



Who Should I Call? – PROVIDERS

Questions or Issues	Contact
<p>Provider Issues</p> <p>Providers having issues can email the KanCare mailbox. Those emails are reviewed and sent out to the appropriate subject matter experts at KDHE.</p>	<p>KanCare Mailbox: kdhe.KanCare@ks.gov</p>
<p>KanCare Clearing House</p> <ul style="list-style-type: none"> • If you have questions about the application • To check status of A Client’s application • If you are having problems with application process • For renewals of applications • To update your address and get your information • If mother has newborn baby that needs to be added • Spend Down issues (including where to send the receipts) • Client Obligation /Patient Liability issues 	<p>KanCare Clearinghouse: 800-792-4884</p> <p>KanCare Clearinghouse Mailing Address (both types of applications): P.O. Box 3599, Topeka, KS 66601-9738</p> <p>Apply online: www.applyforkancare.ks.gov</p> <p>Fax for Children and Families documents: 800-498-1255</p> <p>Fax for Elderly and Disabled documents: 844-264-6285</p>
<p>Kansas Eligibility Help Desk</p> <ul style="list-style-type: none"> • If you are having technical problems with the online application 	<p>Kansas Eligibility Help Desk: 877-782-7358</p>
<p>KMAP- Kansas Medical Assistance Program</p> <ul style="list-style-type: none"> • For CONSUMER questions about KMAP (FFS/Fee for Service questions, QMB, LMB, ELMB, MediKan, SOBRA...programs with no MCO) • If you need to verify whether or not you “currently” have KanCare coverage. • If you need to change your health plan (Must be within your open enrollment period). • For PROVIDER questions about KMAP <p>Note on Retro Billing: Sometimes, a KanCare member’s effective coverage date is different than the date an MCO is assigned as the provider.</p> <p>In those cases, submit any bills accumulated during that gap to the Timely Filing Coordinator at KMAP. Attach a cover sheet that specifies that approval is needed for Retro Billing and make it To the Attention of: Timely Filing Coordinator. If this is not done, those bills may not make it to the correct department and be denied.</p>	<p>KMAP Customer Service Center: 800-766-9012 TDD/TTY: 800-766-3777</p> <p>Website: https://www.kmap-state-ks.us/hcp/member</p> <p>KMAP for Providers: 800-933-6593 KMAP Provider fax: 785-266-6112</p>
<p>Not sure where your question fits</p>	<p>Managed Care Enrollment Center: 866-305-5147 (TTY: 800-766-3777) Email: KanCare@kdheks.gov</p>

HCBS Waiver Programs

- 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.

HCBS Waiver Programs (continued)

HCBS Waiver Programs (continued)

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.

•**MFP, QA - Money Follows the Person, Quality Assurance:** 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.

General HCBS Admin Line: (785) 296-4983

Autism (AU) Waiver

SPOE (KVC): (913) 322-4900

AU Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)

Serious Emotional Disturbance (SED) Waiver

SPOE (Community Mental Health Center): (785) 234-4773

SED Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)

Frail/Elderly (F/E) Waiver

SPOE (ADRC): 855-200-2372

FE Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)

Intellectual /Developmental Disability (I/DD) Waiver

SPOE (CDDO): 913-826-2626

I/DD Waiver Program Mgr. (Paula Morgan): 785-296-0648
Intermediate Care Facility/IDD (Russell Bowels): 785-296-0787

Physical Disability (PD) Waiver

SPOE (ADRC): 855-200-2372

PD Waiver Program Mgr. (Chris Cintron): (785) 296-1708

Technical Assistance (TA) Waiver

SPOE (CRC-KS): (785) 233-1365

TA Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)

Traumatic Brain Injury (TBI) Waiver

SPOE(ADRC): 855-200-2372

TBI Waiver Program Mgr. (vacant): (785) 296-4983 (General HCBS Admin Line)

Program Integrity Mgr. (Colin Rork): 785-296-4740

Community Transition and MFP (Matthew Beery): 785-296-7744

PACE Program Manager (vacant): (785) 296-4983 (General HCBS Admin Line)

<p>Medicare Questions:</p> <ul style="list-style-type: none"> •For general Medicare questions. •If someone calls about Medicare, refer them to Senior Health Insurance Counseling for Kansas SHICK (SHICK Counselors can help your consumers to understand. 	<p>National Medicare Number: 800-633-4227</p> <p>SHICK Counselor: 800-860-5260</p>
<p>Marketplace Questions (Obamacare or ACA/Affordable Care Act)</p> <p>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.</p>	<p>Navigators: 1-800-318-2596 or call 2-1-1</p> <p>Website: www.coverks.org/search</p>
<p>Social Security Office Questions:</p> <ul style="list-style-type: none"> •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) 	<p>Social Security Office (National): 800-772-1213</p> <p>Social Security Office (Local) see KCDC website: https://kcdcinfo.ks.gov/resources/service-maps (pg. 31 of KCDC Map book).</p> <p>Social Security Administration Website (Apply On-Line): https://www.ssa.gov/applyfordisability/</p>
<p>Adult Abuse/Complaint Hotlines:</p> <ul style="list-style-type: none"> • To report abuse, neglect or exploitation occurring in adult care facility, medical care facility or home health agency (For All Long-Term Care facilities: nursing homes, hospitals, and home health agencies). • To report adult abuse and neglect (for persons in private homes and communities, 24/7) 	<p>KDADS Abuse, Neglect or Exploitation Hotline (All Long-Term Care Facilities: Nursing Homes, Home Health Agencies, Hospitals, Registered Operators): 800-842-0078</p> <p>Adult Abuse and Neglect (In Home) also called APS or Adult Protective Services: 800-922-5330</p>
<p>How to order KanCare/Medicaid applications</p>	<p>KSApplicationRequest@maximus.com</p> <p>List the number of applications you need and type. There are 6 types they send out: Children & Families (English and Spanish), Elderly & Disabled (English & Spanish), Medicare Savings Program (English & Spanish).</p>
<p>KanCare Ombudsman - The KanCare Ombudsman provides an independent and confidential resource for Kansas Medicaid members, with a primary focus on individuals participating in an HCBS waiver program or receiving other long-term care services through KanCare, and assists members in resolving their concerns.</p>	<p>KanCare Ombudsman: 1-855-643-8180</p> <p>Email: Kancare.Ombudsman@ks.gov</p> <p>Website: www.kancare.ks.gov/kancare-ombudsman-office</p>

