Data as of 4/30/2026

Kansas Medicaid Call Center Data

Call center data covers the total calls the KanCare Clearinghouse received, as well as the number of calls abandoned and the abandonment rate, the average speed to answer, the average time to handle a call, and the total number of outbound calls. Data is as-of the last day of the month.

Month and Year	Total Calls Handled	Abandoned Calls	Abandoned Rate	Average Speed of Answer	Total Outbound Calls	Average Handle Time
May 2025	33,213	85	1%	12	2,344	8:01
June 2025	33,316	273	1%	33	2,396	8:02
July 2025	35,824	79	1%	10	2,334	8:14
Aug. 2025	32,989	183	1%	20	2,312	9:51
Sept. 2025	32,315	98	1%	13	2,481	9:56
Oct. 2025	32,379	77	1%	9	2,376	9:35
Nov. 2025	23,536	120	1%	18	1,667	9:59
Dec. 2025	31,143	54	1%	9	2,280	9:50
Jan. 2026	30,367	99	1%	14	2,171	9:20
Feb. 2026	32,022	94	1%	11	2,306	9:12
March 2026	34,388	67	1%	9	2,611	9:39
April 2026	31,752	38	1%	6	2,509	9:34

Last updated on 5/14/2026