



KanCare Ombudsman Office  
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Email: [KanCare.Ombudsman@ks.gov](mailto:KanCare.Ombudsman@ks.gov)  
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## Eligibility and Renewal Grievance Process

The Eligibility and Renewal Grievance Process is for people who are in the eligibility process or renewal process for receiving KanCare. These grievances will be filed with the Kansas Department of Health and Environment.

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 (KDHE) about it; or
  - Ask a representative of your choice to call or write to KDHE
- 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/KDHE  
Attention: Dorothy Noblit  
900 SW Jackson, 9<sup>th</sup> floor  
Topeka, KS 66612