Office of the State Long-Term Care Ombudsman
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Haely Ordoyne, State Ombudsman

Laura Kelly, Governor

House Committee on Health and Human Services
February 16th, 2026

Testimony given by:
Haely Ordoyne, SLTCO
State Long Term Care Ombudsman

Chair Representative Carpenter and Members of the Committee,

Thank you for the opportunity to share the experiences of the state Long Term Care Ombudsman program. The state long term care Ombudsman are resident directed advocates. We ensure civil and human rights and the overall well-being of people who reside in an adult care home, along with investigating and resolving complaints, providing education and advocating for all residents.

This bill arose at the request of residents across our state residing in adult care homes. Some residents are being charged a fee, often labeled as "medication set-up, medication administration, or ancillary pharmacy" fee. This fee is in a range of $150-300/month. This is being charged to residents of all different adult care home types. Our residents are reporting that if they want to obtain their medications from any other pharmacy, other than the homes preferred provider, this fee is being assessed for private pay residents only.

This violates a resident right to a choice of provider because with this, it is a matter of "you can have the choice, if you can afford to". In addition to violating resident rights, this is also having an impact on local pharmacy providers as it is removing the ability for loyal customers to keep their provider.

For these reasons, our office stands in support of HB2718. We ask that you do the same to ensure provider choices are being respected and services provided to the residents of adult care homes across the state of Kansas.

Sincerely,

Haely Ordoyne

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