



## Who Should I Call? – **CONSUMERS**

Questions or Issues	Contact
<p><b>KanCare Clearing House</b></p> <ul style="list-style-type: none"> <li>• For questions about the application</li> <li>• To check status of your application</li> <li>• To get case number (i.e. for application)</li> <li>• To verify documents or application were received</li> <li>• For problems with application process</li> <li>• For questions about moving from another state to Kansas</li> <li>• To close your Medicaid because moving out of state</li> <li>• For questions about renewals of applications</li> <li>• To change the Responsible Party on your case</li> <li>• To update your address or other information</li> <li>• For adding a newborn baby to Medicaid</li> <li>• Spend Down issues (send the receipts to Clearinghouse)</li> <li>• Client Obligation /Patient Liability issues (send receipts to Clearinghouse)</li> </ul>	<p><b>KanCare Clearinghouse:</b>            Toll Free Phone: 1-800-792-4884            TTY Toll Free Phone: 1-800-792-4292            TTY Topeka Phone: 785-296-1491            Relay: 711</p> <p><b>Mailing Address (for both types of applications):</b>            KanCare Clearinghouse            P.O. Box 3599            Topeka, KS 66601-9738</p> <p><b>Fax for Children and Families documents:</b>            1-800-498-1255</p> <p><b>Fax for Elderly and Disabled documents:</b>            1-844-264-6285</p> <p><b>Apply for KanCare:</b>  <a href="http://www.kancare.ks.gov/consumers/apply-for-kancare">www.kancare.ks.gov/consumers/apply-for-kancare</a></p>
<p><b>Kansas Eligibility Help Desk</b></p> <ul style="list-style-type: none"> <li>• For technical problems with the online application</li> </ul>	<p><b>Kansas Eligibility Help Desk: 877-782-7358; Relay: 711</b></p>
<p><b>KMAP- Kansas Medical Assistance Program</b></p> <ul style="list-style-type: none"> <li>• For CONSUMER questions about KMAP (FFS/Fee for Service questions, QMB, LMB, ELMB, MediKan, SOBRA...programs with no MCO)</li> <li>• To verify whether or not you “currently” have KanCare coverage.</li> <li>• To change your health plan/MCO (Must be within your open enrollment period).</li> <li>• For conflicting multiple insurance issues, ask for a <b>Coordination of Benefits</b> through KMAP. (For example, you’ve dropped one insurance, but that update is not in the system).</li> <li>• For PROVIDER questions with KMAP</li> </ul>	<p><b>KMAP Customer Service Center: 800-766-9012</b>  <b>TDD/TTY: 800-766-3777</b>  <b>Relay: 711</b></p> <p><b>Website: <a href="https://www.kmap-state-ks.us/hcp/member">https://www.kmap-state-ks.us/hcp/member</a></b></p> <p><b>KMAP for Providers: 800-933-6593</b></p>
<p><b>Managed Care Enrollment Center</b></p> <ul style="list-style-type: none"> <li>• Questions about enrollment</li> <li>• If you did not receive an enrollment package</li> <li>• To find out your open enrollment period dates</li> <li>• To find out what managed care organization (MCO) you are assigned to</li> <li>• To find out your Medicaid ID#</li> <li>• If you have a Good Cause Reason for changing your health plan/MCO (not during the open enrollment period).</li> </ul>	<p><b>Managed Care Enrollment Center: 866-305-5147</b>  <b>TTY: 800-766-3777</b>  <b>Relay: 711</b>  <b>Email: <a href="mailto:KanCare@kdheks.gov">KanCare@kdheks.gov</a></b></p>

<p><b>Not sure where your question fits</b></p>	<p><b>Managed Care Enrollment Center:</b> 866-305-5147  <b>TTY:</b> 800-766-3777  <b>Relay:</b> 711  <b>Email:</b> <a href="mailto:KanCare@kdheks.gov">KanCare@kdheks.gov</a></p>
<p><b>Premium Billing</b>  For questions about paying premium bills (CHIP and Working Healthy)</p>	<p><b>Premium Billing:</b> 866-688-5009  <b>Relay:</b> 711</p>
<p><b>Managed Care Organizations (MCOs)/Health Plans</b></p> <ul style="list-style-type: none"> <li>• To get new or replace a medical card</li> <li>• Change your primary care physician</li> <li>• Find out if a service is covered</li> <li>• Help finding a doctor, dentist, or other provider</li> <li>• To file a grievance or complaint about your MCO or one of its providers</li> <li>• To file an appeal or a state fair hearing from a denial of a service or notice of action</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Aetna:</b> 800-221-5656; <b>Relay:</b> 711</li> <li>• <b>Sunflower:</b> 877-644-4623; <b>TTY:</b> 888-282-6428; <b>Relay:</b> 711</li> <li>• <b>United:</b> 877-542-9238; <b>Relay:</b> 711</li> </ul>
<p><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li>• To ask a question about a prescription drug</li> </ul>	<p>Call the appropriate number for your health care plan:</p> <ul style="list-style-type: none"> <li>• <b>Medicaid Fee for Service (FFS):</b> 800-766-9012; <b>Relay:</b> 711</li> <li>• <b>Aetna:</b> 800-221-5656; <b>Relay:</b> 711</li> <li>• <b>Sunflower:</b> 877-644-4623; <b>TTY:</b> 888-282-6428</li> <li>• <b>United:</b> 877-542-9238; <b>Relay:</b> 711</li> </ul>
<p><b>To Schedule a ride</b> to a medical appointment</p>	<p>Call the appropriate number for your health care plan:</p> <ul style="list-style-type: none"> <li>• <b>KMAP Medicaid FFS:</b> 800-766-9012; <b>Relay:</b> 711</li> <li>• <b>Aetna / Access2Care:</b> 866-252-5634; <b>Relay:</b> 711</li> <li>• <b>Sunflower / Logisticare:</b> 877-644-4623; <b>Relay:</b> 711</li> <li>• <b>United / Logisticare:</b> 877-796-5847; <b>Relay:</b> 711</li> </ul>
<p><b>To talk to a nurse after hours</b></p>	<p>Your health plan:</p> <ul style="list-style-type: none"> <li>• <b>Aetna:</b> 800-221-5656; <b>Relay:</b> 711</li> <li>• <b>Sunflower:</b> 1-877-644-4623; <b>Relay:</b> 711</li> <li>• <b>United:</b> 1-877-542-9238; <b>Relay:</b> 711</li> </ul>
<p><b>HCBS Waiver Programs</b></p> <ul style="list-style-type: none"> <li>• For questions about whether or not someone may be a good candidate for a specific waiver program or for a “functional assessment” contact the appropriate single point of entry (<b>SPOE</b>).</li> <li>• For general questions and Waiting List questions, contact the appropriate <b>waiver program manager</b>.</li> </ul>	<p><b>General HCBS Admin Line:</b> (785) 296-4983</p> <p><b><u>Autism (AU) Waiver</u></b>  SPOE (KVC): (913) 322-4900  AU Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)</p> <p><b><u>Serious Emotional Disturbance (SED) Waiver</u></b>  SPOE (Community Mental Health Center): (785) 234-4773  SED Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)</p> <p><b><u>Frail/Elderly (F/E) Waiver</u></b>  SPOE (ADRC): 855-200-2372  FE Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)</p>

<p><b>HCBS Waiver Programs (continued)</b></p> <p>All Personal Care Attendants (PCAs) caring for individuals receiving in-home care must have a background check completed. For questions about PCA background checks, contact the Program Integrity Mgr.</p> <hr/> <p>• <b>Community Transition and MFP (Money Follows the Person)</b> Community Transition Program that provides HCBS Waiver services and other extended services to eligible beneficiaries after being in an institution for 90 or more days without Medicare funding.</p> <hr/> <p>• <b>PACE Program - Program for All-Inclusive Care for Elderly:</b> Program designed to promote the provision of quality, comprehensive health services for adults ages 55 and older. The primary care physicians &amp; interdisciplinary team of professionals provide &amp; coordinate all services for you, providing a “one stop shopping” for your needs. Most services are provided in your home &amp; at the PACE Center.</p>	<p><b><u>Intellectual /Developmental Disability (I/DD) Waiver</u></b>  SPOE (CDDO): 913-826-2626  I/DD Waiver Program Mgr. (Paula Morgan): 785-296-0648  Intermediate Care Facility/IDD (Russell Bowels): 785-296-0787</p> <p><b><u>Physical Disability (PD) Waiver</u></b>  SPOE (ADRC): 855-200-2372  PD Waiver Program Mgr. (Chris Cintron): (785) 296-1708</p> <p><b><u>Technical Assistance (TA) Waiver</u></b>  SPOE (CRC-KS): (785) 233-1365  TA Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)</p> <p><b><u>Traumatic Brain Injury (TBI) Waiver</u></b>  SPOE(ADRC): 855-200-2372  TBI Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)</p> <p><b>Program Integrity Mgr.</b> (Colin Rork): 785-296-4740</p> <hr/> <p><b>Community Transition and MFP</b> (Matthew Beery): 785-296-7744</p> <hr/> <p><b>PACE Program Manager</b> (vacant): (785) 296-4983 (General HCBS Admin Line)</p>
<p><b>Medicare Questions:</b></p> <ul style="list-style-type: none"> <li>• For general Medicare questions.</li> <li>• If someone calls about Medicare, refer them to Senior Health Insurance Counseling for Kansas SHICK (SHICK Counselors can help your consumers to understand Medicare mail that comes in).</li> </ul>	<p><b>National Medicare Number:</b> 800-633-4227</p> <p><b>Medicare Ombudsman:</b> <a href="https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home.html">https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home.html</a></p> <p><b>SHICK Counselor:</b> 800-860-5260</p>
<p><b>Marketplace Questions (Obamacare or ACA/Affordable Care Act):</b></p> <p>Certified <b>Navigators</b> are trained, unbiased, and certified to help you compare marketplace health insurance plans, assist you with the online application process, and provide answers to your Marketplace questions year-round.</p>	<p><b>Navigators:</b> 1-800-318-2596 or call 2-1-1</p> <p><b>Website:</b> <a href="http://www.coverks.org/search">www.coverks.org/search</a></p>
<p><b>HIV Positive Questions:</b></p> <p>If you are HIV positive and have questions about Medical</p>	<p><b>Ryan White Program, contact:</b></p> <p><b>Phone:</b> 785-296-6174</p>

<p>coverage and other support services.</p>	<p>Email: <a href="mailto:kdhe.RWEIeligibility@ks.gov">kdhe.RWEIeligibility@ks.gov</a></p>
<p><b>Social Security Office Questions:</b></p> <ul style="list-style-type: none"> <li>•To find location and phone numbers for local Social Security offices (See Resource Maps on KCDC Website)</li> <li>•To apply for SSI/SSDI (Disability Benefits) on-line (and find out what documentation you need)</li> </ul>	<p><b>Social Security Office (National):</b> 800-772-1213</p> <p><b>Social Security Office (Local) see</b> KCDC website: <a href="https://kcdcinfo.ks.gov/resources/service-maps">https://kcdcinfo.ks.gov/resources/service-maps</a> (pg. 31 of KCDC Map book).</p> <p><b>Social Security Administration Website (Apply On-Line):</b> <a href="https://www.ssa.gov/applyfordisability/">https://www.ssa.gov/applyfordisability/</a></p>
<p><b>Adult Abuse/Complaint Hotlines:</b></p> <ul style="list-style-type: none"> <li>• To report abuse, neglect or exploitation occurring in adult care facility, medical care facility or home health agency (<b>For all Long Term Care Facilities: nursing homes, hospitals, and home health agencies</b>). The person who reviews is a quality assurance person who ultimately reviews their credentials/license.</li> <li>• To report adult abuse and neglect (for persons <b>in private homes and communities</b>, 24/7)</li> </ul>	<p><b>KDADS Abuse, Neglect or Exploitation Hotline (All Long Term Care Facilities: Nursing Homes, Home Health Agencies, Hospitals, Registered Operators):</b> 800-842-0078 or <a href="mailto:kdads.complainthotline@ks.gov">kdads.complainthotline@ks.gov</a></p> <p><b>Adult Abuse and Neglect (In Home) also called APS or Adult Protective Services:</b> 800-922-5330</p>
<p><b>Legal Assistance:</b></p> <p><b>Elder Hotline:</b> serves any Kansas resident aged 60 or older without regard to income. The hotline provides senior citizens access to an attorney to advise them about legal questions in civil cases and referrals to other resources when needed.</p> <p><b>Kansas Legal Services:</b> helps low-income Kansans meet their basic needs thorough the provision of essential legal and medication services.</p> <p><b>Disability Rights Center:</b> DRC is a legal advocacy agency empowered by federal law to advocate for the civil and legal rights of Kansans with disabilities. DRC is designated by the State of Kansas the official Protection and Advocacy System for Kansas. As such, DRC advocates for the rights of Kansans with disabilities under state or federal laws (ADA, the Rehabilitation Act, Federal Medicaid Act, Kansas Act Against Discrimination, etc.)</p>	<p><b>Elder Hotline:</b> 1-888-353-5337</p> <p><b>Kansas Legal Services:</b> 1-800-723-6953 Website: <a href="http://www.kansaslegalservices.org">www.kansaslegalservices.org</a></p> <p><b>Disability Rights Center:</b> 1-877-776-1541 Website: <a href="http://www.drckansas.org">www.drckansas.org</a></p>
<p><b>Long Term Care Ombudsman-</b> The LTC Ombudsman helps LTC residents obtain the highest quality of life, helps LTC staff meet the needs and concerns of those who reside in their facility and receives and investigates complaints with a goal of achieving an equitable solution.</p>	<p><b>LTC Ombudsman:</b> 877-662-8362 <b>Website:</b> <a href="http://www.ombudsman.ks.gov/">www.ombudsman.ks.gov/</a></p>

**KanCare Ombudsman** - The KanCare Ombudsman's office provides help to KanCare/Medicaid members and applicants in resolving problems regarding their services, coverage, access and rights.

In particular, the Ombudsman's office provides assistance to KanCare participants in the Home and Community Based Services (HCBS) waiver programs and others who get their long-term care services through KanCare.

The Ombudsman's office provides KanCare/Medicaid members and applicants with information about the KanCare Managed Care Organization grievance process and the appeal and state fair hearing process as well as the Medicaid eligibility and Fee for Service grievance process and hearing process.

**KanCare Ombudsman:** 1-855-643-8180

**Relay:** 711

**Email:** [Kancare.Ombudsman@ks.gov](mailto:Kancare.Ombudsman@ks.gov)

**Website:** [www.kancare.ks.gov/kancare-ombudsman-office](http://www.kancare.ks.gov/kancare-ombudsman-office)