



KanCare Ombudsman Office
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Eligibility and Renewal Grievance Process

The Eligibility and Renewal Grievance Process is for people who are in the *eligibility application process or renewal process* for receiving KanCare. These grievances will be filed with the Kansas Department of Health and Environment – Division of Health Care Finance (Medicaid program).

The KanCare Grievance Process is for KanCare members who are *receiving services*. Those grievances are filed with a managed care organization (MCO).

Grievance – What is a Grievance?

- A grievance is an expression of dissatisfaction.
- If you have a problem with eligibility services of KanCare concerning such things as customer service, access to care, or your rights and dignity, would like to file an official complaint, you may:
 - Call or write to the Kansas Department of Health and Environment– Division of Health Care Finance (KDHE - DHCF) about it; or
 - Ask a representative of your choice to call or write to KDHE - DHCF
- If you ask a provider or other person to call or write to KDHE, you will need to include written approval for them to represent you.

Mail to:

Medicaid Eligibility Grievances
Kansas Department of Health and Environment
Division of Health Care Finance
Attention: Dorothy Noblit
900 SW Jackson, 9th floor
Topeka, KS 66612