



Continuous Enrollment Unwinding FAQs

What is Unwinding?

- For the past three years, federal law has required states to keep Medicaid members on the rolls because of the COVID-19 public health emergency.
- During that time, Kansas Medicaid (KanCare) did not send out renewals as usual and instead kept members on the rolls without asking them to complete renewal paperwork.
- Recent changes in federal law mean the state must restart the usual renewal process. This process is referred to as “Unwinding.”

What is the timeline for Unwinding?

- KDHE will initiate all required renewals in the 12-month window allowed by the federal Omnibus bill.
- The Kansas 12-month window will start with April 2023 reviews.
- Renewals will be initiated in chronological order.
- Renewals are initiated the month prior to when they are due. For example, April renewals are sent to the household in March.
- Renewals are created for the household, not at the individual level.
- The following is the monthly estimated volume by household using chronological order:

Review Month	Apr 23	May 23	Jun 23	Jul 23	Aug 23	Sep 23	Oct 23	Nov 23	Dec 23	Jan 24	Feb 24	Mar 24
Est. Review Volume by Household	33,020	32,292	32,256	36,091	25,529	24,389	23,983	28,113	16,044	14,730	11,711	10,963

How do eligibility renewals work?

- There are different types of renewals:
 1. Passive: KDHE electronically matches all required elements (such as income) against data sources and sends the household a letter telling them what information we used to review eligibility for another year. **The household only needs to respond if information used is not correct.**
 2. Pre-Populated: KDHE is not able to electronically match all required elements (such as income) against data sources. The system fills in the renewal form with the information that KDHE does know and sends it to the family to **complete the form and return it for processing.**
- If the household must complete a pre-populated renewal, they are sent a letter with instructions and timelines for completion.
- Renewals can be done on paper or online. To complete a renewal online, the household must have created an account in the [self-service portal](#) and linked their medical case.
- Households have approximately 30 days to submit the renewal.
- If they fail to submit the renewal, KDHE will tell each MCO which of their members haven't returned the renewal so the MCO can contact them.
- Households have 90 days after they are disenrolled to return their renewal.
- If they return the renewal in the 90-day window and are still eligible, their enrollment will be backdated so they have continuous coverage.

What determines whether I receive a pre-populated or passive renewal?

- All renewals start as a passive renewal.
- The electronic verification system checks whether items, such as income, are completed.
- If data is not received or if the data received is significantly different than what is currently in the system, then the renewal cannot be completed via the passive process and becomes a pre-populated renewal.

What do review letters look like?

- Renewal letters are generated by the Kansas Eligibility Enforcement System (KEES) and are unique to each enrollee. Example letters are available in the [Unwinding toolkit](#).

What can I do to prepare for Unwinding?

- Make sure your contact information is updated with KanCare. Contact information can be updated by clicking the red chat bubble in the lower right corner of the [KanCare](#) homepage. You can also call the Clearinghouse at 1-800-792-4884.
- Read and respond quickly to any mail received from KanCare.

How can I update my contact information?

- Go to [KanCare.ks.gov](https://www.kancare.ks.gov) and click the red chat bubble in the lower right corner of your screen. KIERA will walk you through verifying your identity and updating your contact information from there.
- You can also call the KanCare Clearinghouse at 1-800-792-4884.

I haven't gotten a renewal yet. When it will be here?

- Not every KanCare enrollee will receive a renewal.
- Renewal letters will be sent over the course of a year in chronological order.
- If KanCare has your most current contact information, you will receive a renewal if you need one at the appropriate time.

I'm worried that I won't get my renewal letter. What should I do?

- The most important thing any KanCare enrollee can do is make sure their contact information is updated.
- If you have updated your contact information, that is all you need to do.
- Your renewal letter, if you need one, will be mailed to you in time for your renewal.

What happens if I am no longer eligible for Medicaid?

- First, when your renewal is processed you and your family members will be evaluated to see if you are eligible for any medical program offered by KanCare, including but not limited to CHIP.
- If you are not eligible you will receive a letter telling you when your Medicaid coverage will end.
- The letter will give you information on the [Federal Marketplace](#), where you can learn about health insurance options and see if you qualify for assistance with premiums.
- You can visit the Marketplace at anytime.
- You can also contact a [Navigator](#) to assist with finding coverage on the Marketplace.

How long will it take to process my renewal?

- It usually takes about 35 days after the mailroom receives an on-time renewal to process it. Renewals that are returned after the deadline may take more time.

What is KDHE doing to inform KanCare enrollees about the Unwinding?

- KDHE eligibility outreach staff communicate with communities across Kansas daily, which includes education about the Unwinding.
- KDHE will contact members via email, text and/or phone during their review month.
- KDHE has created a [communications toolkit](#) for stakeholders to use in KanCare enrollee engagement during the Unwinding period. KDHE plans to add to the toolkit as the Unwinding continues.
- KDHE currently does quarterly social media posts aimed at KanCare enrollees to encourage them to keep their contact information updated with KanCare. These posts will become more frequent monthly and bi-monthly posts as we continue the Unwinding.
- KDHE is engaging outside stakeholder groups to initiate KanCare enrollee outreach.
- KDHE has participated in and supported the creation of the KanCare Renewal Communications Advisory Coalition. You can join their [Helper Network](#) if you'd like to stay involved with Unwinding outreach.

How do I set up the self-service portal?

- If you want to use the self-service portal, go to <https://cssp.kees.ks.gov/apspssp/ssp.portal>.
 1. Click on “Sign Up” in the top right-hand corner. If you’re using a phone or tablet, click on the three dots in the top right corner, then click “Sign Up.”
 2. After you’ve created an account, you need to link your medical cases by clicking “Manage My KanCare,” then clicking “Link Account.”
 3. You will see a question asking, “Do you have an existing case you would like to link to this account?” If you want to link your case, choose “Yes” and click “Continue.”
 - a. NOTE: You must link your case to see your benefits, complete a renewal or report changes.
 4. Your information will be pulled up. You must enter the case number, first name, last name and date of birth under “Case Details.” Complete the section under “Certification” then click “Submit Request.”
 5. Then you’ll see a confirmation that you’ve requested to link your case. These requests are reviewed by KanCare eligibility workers before being approved.
- If you have more questions about the self-service portal, KanCare has a [series of videos](#) about the portal. You can also call the KanCare Clearinghouse at 1-800-794-4884.