

# Change

Can be easy

Ask yourself the questions below to make sure you're ready for KanCare.



YES

Are you currently enrolled in Medicaid or HealthWave?

NO

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Did you receive your information packet?

NO



Call the KanCare Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777).

YES

Are you happy with the Managed Care Organization (MCO) you've been assigned to?

NO

1. If your favorite doctor is not part of the network or you have a benefits question, call your MCO at the phone number provided in your packet.
2. If you have other concerns, call KanCare Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777).
3. If you're still not happy with the MCO you've been assigned to, you have until April 4, 2013 to switch by:
  - Calling KanCare Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777).
  - Mailing in the KanCare Enrollment Form
  - Changing online at [www.kmap-state-ks.us/hcp/member](http://www.kmap-state-ks.us/hcp/member).

YES

Did you get your welcome packet and ID card?

NO

If it's at least Jan. 1, 2013, call your MCO and request them.

Are you happy with the Primary Care Provider (PCP) listed on your ID card?

NO

Change your PCP by calling your MCO or visiting your MCO's website.

Are all your questions answered?

NO

Call your MCO at the phone number provided in your welcome material.

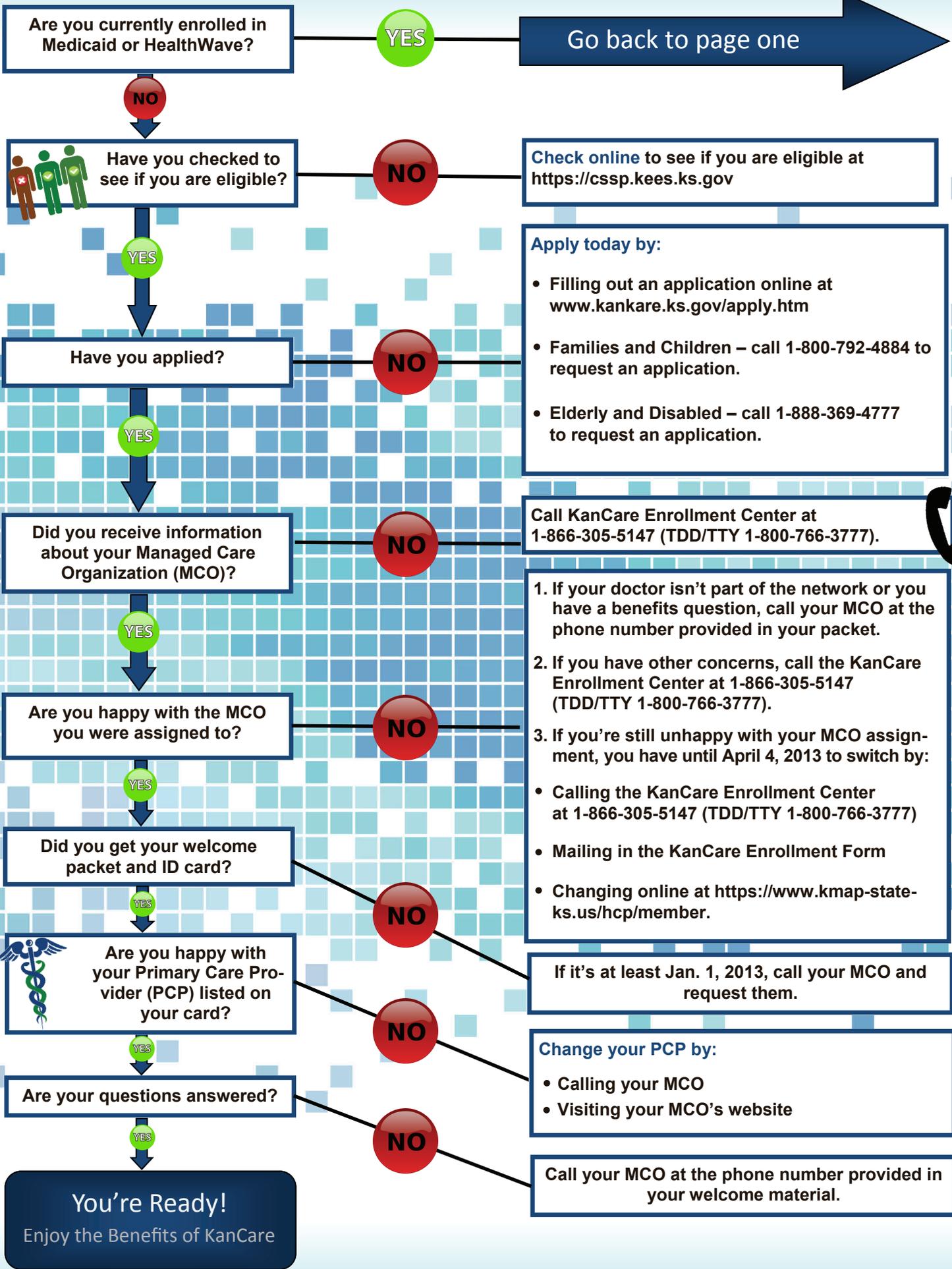
YES

## Congratulations!

You're all set

Start enjoying your benefits and remember to make an appointment with your doctor for a checkup. It's free.





Are you currently enrolled in Medicaid or HealthWave?

YES

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NO



Have you checked to see if you are eligible?

NO

Check online to see if you are eligible at <https://cssp.kees.ks.gov>

YES

Have you applied?

NO

Apply today by:

- Filling out an application online at [www.kankare.ks.gov/apply.htm](http://www.kankare.ks.gov/apply.htm)
- Families and Children – call 1-800-792-4884 to request an application.
- Elderly and Disabled – call 1-888-369-4777 to request an application.

YES

Did you receive information about your Managed Care Organization (MCO)?

NO

Call KanCare Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777).

YES

Are you happy with the MCO you were assigned to?

NO

1. If your doctor isn't part of the network or you have a benefits question, call your MCO at the phone number provided in your packet.
2. If you have other concerns, call the KanCare Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777).
3. If you're still unhappy with your MCO assignment, you have until April 4, 2013 to switch by:
  - Calling the KanCare Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777)
  - Mailing in the KanCare Enrollment Form
  - Changing online at <https://www.kmap-state-ks.us/hcp/member>.

YES

Did you get your welcome packet and ID card?

NO

If it's at least Jan. 1, 2013, call your MCO and request them.

YES

Are you happy with your Primary Care Provider (PCP) listed on your card?

NO

Change your PCP by:

- Calling your MCO
- Visiting your MCO's website

YES

Are your questions answered?

NO

Call your MCO at the phone number provided in your welcome material.

YES

You're Ready!  
Enjoy the Benefits of KanCare