



**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

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

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

Contact the Ombudsman

To contact the Office of the KanCare Ombudsman:

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

or

KanCare.Ombudsman@kdads.ks.gov