### Questions or Issues

<table>
<thead>
<tr>
<th>KanCare Clearing House</th>
<th>KanCare Clearinghouse:</th>
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<tbody>
<tr>
<td>• For questions about your application</td>
<td>Toll Free Phone: 1-800-792-4884</td>
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<tr>
<td>• To check status of your application</td>
<td>TTY Toll Free Phone: 1-800-792-4292</td>
</tr>
<tr>
<td>• To get case number (i.e. for application)</td>
<td>TTY Topeka Phone: 785-296-1491</td>
</tr>
<tr>
<td>• To verify documents or application were received</td>
<td>Relay: 711</td>
</tr>
<tr>
<td>• For problems with application process</td>
<td><strong>Mailing Address (for both types of applications):</strong></td>
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<tr>
<td>• For questions about moving to or from Kansas</td>
<td>KanCare Clearinghouse</td>
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<tr>
<td>• To close your Medicaid because moving out of state</td>
<td>P.O. Box 3599</td>
</tr>
<tr>
<td>• For questions about renewals of applications</td>
<td>Topeka, KS 66601-9738</td>
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<tr>
<td>• To change the Responsible Party on your case</td>
<td><strong>Fax for Children and Families documents:</strong></td>
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<tr>
<td>• To update your address or other information</td>
<td>1-800-498-1255</td>
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<tr>
<td>• For adding a newborn baby to Medicaid</td>
<td><strong>Fax for Elderly and Disabled documents:</strong></td>
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<tr>
<td>• Spend Down issues (send the receipts to Clearinghouse)</td>
<td>1-844-264-6285</td>
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<tr>
<td>• Client Obligation /Patient Liability issues (send receipts to Clearinghouse)</td>
<td><strong>Apply for KanCare:</strong></td>
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<tr>
<td>• <strong>Kansas Eligibility Help Desk</strong></td>
<td><a href="http://www.kancare.ks.gov/consumers/apply-for-kancare">www.kancare.ks.gov/consumers/apply-for-kancare</a></td>
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| Kansas Eligibility Help Desk | Kansas Eligibility Help Desk: 1-877-782-7358; Relay: 711 |

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<thead>
<tr>
<th>KMAP- Kansas Medical Assistance Program</th>
<th>KMAP Customer Service Center: 1-800-766-9012</th>
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<tr>
<td>• For CONSUMER questions about KMAP (FFS/Fee for Service questions, QMB, LMB, ELMB, MediKan, SOBRA... programs with no MCO)</td>
<td>TDD/TTY: 1-800-766-3777</td>
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<tr>
<td>• To verify if you “currently” have KanCare coverage.</td>
<td>Relay: 711</td>
</tr>
<tr>
<td>• To change your health plan/MCO (Must be within your open enrollment period)</td>
<td><strong>Website:</strong> <a href="https://www.kmap-state-ks.us/hcp/member">https://www.kmap-state-ks.us/hcp/member</a></td>
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<tr>
<td>• For conflicting multiple insurance issues, ask for a <strong>Coordination of Benefits</strong> through KMAP. (For example, you’ve dropped one insurance, but that update is not in the system)</td>
<td><strong>KMAP for Providers:</strong> 1-800-933-6593</td>
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<tr>
<td>• For PROVIDER questions with KMAP</td>
<td><strong>Managed Care Enrollment Center:</strong> 1-866-305-5147</td>
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<th>Managed Care Enrollment Center</th>
<th>Managed Care Enrollment Center: 1-866-305-5147</th>
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<tr>
<td>• Questions about enrollment</td>
<td>TTY: 1-800-766-3777</td>
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<tr>
<td>• If you did not receive an enrollment package</td>
<td>Relay: 711</td>
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<tr>
<td>• To find out your open enrollment period dates</td>
<td>Email: <a href="mailto:KanCare@kdheks.gov">KanCare@kdheks.gov</a></td>
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</tbody>
</table>
| Not sure where your question fits | Managed Care Enrollment Center: 866-305-5147  
TTY: 1-800-766-3777  
Relay: 711  
Email: KanCare@kdheks.gov |
|-------------------------------|--------------------------------------------------|
Relay: 711 |
| For questions about paying premium bills (CHIP and Working Healthy) | Call the appropriate number for your health care plan:  
- Medicaid Fee for Service (FFS): 1-800-766-9012; Relay: 711  
- Aetna: 1-855-221-5656; Relay: 711  
- Sunflower: 1-877-644-4623; TTY: 888-282-6428; Relay: 711  
- United: 1-877-542-9238; Relay: 711 |
| Managed Care Organizations (MCOs)/Health Plans | Managed Care Organizations (MCOs)/Health Plans  
- To get new or replace a medical card  
- Change your primary care physician  
- Find out if a service is covered  
- Help finding a doctor, dentist, or other provider  
- To file a grievance or complaint about your MCO or one of its providers  
- To file an appeal or a state fair hearing from a denial of a service or notice of action  
- Aetna: 1-855-221-5656; Relay: 711  
- Sunflower: 1-877-644-4623; TTY: 888-282-6428; Relay: 711  
- United: 1-877-542-9238; Relay: 711 |
| Pharmacy                       | Call the appropriate number for your health care plan:  
- Medicaid Fee for Service (FFS): 1-800-766-9012; Relay: 711  
- Aetna: 1-855-221-5656; Relay: 711  
- Sunflower: 1-877-644-4623; TTY: 888-282-6428  
- United: 1-877-542-9238; Relay: 711 |
| To Schedule a ride to a medical appointment | To Schedule a ride to a medical appointment  
- KMAP Medicaid FFS: 1-800-766-9012; Relay: 711  
- Aetna / Access2Care 1-866-252-5634; Relay: 711  
- Sunflower / Logisticare: 1-877-644-4623; Relay: 711  
- United / Logisticare: 1-877-796-5847; Relay: 711 |
| To talk to a nurse after hours | To talk to a nurse after hours  
- Aetna: 1-855-221-5656; Relay: 711  
- Sunflower: 1-877-644-4623; Relay: 711  
- United: 1-877-542-9238; Relay: 711 |
| HCBS Waiver Programs           | General HCBS Admin Line: (785) 296-4983 |
| • 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 (SPOE).  
• For general questions and Waiting List questions, contact the appropriate waiver program manager. | Autism (AU) Waiver  
SPOE (KVC): (913) 322-4900  
AU Waiver Program Mgr. (Angela Heller-Workman): (785) 296-6843  
Serious Emotional Disturbance (SED) Waiver  
SPOE (Community Mental Health Center): (785) 234-4773  
SED Waiver Program Mgr. (Angela Heller-Workman): (785) 296-6843  
Technical Assistance (TA) Waiver  
SPOE (CRC-KS): (785) 233-1365  
TA Waiver Program Mgr. (Angela Heller-Workman): (785) 296-6843 |
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.

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**Community Transition** - 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.

**PACE Program** - Program for All-Inclusive Care for Elderly: Program designed to promote the provision of quality, comprehensive health services for adults ages 55 and older. The primary care physicians & interdisciplinary team of professionals provide & coordinate all services for you, providing a “one stop shopping” for your needs. Most services are provided in your home & at the PACE Center.

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**Medicare Questions:**
- For general Medicare questions.
- If someone calls about Medicare, refer them to Senior Health Insurance Counseling for Kansas SHICK (SHICK Counselors can help consumers understand Medicare mail that comes in).

**Marketplace Questions (ObamaCare or Affordable Care Act/ACA):**
Certified Navigators 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.
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<tr>
<th>HIV Positive Questions:</th>
<th>Ryan White Program, contact:</th>
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| If you are HIV positive and have questions about Medical coverage and other support services. | **Phone:** 785-296-6174  
**Email:** kdhe.RWEligibility@ks.gov |
| **Social Security Office Questions:** | **Social Security Office (National):** 1-800-772-1213  
**Social Security Office (Local) see KCDC website:** [https://kcdcinfo.ks.gov/resources/service-maps](https://kcdcinfo.ks.gov/resources/service-maps) (pg. 31 of KCDC Map book).  
**Social Security Administration Website (Apply On-Line):** [https://www.ssa.gov/applyfordisability/](https://www.ssa.gov/applyfordisability/) |
| • To find location and phone numbers for local Social Security offices (See Resource Maps on KCDC Website)  
• To apply for SSI/SSDI (Disability Benefits) on-line (and find out what documentation you need) |  
**Adult Abuse/Complaint Hotlines:** |  
**KDADS Abuse, Neglect or Exploitation Hotline (All Long Term Care Facilities: Nursing Homes, Home Health Agencies, Hospitals, Registered Operators):** 1-800-842-0078 or kdads.complainthotline@ks.gov  
**Adult Abuse and Neglect (In Home) also called APS or Adult Protective Services:** 1-800-922-5330 |
| **Legal Assistance:**  
**Elder Hotline:** 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.  
**Kansas Legal Services:** helps low-income Kansans meet their basic needs thorough the provision of essential legal and medication services.  
**Disability Rights Center:** 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.) |  
**Elder Hotline:** 1-888-353-5337  
**Kansas Legal Services:** 1-800-723-6953  
**Website:** [www.kansaslegalservices.org](http://www.kansaslegalservices.org)  
**Disability Rights Center:** 1-877-776-1541  
**Website:** [www.drckansas.org](http://www.drckansas.org) |
| **Long Term Care (LTC) Ombudsman-** 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. |  
**LTC Ombudsman:** 1-877-662-8362  
**Website:** [www.ombudsman.ks.gov/](http://www.ombudsman.ks.gov/) |
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 Office: 1-855-643-8180
Relay: 711
Email: Kancare.Ombudsman@ks.gov
Website: www.KanCareOmbudsman.ks.gov