KanCare Ombudsman Office
Phone: Toll Free: 1-855-643-8180
Relay: 711
Email: KanCare.Ombudsman@ks.gov
Website: www.KanCareOmbudsman@ks.gov
Find us on: facebook

Application Checklist

Important Notes:

- Keep a copy of everything you send to the **Clearinghouse (CH)** together in one folder for your own records.
- When you send in documentation to the CH, be sure to send *copies* rather than your originals. They will NOT be returned to you.
- Depending on what you claim on the application, you may have to send proof of certain things for the CH to process your application. Examples of additional documentation include: (1) proof of income (paystubs, income tax returns, etc.), (2) proof of resources (copy of recent bank statements, copy of trust or annuity, etc.), (3) proof of health insurance (copy of health insurance card and bill, etc.) and (4) proof of *pending disability case* with the Social Security Administration or SSA (something from your most recent mail from the SSA that shows you have a pending disability case).
- A list of documentation you may be required to send can be viewed on the back of the KanCare application or on the Documentation Checklist for the KanCare Application which can be found at: www.kancare.ks.gov on the resources webpage. Carefully review and submit the required documentation along with your application form. By sending all of the required proof, your application can be processed more quickly.

FIRST STEPS

Sent to KanCare Clearinghouse (CH)	✓	Keep in folder for your own records	✓
1. Application		1. Copy of application	
2. Proof of income		2. Proof of income	
3. Proof of health insurance (if applicable)		3. Proof of health insurance (if applicable)	
4. Proof of resources (for Elderly & Disabled applications only)		4. Proof of resources (for Elderly & Disabled applications only)	
5. Proof of *pending* disability case with the SSA (recently applied or appealing denial) (if applicable)		5. Proof of *pending* disability case with the Social Security Administration (if applicable)	

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Every time you fax to the Clearinghouse:

- Include a cover letter explaining what is being faxed and why, and how many pages.
- Include your name or some type of identifying information (full name, case #, etc.) on the cover letter.
- Be sure to fax "everything" at one time.
- Keep the "fax confirmation page/fax receipt" in your folder along with everything you sent to the Clearinghouse.
- If the CH has difficulty locating your faxed documents, use the information from fax receipt to help them find it. (Date & Time of fax; phone # faxed from; phone # faxed to).

NEXT STEPS

Contact the CH after a few days (if mailed) or within 48 hours (if faxed):	✓	**Keep in folder for your own records**	✓
1. Ask for your "case number" (confirmation that your application has been received)		My case #: ________________________	
2. Ask for confirmation that any *additional documentation* you sent was also received.		The CH has confirmed receipt of the following documents: (bank statements, income verification, etc.) Who did I speak to today? _________ Date: ______	
3. Ask the CH if there is any further documentation they need from you at this time.		Further documentation needed: ________________________________	
4. Every time you send more information, follow up with a phone call, confirming the CH has received this new documentation (Note call details).		The CH has confirmed the receipt of the following documentation: ____________________________ ____ Who did I speak to today? ________ Date: _______	