

Consumer Engagement Update - Kansas Meaningful Measures Collaborative

As part of the Kansas Meaningful Measure Collaborative (KMMC) there have been ongoing efforts to engage Kansas Medicaid (KANCARE) consumers. More specifically, participating organizations in the KMMC were asked if they could engage with consumers/persons served regarding their experiences and thoughts regarding KANCARE. A common script was developed for administration. An initial phase of consumer engagement took place in spring, 2019. Through this engagement a set of initial themes was developed, as well as additional refinement to the script and process. The second phase of consumer engagement followed.

The second phase included input from over 135 consumers/persons served across Kansas as KMMC partners conducted listening sessions or interviews from eastern and western Kansas. In addition, consumers represented various populations, including mothers, mental health consumers, older adults, and individuals contacted by MCOs.

Similar to the initial phase of consumer engagement, the responses will be reviewed by a small group/committee to develop common themes. It could be useful to consider similarities and differences from the initial set of themes. In addition, with several priority areas identified for KMMC, consumer responses might be an opportunity to provide an additional depth of understanding to these priorities. Below is a brief set of example responses from the second phase of consumers engagement.

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| <p>What matters to you (or people receiving similar services to you) about the KanCare program?</p> <ul style="list-style-type: none"> • Being able to see a doctor when I need to and getting the medication I need. Those are all good things. • Having good doctors. • Provider access. • Oral surgery. • Process is too complicated, too much paperwork. • I get healthcare when I need it. • Transportation matters. <p>What problems have you experienced with Medicaid (KanCare)?</p> <ul style="list-style-type: none"> • Finding competent providers who accepted it. • Switching from one provider to a different one. • No problems. • Calling in – on hold forever and a day. • Having problems with Medicaid being inconsistent with what they pay for. • Background Check process for Direct Care Workers is long, difficult and frustrating. • Terrible communication. <p>What benefits have you experienced with Medicaid (KanCare)?</p> <ul style="list-style-type: none"> • Being able to get regular check-ups during pregnancy. • They pay for my eye care and glasses. • They paid for my rides to doctor visits. I didn't have to pay for any medications when I took them. • Provided all handicap equipment, medical equipment • Hospitalization coverage. • It pays for my doctor visits. • Transportation have increased ability to see specialists. <p>Is there anything that keeps you from getting your KanCare services? If yes, what keeps you from getting services?</p> <ul style="list-style-type: none"> • No (mentioned many times) • Getting kicked-off of disability. • It took a while to apply. There was a lot of paperwork. • Limited times that she can get rides provided. | <p>Is there anything you would change about your KanCare services? If so, what would you like to change?</p> <ul style="list-style-type: none"> • Better dental coverage for adults. • Cut off period after my baby is born is too short. • It would have been nice to have more doctors to choose from. • Difficult to find providers. • No. • Better trained staff. <p>Is there anything you think is important to keep the same about KanCare services? If yes, what would you think is important to keep the same?</p> <ul style="list-style-type: none"> • Keep getting my medications and doctor visits paid. • Keep transportation. • I'm not sure. Keep it all the same I guess. • Helping with medicines, caregiver services, services let her stay home. • Well Child check-ups should not change. • Continue with transportation services <p>What do you wish you could tell the Governor about KanCare?</p> <ul style="list-style-type: none"> • The program is necessary, so I'm glad it's there. Sometimes people who have it don't get what they want or need, so there's room for improvement. • Do a better job at informing people of all the resources available for them. • Keep it so that kids who wouldn't get help otherwise can stay healthy. • Lacking structure and management. Better communication • Better education on programs. • Expand dental services for adults. • Keep the program going. |
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