

Flow Chart for KanCare application process

1. File an application
 - On-line at www.ApplyForKanCare.ks.gov
 - Paper copy - can download the two paper copies from http://www.kdheks.gov/hcf/medical_assistance/apply_for_assistance.html
 - Application for Medical Assistance for Families with Children
 - Application for Medical Assistance for the Elderly and Persons with Disabilities
 - For questions when filling out the application, call KanCare Clearinghouse customer service at 1-800-792-4884.
 - Where to send paper applications:
 - By Mail: KanCare Clearinghouse, PO Box 3599, Topeka, KS 66601-9738
 - By Fax:
 - Families with Children: 1-800-498-1255
 - People with Disabilities and Elderly: 1-844-264-6285
2. Application process
 - Takes approximately 45 days to process the application. If it takes longer, you can contact the KanCare Clearinghouse to check on your application at 1-800-792-4884.
 - They may send a letter asking for additional information. If so, it should be responded to as soon as possible. Watch for the deadlines on the letters; a missed deadline may cause a denial. If you have questions, call the KanCare Clearinghouse customer service line for assistance; 1-800-792-4884.
 - During the wait process, if people have health concerns, the Ombudsman's office has a four page medical information document with medical, pharmacy, vision and dental information for people without insurance. The information is found at http://www.kancare.ks.gov/download/Medical_Assistance.pdf or call 1-855-643-8180.
3. Notification
 - The person who applied will be notified by letter if their application has been approved or denied.
 - The letter will also note that they have the option to appeal if they feel they have cause to do so. Information for a Medicaid eligibility hearing can be found at www.oah.ks.gov.
 - In the Medicaid eligibility process, the appeal information would need to show that the state did not follow the rules in processing the application, rather than show reasons why a person needs KanCare. For questions about the Medicaid appeal process, the member can contact the KanCare Ombudsman's office at 1-855-643-8180.