

Application FAQs:

1. How do I apply for KanCare Services?

There are two ways to apply: (1) paper application or (2) online application

Paper Applications:

- a. Application for Families with Children
 - children under 19
 - families with children under 19
 - pregnant women
- b. Application for the Elderly and Persons with Disabilities
 - Elderly (65 and older)
 - Persons with Disabilities (child or adult)

On-line Application:

There is only one on-line application; it will work for all of the possible KanCare programs (Children, Pregnant Women, Families with Children, Elderly, Adults/Children with Disabilities). The on-line application is interactive and changes depending on the data that is entered by each applicant.

2. Where do I send my Application to apply for KanCare Services?

You can mail or fax your KanCare Application along with any additional documentation that may be required (ex: proof of income, resources, insurance, etc.) to the KanCare Clearinghouse:

Mail to:

Kancare Clearinghouse
PO BOX 3599
Topeka, KS. 66601-9738

Fax To:

- Fax for Families and Children Department: 1-800-498-1255
- Fax for Elderly or Disabled Department: 1-844-264-6285

3. What if I have questions while I am completing the application?

If an applicant has **questions when filling out the application**, they can call KanCare Clearinghouse customer service at 1-800-792-4884.

If an applicant wants **assistance completing the application**, they can call the KanCare Ombudsman's office at 1-855-643-8180.

4. How do I check the status of my application?

The process is the same whether you apply on-line or on paper. To check the status of your KanCare application you must contact the KanCare Clearinghouse.

The CH's automated system will give you the following three options:

1. You may stay on the line to speak with a customer representative.
2. You may leave a message and they will return your call.
3. You may choose to type in your SSN and birthdate to check the status of your application.

5. What is the average wait time for an application to process?

The average wait time is approximately 45 days to process an application (6-7 weeks).
(Pregnancy: The average wait time is approximately 10 days – 2 weeks.)

6. What can I do if I have been waiting longer than the average time for my application to process?

Option 1: Contact the KanCare Clearinghouse by phone (1-800-792-4884) and talk with a customer service representative.

Option 2: Write a letter to the Clearinghouse about your concern and mail or fax it with any necessary documentation.

Option 3: File a *Medicaid State Fair Hearing*. If you would like to learn more about this option, please contact the KanCare Ombudsman at: 1-855-643-8180.

7. How will I be notified that I have been approved or denied KanCare health coverage?

The person who applied will be notified by letter if their application has been approved or denied.

8. What if I am denied, and believe it was due to a mistake by the Clearinghouse during the application process?

Option 1: If you contact the KanCare Clearinghouse (1-800-792-4884) and let them know that you feel there was an issue with the processing of the application, they may review the application again. If any issues are found, they will be corrected.

Option 2: You may file a Medicaid State Fair Hearing. If you would like to learn more about this option, please contact the KanCare Ombudsman at: 1-855-643-8180.

- The reasoning (and supporting documentation) for the hearing would need to show the consumer was denied (or not renewed) **because the state did not follow the rules in processing the application**, rather than show reasons why a person *needs* KanCare.