



2019 Enrollment Booklet

## Accessibility

We offer the following free options to help you understand these materials:

- Larger print size;
- Paper versions of information from the KanCare or health plan websites;
- Read to you in any language, including American Sign Language;
- Written translations in Spanish; and
- Additional aids and services, such as Braille or TTY services.

If you need these services, please call the KanCare Enrollment Center at 1-866-305-5147 or TDD/TTY 1-800-766-3777.

Contact information - For more information, visit <http://www.kancare.ks.gov/contact-us>

Agency & website	Telephone
<b>Enrollment Center</b> <a href="https://www.kmap-state-ks.us/hcp/member">https://www.kmap-state-ks.us/hcp/member</a> <i>Log on and password required.</i> To change your KanCare health plan.	<b>1-866-305-5147</b> TDD/TTY 1-800-766-3777 Business hours: Monday - Friday 7:30 AM - 5:30 PM
<b>Eligibility verification</b> <a href="https://www.kmap-state-ks.us/hcp/member">https://www.kmap-state-ks.us/hcp/member</a> <i>Log on and password required.</i> To confirm your eligibility and KanCare plan.	<b>1-800-766-9012</b> TDD/TTY 1-800-766-3777 Business hours: Monday - Friday 7:30 AM - 5:30 PM
<b>KanCare Clearinghouse</b> <a href="http://www.kancare.ks.gov/">http://www.kancare.ks.gov/</a> For questions about your eligibility. Also to report household changes such as address, phone number, or family size.	<b>1-800-792-4884</b> Business hours: Monday - Friday 8:00 AM - 7:00 PM
<b>Aetna Better Health</b> <a href="http://www.aetnabetterhealth.com/kansas">www.aetnabetterhealth.com/kansas</a> To pick a doctor and ask questions about your health care benefits including transportation.	<b>1-855-221-5656</b> Business hours: Monday - Friday 8:00 AM - 6:00 PM
<b>Sunflower Health Plan</b> <a href="http://www.sunflowerhealthplan.com">www.sunflowerhealthplan.com</a> To pick a doctor and ask questions about your health care benefits including transportation.	<b>1-877-644-4623</b> Business hours: Monday - Friday 8:00 AM - 5:00 PM
<b>United Healthcare Community Plan – Kansas</b> <a href="http://www.uhccommunityplan.com">www.uhccommunityplan.com</a> To pick a doctor and ask questions about your health care benefits including transportation.	<b>1-877-542-9238</b> Business hours: Monday - Friday 8:00 AM - 6:00 PM

## Helpful Resources

### Aging and Disability Resource Center (cont.)

- Options/Choice Counseling to discuss long-term care, private pay, and other services
- Assessments to find out if you functionally qualify for additional services.

You may contact the ADRC by phone at 855-200-ADRC (2372). Calls are answered Monday - Friday 8a.m. - 5p.m. and you can leave a message after hours. ADRC sites are available to the public and are located in the following cities across Kansas: Arkansas City, Chanute, Dodge City, Hays, Hiawatha, Kansas City, Manhattan, Olathe, Ottawa, Topeka, and Wichita. Please call the number above for more information about the locations near you.

### Additional Information


If you need help understanding or learning more about your managed care company, please call the KanCare Enrollment Center at 1-866-305-5147 or TDD/TYY 1-800-766-3777. You can find additional helpful information about KanCare and more online at

<http://www.kancare.ks.gov/>:

- General information about KanCare;
- Benefits and services;
- Additional people to contact for help on specific questions;
- Frequently asked questions;
- Information about provider networks;
- Quality reports;
- Links to Member Handbooks, Provider Directories, and approved drug lists.

Authorized Representative forms can be found online here: <http://kancare.ks.gov/kancare-ombudsman-office/resources>

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## Accesibilidad

Ofrecemos las opciones siguientes gratis para ayudarle a entender estos materiales:

- Letras imprimidas en grande;
- Versiones en papel acerca de las páginas de Internet o sobre los planes de salud de Kancare
- Léida en cualquier lenguaje, incluyendo Lenguaje de Señas Americano;
- Traducciones en español por escrito; y
- Ayuda y servicios adicionales, como Braille y servicios de TTY

Si usted necesita estos servicios, por favor llame al Centro de Inscripción al 1-866-305-5147 o TDD/TYY 1-800-766-3777.

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## Helpful Resources

### KanCare Ombudsman

If you have concerns about getting the services that you need through KanCare, the KanCare Ombudsman Volunteer Program may be able to help. This program provides support to all KanCare members. The Ombudsman's office can help with:

- Understanding KanCare and the health plans
- KanCare health plan choice; understanding benefits
- Resolving problems with services, coverage, access and rights when a resolution cannot be reached directly with your health plan, provider, or KanCare Clearinghouse
- Understanding notices of action
- Resolving billing issues
- Understanding your grievance, appeals and Fair Hearing rights
- Help with the grievance, appeals and Fair Hearing processes
- Help with legal resources

You may contact the KanCare Ombudsman by phone at 855-643-8180 or by email at [KanCare.Ombudsman@ks.gov](mailto:KanCare.Ombudsman@ks.gov).

### Aging and Disability Resource Center

The Aging and Disability Resource Center (ADRC) is a resource that can be used by anyone, such as members like you or people that care for you. The ADRC can help you or your loved ones plan long-term service and support needs. ADRC staff can provide the following:

- Information, referrals, and assistance to connect you to community resources, services, and supports
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## Helpful Resources

### KanCare Enrollment Center

The KanCare Enrollment Center can help members like you and people responsible for your care to get information about the health plans. The KanCare Enrollment Center can also provide information about your rights and options as a member. This help includes:

- Understanding KanCare and the health plans
- KanCare health plan choice counseling. This can include helping to check which providers and services are available through the health plans
- Understanding how and where to file grievances and appeals
- Understanding how to request a Fair Hearing and where to send your requests for Fair Hearings
- Understanding the time period each year when you can change your health plan
- Helping to change your health plan during the allowed period. This includes:
  - Giving you the dates when you can change your health plan
  - Assigning you to the health plan of your choice
  - Providing health plan choice counseling
- Sending any issues you have to your health plan for resolution
- Understanding when you can change health plans outside of the normally allowed time each year. This is only allowed in certain situations.

You may contact the KanCare Enrollment Center by phone at 866-305-5147 or TDD / TTY: 1-800-766-3777 from 7:30 a.m. to 5:30 p.m., Monday through Friday.

## IMPORTANT INFORMATION

Remember – you can change plans during your initial Choice Period and then each year during your Annual Open Enrollment. The deadline to change is listed on the Enrollment Form in the field named “Choice Period End”.

If you are pregnant or will be adding a newborn (under 12 months of age) to your case – the baby will usually be added to the same plan as the mother. The system will try to keep the mother and baby together beginning at birth if coverage is approved. Think about this when choosing your plan.

### Things to know:

- Your primary care provider may be a doctor, physician assistant, nurse practitioner, or a clinic in your health plan. If you need a specialist, please reach out to your specialist and check with your health plan to make sure that they are in the network.
- Call your primary care provider if you or your child gets sick. In an emergency, go to the nearest emergency room or call 911.
- If you have special health care needs, call your health plan after you are enrolled and they will make sure you get the care you need.
- KanCare does not have copays.
- The Annual Open Enrollment period is based on the household as a whole rather than each person within a household.

## How can my health plan help me when my needs change?

In KanCare, your health plan must make sure you get the care you need. Your health plan will ask questions about your health when you enroll into KanCare. This helps to find out what health care you need. Your health plan must coordinate your services. They will let you know who to contact for help with this. Your health plan can coordinate services:

- When your care settings change, such as going home after a hospital stay;
- If you switch health plans;
- If you switch from Fee-For-Service Medicaid to KanCare Medicaid;
- With your community or social support service providers.

As your care needs change, your health plan must make sure that your care continues. This may be done by:

- Allowing you to get care from non-network providers for a period of time;
- Connecting you to providers within the health plan's network;
- Coordinating with providers, the State, or other health plans serving you.

Your health plan may need to share some of your information with providers, the State, or other health plans serving you. This could include health risk information or medical records. Your information will only be shared when needed to manage your services. Your information will be shared in a way that protects your privacy.

## How do I make a change?

*If you would like to use the Internet but do not have a computer, try going to your public library, place of worship or neighborhood school.*

### **STEP 1**

Look at the Enrollment Form in the packet. It lists the members in your household who are enrolled. It tells you who can change their health plan and the last day that the change can be made.

### **STEP 2**

Look at the **Health Plan Highlights**. Ask the plans or check their website for the providers in their networks. You will find doctors, hospitals, pharmacies, or other providers you may use. This includes aging or disability services and mental health or substance abuse services.

#### **Aetna Better Health**

1-855-221-5656

[www.aetnabetterhealth.com/kansas](http://www.aetnabetterhealth.com/kansas)

#### **Sunflower Health Plan**

1-877-644-4623

[www.sunflowerhealthplan.com](http://www.sunflowerhealthplan.com)

#### **UnitedHealthcare Community Plan**

1-877-542-9238

[www.uhccommunityplan.com](http://www.uhccommunityplan.com)

### **STEP 3**

You may change your plan by choosing one of the three options below:

**Option 1** – Enroll online at

<https://www.kmap-state-ks.us/hcp/member>.

**Option 2** – Complete the Enrollment Form and return it in the enclosed envelope before the deadline.

**Option 3** – Call the Enrollment Center at 1-866-305-5147 from 7:30 a.m. to 5:30 p.m., Monday through Friday (TDD/TTY 1-800-766-3777).

## What if I am not happy with my healthcare?

### Appeals (cont.)

- The appeal will be reviewed within 30 calendar days unless more time is needed. You or the health plan can ask for an additional 14 calendar days to review the appeal. If the health plan requests more time, you will be notified of the delay. You may be able to have a quicker review of your appeal. Call your health plan for more information.

### State fair hearings

A state fair hearing is a formal meeting where an impartial person (someone you do not know) from the Office of Administrative Hearings (OAH) listens to all of the facts and then makes a decision based on the law.

- If you are not happy with the decision made on your appeal, you or someone acting on your behalf may ask for a state fair hearing. It must be done in writing and mailed or faxed.

**Office of Administrative Hearings**  
**1020 S. Kansas Ave.**  
**Topeka, KS 66612-1327**  
**Fax: 785-296-4848**

- The letter or fax must be received at OAH within 123 calendar days of the date of the Notice.
- You may be able to have a quicker state fair hearing. Call your health plan for more information.
- You must ask for an appeal first to your health plan before you can ask for a state fair hearing with the Office of Administrative Hearings.

## What are my rights and responsibilities?

### In KanCare, you have the right to:

- Be treated with respect.
- Receive information about KanCare benefits.
- Choose your primary provider within your plan.
- Make decisions about your health care.
- Have access to medical advice from your provider, either in person or by phone, 24 hours a day, 7 days a week.
- A second opinion.
- Voice concerns about your provider or services.
- Appeal any denials from the program.
- Review records used for the denials from the program.
- File a grievance if you are unhappy with your care.
- Ask if a service is covered before receiving it by asking your provider or calling your health plan.

### In KanCare, you have the responsibility to:

- Review the KanCare enrollment packet. You have until the Choice Period End date on the Enrollment Form to change plans. If you choose not to change by that date, the next time you are able to change is during your Annual Open Enrollment.
- Choose your primary provider within the available plan.
- Call your provider for any medical problem.
- Go to your primary provider for preventive care.
- Read all the information given to you on your medical benefits.

## What are my rights and responsibilities?

In KanCare, you have the responsibility to (cont.):

- Make and keep appointments. If you can't keep an appointment, call and cancel.
- Follow the advice of providers.
- Pay for services that are not covered by KanCare.
- Show respect to providers.
- Use services appropriately. Example: Use the emergency room only when you believe you are having a true emergency.
- Tell your provider about other insurance coverage you have, including Medicare.

## What if I am not happy with my healthcare?

### Grievances

A grievance is an expression of dissatisfaction about anything other than an adverse benefit determination. You may ask for a grievance at any time. Call or write one of the customer service centers below to ask for a grievance. Customer service staff will help you with a grievance.

<b>Aetna Better Health</b>	<b>1-855-221-5656</b>
<b>Sunflower Health Plan</b>	<b>1-877-644-4623</b>
<b>UnitedHealthcare</b>	<b>1-877-542-9238</b>
<b>Community Plan</b>	

## What if I am not happy with my healthcare?

### Appeals

An Appeal is a request for a review of any of the adverse benefit determinations below. You can appeal:

- The denial of approval for services or a limited approval of services, including the type or level of service;
  - Reducing, suspending, or ending a service you have been receiving;
  - The denial, in whole or part, of payment for a service;
  - The failure of the health plan to act within the required time for service;
  - The failure of the health plan to resolve grievances or appeals within the required times;
  - The denial of your request to dispute something we say you owe.
- You will receive a Notice in the mail explaining the adverse benefit determination.
  - To ask for an Appeal: You or someone acting on your behalf can ask for an appeal.
  - You can ask for an appeal verbally or in writing. Customer service for your health plan can also help you with an appeal.
  - You must ask for an appeal within 63 calendar days of the date of the Notice.