

## Managed Care Organization Transition Help Document: Members

### Helpful Information

#### **MCO Contact Information:**

- Healthy Blue:
  - Phone: 1-833-838-2593
  - [Website: Healthy Blue](#)
- Sunflower:
  - Phone: 1-877-644-4623
  - [Website: Sunflower Health Plan](#)
- UnitedHealthcare:
  - Phone: 1-877-542-9238
  - [Website: UnitedHealthcare Community Plan](#)

#### **More Information on State Contacts:**

- KanCare Enrollment Center:
  - Phone: 1-866-305-5147
  - TDD/TTY: 1-800-766-3777
  - Hours: Monday - Friday, 7:30 AM - 5:30 PM
- KanCare Website: For applications and more information, visit [the KanCare website](#).

### Frequently Asked Questions

#### **Q: What is KanCare?**

**A:** KanCare is the State of Kansas' Medicaid program.

#### **Q: What is Happening with the KanCare MCOs?**

**A:** MCO contracts must be renewed every five years as required by state law.

- Beginning Jan. 1, 2025, the KanCare MCOs will be Sunflower, United Healthcare and a new MCO, Healthy Blue. Aetna will no longer be one of the State's MCO as of Jan. 1, 2025.
  - Enrollment packets were mailed in October 2024.
  - The deadline to make your choice of a new MCO for the Jan. 1, 2025 effective date was Dec. 17, 2024.
  - You have another choice period to choose a different MCO from Jan. 1, 2025, until April 4, 2025.
  - You can choose an MCO online, by calling the phone number on your packet, or through the in your packet.

#### **Q: How Do I Choose or Change My MCO?**

**A:** MCO Options:

- You can pick from Healthy Blue, Sunflower or UnitedHealthcare.
- Things to Consider:
  - Make sure your doctors are part of the MCO's network.

- Check the extra services each MCO offers.
- There are three ways to enroll in an MCO:
  - [Enroll online](#).
  - Call the Enrollment Center:
    - Phone: 1-866-305-5147
    - TDD/TTY: 1-800-766-3777
    - Hours: Monday - Friday, 7:30 AM - 5:30 PM
  - Complete the enrollment form and use the envelope in the enrollment packet to return it in the US mail.

**Q: What is happening with Aetna as a Managed Care Organization (MCO)?**

**A:** Starting Jan. 1, 2025, Aetna will not be a KanCare MCO. It will no longer provide Medicaid services in Kansas.

**Q: What if I was enrolled with Aetna in 2024?**

**A:** If was Aetna your MCO in 2024, you were assigned to Healthy Blue if you did not choose a different MCO. You got a letter telling you about this change and giving you instructions to choose an MCO.

**Q: Will there be any interruption in my health care services during this transition?**

**A:** There should be no interruption in your health care services. When you switch to a new MCO, any prescriptions, treatments and doctors must still be covered by the new MCO for 90 days. The new MCO will help you with your plan of care during the 90 days.

**Q: Will I still be eligible for Medicaid?**

**A:** The changes in MCOs starting Jan. 1, 2025 do not impact who is eligible for Medicaid. The criteria to be eligible is not changing. Members will still need to complete an annual renewal process once a year. You will be told when it is time for your annual renewal process.

**Q: What if I didn't choose an MCO and want to now?**

**A:** You have from Jan. 1 until April 4, 2025 to switch to a different MCO.

**Q: What happens to my coverage if I didn't choose a new MCO by Dec. 17, 2024?**

**A:** If you are an Aetna member and did not choose a new MCO by Dec. 17, 2024, you were automatically enrolled with Healthy Blue. If you are a member of Sunflower or United and did not select another MCO, you will remain with your current MCO. If you want to choose a different MCO after Jan. 1, 2025, you have until April 4, 2025, to do that.

**Q: How can I learn more about the other MCO options?**

**A:** You can go to the Healthy Blue, Sunflower or UnitedHealthcare websites or call them to learn more about their services. The [KanCare website](#) has resources to help you make your choice, too.

**Q: Who can I contact if I have questions or need help selecting a new MCO?**

**A:** For help choosing a new MCO, contact the KanCare Enrollment Center at 1-866-305-5147. The center is open Monday through Friday from 7:30 a.m. to 5:30 p.m.

**Q: How can I learn more about the upcoming MCO changes?**

**A:** The KanCare website has more details about the KanCare MCOs:

- [Health Plans](#)
- [Public Meeting Resources](#)

**Q: Will I receive any information to help me choose a new MCO?**

**A:** Enrollment packets with information about the MCOs were mailed starting in October. If you did not receive a packet, you can find the information on the [KanCare website](#). If you want to choose a different MCO after Jan. 1, 2025, you have until April 4, 2025, to do that.

If you did not get an enrollment packet, check that your address is up to date. Visit [kancare.ks.gov](http://kancare.ks.gov) and click the red speech bubble in the lower right corner to update your address.

