Kansas Expocentre. Sponsored by the Kansas Dental Association Charitable Foundation (<http://www.ksdentalfoundation.org/category/2016-mission-of-mercy/>)
- **Donated Dental Services:** 1-888-870-2066 or in Topeka 273-6001
- **Marian Clinic** in Topeka doesn't care where you live, they will provide services – 3164 SE 6th Ave, Topeka, 785-233-2800
- **Kansas Association Medically Underserved (KAMU) clinics and safety net clinics**
 The clinics review each patient based on eligibility and a sliding scale. Many of the clinics take Medicaid, but not all; it is best to ask when you first contact them. If they say they take Medicaid, you should ask if they take your company's insurance (Amerigroup, Sunflower, United).

County	Clinic Name (Dental Services)	Phone
Allen	Community Health Center of SE Kansas	620-365-6400
Atchison	Atchison Community Health Clinic	913-367-4879
Cherokee	Comm. Health Center of SE Kansas	620-856-2900
Crawford	Mercy Health Systems	316-660-1100
Crawford	Community Health Center of SE Kansas	620-231-6788
Douglas	Douglas County Dental Clinic	785-312-7770
Ellis	First Care Clinic	785-621-4990
Finney	United Methodist Mexican-American Ministries	620-272-0570
Ford	United Methodist Mexican-American Ministries	620-227-9797
Geary	Kansas Statewide Farmworker Health program	785-296-2671
Geary	Konza Prairie Comm. Health Center	785-238-4711
Harvey	Health Ministries Inc.	316-283-6103
Jackson, MO	Swope Health (7 locations)	816-923-5800
Johnson	SW Boulevard Family Health Center	913-722-3100
Johnson	Health Partnership Clinic (uninsured children)	913-648-2266
Lyon	Flint Hills Community Clinic	620-342-4864
Montgomery	Comm. Health Center of SE Kansas	620-251-4300
Pottawatomie	Community Health Ministries	785-456-7872
Rawlins	Rawlins County Dental Clinic	785-626-8290
Reno	Prairie Star Health Center	620-633-8484
Riley	Kansas Statewide Farmworker Health program	785-296-2671
Saline	Salina Family Health Center	785-826-9017
Sedgwick	Hunter Health Clinic	316-262-3611
Sedgwick	EC Tyree Health and Dental	316-681-2545
Sedgwick	GraceMed Health Clinic	316-866-2000
Shawnee	Shawnee Co Health Agency	785-251-2000
Shawnee	Kansas Statewide Farmworker Health program	785-291-1200
Shawnee	Marian Clinic	785-233-2800
Wyandotte	Swope Health Wyandotte (7 locations)	816-923-5800



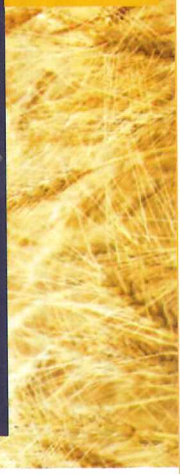
KanCare



KanCare Ombudsman

☆ HERE TO ASSIST YOU ☆

1-855-643-8180
KanCare.Ombudsman@kdads.ks.gov
www.kancare.ks.gov/ombudsman.htm



The Ombudsman respectful ★ encouraging ★ resourceful ★ helpful

ROLE OF THE OMBUDSMAN*

The Ombudsman helps KanCare/Medicaid members and Kansas consumers with concerns about getting the services they need through KanCare. In particular, the Ombudsman provides assistance to KanCare members in the Home and Community Based Services (HCBS) waiver programs and others who get their long-term care services through KanCare. The Ombudsman provides members with information about the KanCare grievance process and the appeal and state fair hearing processes.

POLICY AND ADVOCACY

The Ombudsman helps people find answers to their questions about KanCare. The Ombudsman helps explain KanCare to consumer councils and focus groups. The Ombudsman also shares ideas for improving rules and processes with the Secretary of the Kansas Department for Aging and Disability Services (KDADS) to make KanCare better for members. The Ombudsman reports to the Kansas Legislature several times a year.

GETTING THINGS DONE RIGHT

KDADS and Kansas Department of Health and Environment (KDHE) work together to make sure the KanCare rules are followed and that the Ombudsman can do the job.

TRAINING AND EDUCATION

The KanCare Ombudsman provides information on the KanCare website about the many resources available to members and how to find them in the KanCare system, especially ones that members ask for often:

- How to sign up for KanCare
- How to file a complaint/grievance
- How to file an appeal
- How to file for a state fair hearing
- How to contact a managed care organization
- Other important questions

** An ombudsman is a person with a significant degree of independence who is charged with assisting the public by addressing and investigating issues and concerns.*

KanCare Ombudsman Volunteer Program

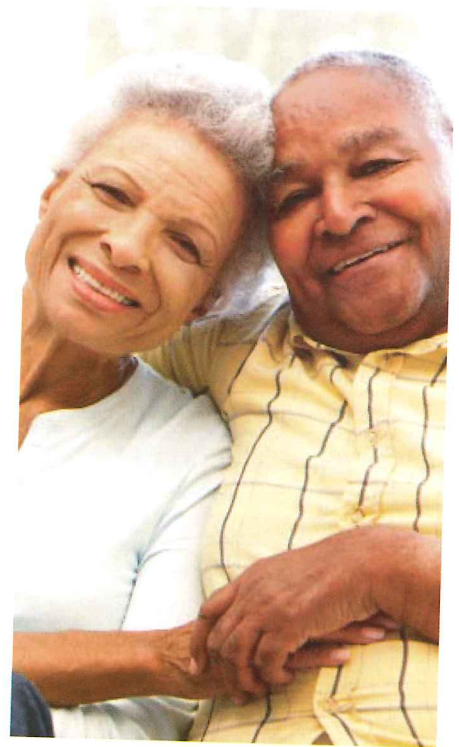
The KanCare Ombudsman Volunteer Program is designed to help serve KanCare members in resolving problems regarding their services, coverage, access and rights. The program is training volunteers in the Kansas City Metro and Wichita areas in 2015. Further expansion of the volunteer program will begin in 2016.

VOLUNTEERS

All volunteers are asked to complete an application, background check and interview. Accepted volunteers complete online and in-person training modules. They are tested before their training and after for their competency on the following subjects:

- Medicaid history and agencies, federal to state
- Processes – applications, benefits, and claims
- Resources for beneficiaries
- Handling of calls and levels of inquiries
- Appeals, grievances, and state fair hearings
- Practice cases and case studies
- Volunteers also shadow an experienced staff member prior to starting their work

To contact the Ombudsman or a volunteer near you call 1-855-643-8180.



Who Should I Call? ★ for consumers ★

Call the KanCare Clearinghouse

- To ask questions about applying
- To check on your application or if you are having problems with application process
- For renewals of applications
- To update your information
- To change the responsible party on your case
- To disenroll from KanCare/Medicaid

KanCare Clearinghouse 1-800-792-4884

Apply online: <https://cssp.kees.ks.gov/apspssp>

Call the Managed Care Enrollment Center

- To find your assigned managed care organization (MCO)
- If you did not receive an enrollment package
- For reassignment or exceptions
- To change your MCO

Managed Care Enrollment Center 1-866-305-5147

Call your Health Plan Customer Service line

- If you haven't received or have lost your medical ID card
- To change your primary care physician
- To ask about a prescription drug
- To find out if a service is covered
- For help finding a doctor, dentist or other provider
- To file a complaint/grievance about your MCO or provider
- To file an appeal or a state fair hearing

Amerigroup 1-800-600-4441 | #711 (TTY)

Sunflower 1-877-644-4623 | 1-888-282-6428 (TTY)

United 1-877-542-9238 | #711 (TTY)



Department for Aging
and Disability Services

KanCare/Medicaid in Kansas

KanCare Ombudsman

Presented by Pam Brown

KanCare Ombudsman Volunteer
Coordinator & Trainer

Medicaid

- What is Medicaid?
 - Medicaid is a jointly funded, Federal-State health insurance program for low-income and needy people. It covers children, the aged, blind, and/or disabled and other people who are eligible to receive federally assisted income maintenance payments.
 - Based on income and condition
- Federal Laws mandate what Medicaid covers
- Each state has a single state agency that tailors Medicaid to meet the needs of the population of the state.
 - In Kansas, that is the Kansas Department of Health and Environment, Single State Medicaid Agency (SSMA)

Medicaid in Kansas

- Prior to January 2013, Medicaid in Kansas was a fee-for-service plan. Each service was paid for individually according to a fee schedule.
- In January 2013, Medicaid in Kansas became KanCare.
 - KanCare is a managed care program
 - Each of the three MCOs are paid a capitation amount to manage the care of individuals on KanCare.
 - Trend in many states to change Medicaid from FFS to Managed Care to reduce the cost per person of Medicaid.

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KanCare

- Federal laws regarding Medicaid
 - Health and Human Services manages Medicaid at the Federal level through CMS, Centers for Medicare and Medicaid Services
- Passed on to the Single State Medicaid Agency
 - Kansas Department of Health and Environment answers to CMS regarding Medicaid in Kansas.
- 390,020 people have Medicaid/KanCare in Kansas (September 2015 figure from www.medicaid.gov)

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Who has Medicaid?

- Children
- Non Disabled Adults
 - Such as non-elderly, low-income parents and caregivers
- Pregnant Women
 - Nationwide, 40% of births are covered by Medicaid
- Individuals with disabilities
- Senior citizens and Medicare enrollees

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How to apply for KanCare

- www.applyforkancare.ks.gov
- Paper application
 - Children and Family application
 - All now processed at the KanCare Clearinghouse
 - Elderly and Disabled application
 - Through Dec 31, 2015 processed at DCF (Kansas Department of Children and Families)
 - After January 1, 2016 will be processed at the KanCare Clearinghouse

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Children and Family Programs

- CHIP, Children's Health Insurance Program
 - Children under the age of 19
- Caretaker Medical
 - Caretaker who has primary responsibility for at least one child under the age of 19
- Pregnant Women
 - Full medical through their second post partum month

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Elderly and Disabled Programs

- Working Healthy
 - Disabled or blind persons 16 to 64 who are working
- HCBS, Home and Community Based services
 - Medically needed services to keep a person out of an institution
- Nursing Home
 - Person residing in a nursing home who has exhausted resources
- Medically Needy or Spenddown
 - Persons with a higher income may qualify for Medically Needy coverage.
 - A spenddown works like an insurance deductible

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Elderly and Disabled Programs

- Child in an institution
 - Children through the age of 21 who reside in an institution for a long term stay
- PACE, Program of All-Inclusive Care for the Elderly
 - Alternative for people 55 or older who receive long-term care through a managed care network
- Medicare Savings Program
 - Use of Medicaid funds to assist low-income Medicare beneficiaries with Medicare costs

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Processing an Application

- 45 days from date of receipt for processing
- If information is missing or an application is incomplete processing is delayed
- Who to call if you want to make sure your application was received?
 - KanCare Clearinghouse: 1-800-792-4884

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KanCare Services

- The goal of KanCare is to deliver whole-person, integrated care to consumers across the state.
- Kansas has contracted with three health plans, or managed care organizations (MCOs), to coordinate health care for nearly all Medicaid beneficiaries.
- The KanCare health plans are:
 - Amerigroup of Kansas, Inc
 - Sunflower Health Plan
 - UnitedHealthcare Community Plan of Kansas

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KanCare Services

- KanCare offers all the same services provided under the previous Medicaid delivery system.
 - http://www.kancare.ks.gov/benefits_services.htm
- What differs among the three MCOs?
 - Value added services
 - http://www.kancare.ks.gov/choosing_a_plan.htm

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Help with KanCare!

- As part of the Federal legislation that created KanCare, CMS (Centers for Medicare & Medicaid Services) required a KanCare Ombudsman to help people get questions answered and issues resolved.
- If you have questions, need help completing an application, need information on appeals, grievances or State Fair Hearings, have made multiple phone calls, don't feel like anyone is listening please call the KanCare Ombudsman's office.

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What is an Ombudsman?

- An Ombudsman is a person with a significant degree of independence who is charged with assisting the public by addressing and investigating issues and concerns.
- See the KanCare Ombudsman brochure (handout)
- The current KanCare Ombudsman is Kerrie Bacon
 - Questions? 1-855-643-8180

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Provider Ombudsman

- James Bart
 - For providers who are having claims payment or other issues.

 - Director of Managed Care

 - James.bart@kdads.ks.gov

 - 785-296-6754

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How can you help?

- The KanCare Ombudsman created a Volunteer Project.
- We are looking for volunteers to help people get their KanCare questions answered.
 - Complete an application
 - Pass a background check
 - Training: online, in-person and mentoring
 - Answer questions and resolve issues
 - Provide information on appeals, grievances, and state fair hearings
 - Locations: Kansas City metro area and Wichita

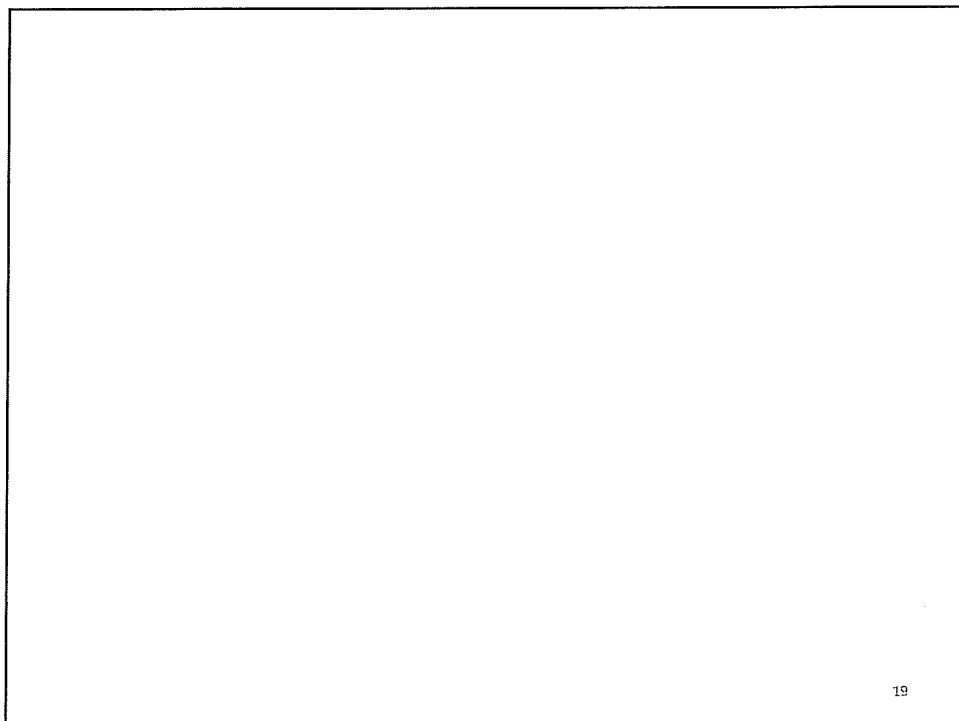
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Questions about KanCare

- Contact the KanCare Ombudsman
 - 1-855-643-8180
 - KanCare.Ombudsman@kdads.ks.gov
- Questions about volunteering
 - Contact Pam Brown
 - 785-296-2081
 - Pam.brown@kdads.ks.gov

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“I will work to find people the help they need.”



KanCare Ombudsman



Ombudsman Kerrie Bacon

RESPECTFUL

ENCOURAGING

RESOURCEFUL

HELPFUL

Contact Kerrie Bacon:

Phone
855-643-8180

Email
KanCare.Ombudsman@kdads.ks.gov

Web:
www.KanCare.ks.gov/ombudsman.htm

Here to assist you

KanCare Ombudsman

Helping YOU navigate KanCare

Letter from the Ombudsman

My name is Kerrie Bacon. I have lived in Topeka for more than 30 years. I have been helping persons with disabilities since 2003.

I'm happy to work for the State of Kansas because I like to be able to help individuals, and to be able to make changes in the state system. My goal is to make this program run more smoothly so we have fewer problems. I have spent a lot of time learning about KanCare. I have a pretty good idea of what works and what doesn't, and I know what resources are available for persons with disabilities.

I want to make sure everyone gets the help they need to live as independently as possible.

I am looking forward to working with Kansans. Please call me if you have problems or challenges.

Website Resources:

www.KanCare.ks.gov/ombudsman.htm

- How to contact a managed care organization
- How to file a complaint/grievance
- How to file an appeal
- Frequently asked questions about KanCare and your HCBS services
- More resources will be added as needed

Role of the Ombudsman

The Ombudsman helps Kansas consumers enrolled in a KanCare Plan. She especially helps people in the HCBS waiver programs or people who get other long-term care services through KanCare. The Ombudsman will help KanCare consumers with problems in getting services. The Ombudsman will give information about the KanCare grievance and appeal process.

Policy and Advocacy

The Ombudsman assists people in finding answers to their questions or concerns. The Ombudsman also helps explain KanCare to consumer councils and focus groups. These are KanCare groups. She also gives the Secretary help with ideas to change rules and make it better for KanCare consumers. The Ombudsman talks to the Kansas Legislature several times a year.

Getting things done right

A team from KDADS and KDHE makes sure the KanCare rules are followed and makes sure the Ombudsman can do her job. The team also makes sure KanCare consumers get help when they need it.

Organization

The KanCare Ombudsman's office is located in the Kansas Department for Aging and Disability Services (KDADS). The Ombudsman works separately from the KDADS staff that handles Medicaid. The Office of the Secretary in KDADS provides administrative help to the Ombudsman.

Training and Education

The KanCare Ombudsman's office gives out information on its website about the many resources available to members and how to find them in the KanCare system, especially ones that members contact the office for most frequently such as:

- How to sign up for KanCare
- How to file a complaint or grievance
- How to file an appeal
- How to file for a state fair hearing
- Other frequently asked questions