



## Who Should I Call? – **CONSUMERS**

| Questions or Issues   | Contact  |
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| <p><b>KanCare Clearing House</b></p> <ul style="list-style-type: none"> <li>• If you have questions about the application</li> <li>• To check status of your application</li> <li>• If you are having problems with application process</li> <li>• Transferring from another state to Kansas</li> <li>• Close an account because moving out of state</li> <li>• For renewals of applications</li> <li>• To change the Responsible Party on your case</li> <li>• To update your address and get your information</li> <li>• If mother has newborn baby that needs to be added</li> <li>• Spend Down issues (including where to send the receipts)</li> <li>• Client Obligation /Patient Liability issues</li> <li>• To apply by phone (We do NOT encourage this; please only suggest this if it is someone who has no other options of completing the application. They may at some point stop offering this as an option.)</li> </ul> | <p><b>KanCare Clearinghouse:</b> 800-792-4884</p> <p><b>KanCare Clearinghouse Mailing Address (both types of applications):</b> P.O. Box 3599, Topeka, KS 66601-9738</p> <p><b>Apply online:</b> <a href="http://www.applyforkancare.ks.gov">www.applyforkancare.ks.gov</a></p> <p><b>Fax for Children and Families documents:</b><br/>800-498-1255</p> <p><b>Fax for Elderly and Disabled documents:</b><br/>844-264-6285</p> |
| <p><b>Kansas Eligibility Help Desk</b></p> <ul style="list-style-type: none"> <li>• If you are having technical problems with the online application</li> </ul>   | <p><b>Kansas Eligibility Help Desk:</b> 877-782-7358</p>   |
| <p><b>KMAP- Kansas Medical Assistance Program</b></p> <ul style="list-style-type: none"> <li>• For CONSUMER questions about KMAP (FFS/Fee for Service questions, QMP, MediKan...)</li> <li>• If you need to verify whether or not you “currently” have KanCare coverage.</li> <li>• If you need to change your health plan/MCO (Must be within your open enrollment period).</li> <li>• For PROVIDER questions about KMAP</li> </ul>  | <p><b>KMAP Customer Service Center:</b> 800-766-9012<br/><b>TDD/TTY:</b> 800-766-3777</p> <p><b>Website:</b> <a href="https://www.kmap-state-ks.us/hcp/member">https://www.kmap-state-ks.us/hcp/member</a></p> <p><b>KMAP for Providers:</b> 800-933-6593</p>  |
| <p><b>Managed Care Enrollment Center</b></p> <ul style="list-style-type: none"> <li>• To find out what managed care organization (MCO) you are assigned to</li> <li>• To find out your Medicaid ID#</li> <li>• If you did not receive an enrollment package</li> <li>• To find out your open enrollment period dates</li> <li>• If you have a Good Cause Reason for changing your health plan/MCO (not during the open enrollment period).</li> </ul>   | <p><b>Managed Care Enrollment Center:</b> 866-305-5147<br/><b>TTY:</b> 800-766-3777<br/><b>Email:</b> <a href="mailto:KanCare@kdheks.gov">KanCare@kdheks.gov</a></p>   |
| <p><b>Premium Billing</b><br/>For questions about paying premium bills (CHIP and Working Healthy)</p>   | <p><b>Premium Billing:</b> 866-688-5009</p>  |

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| <p><b>Health Plans</b> (customer service lines) contact for these types of needs (these are just a few examples):</p> <ul style="list-style-type: none"> <li>• Haven't received medical ID card/lost medical ID card</li> <li>• Change your primary care physician</li> <li>• Find out if a service is covered</li> <li>• Help finding a doctor, dentist, or other provider</li> <li>• To file a grievance or complaint about your MCO or one of its providers</li> <li>• To file an appeal or a state fair hearing from a denial of a service or notice of action</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Amerigroup:</b> 800-600-4441 (TTY: 711)</li> <li>• <b>Sunflower:</b> 877-644-4623 (TTY: 888-282-6428)</li> <li>• <b>United:</b> 877-542-9238 (TTY: 711)</li> </ul>   |
| <p><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li>• To ask a question about a prescription drug</li> </ul>  | <p>Call the appropriate number for your health care plan:<br/> <b>Medicaid Fee For Service (FFS):</b>800-766-9012</p> <ul style="list-style-type: none"> <li>• <b>Amerigroup:</b> 800-600-4441 (TTY: 711)</li> <li>• <b>Sunflower:</b> 877-644-4623 (TTY: 888-282-6428)</li> <li>• <b>United:</b> 877-542-9238 (TTY: 711)</li> </ul>   |
| <p><b>To Schedule a ride</b> to a medical appointment</p>   | <p>Call the appropriate number for your health care plan:<br/> <b>KMAP Medicaid FFS consumers call:</b> 800-766-9012<br/> <b>Amerigroup members call Access2Care:</b> 855-345-6943<br/> <b>Sunflower members call Logisticare at:</b> 877-644-4623<br/> <b>United members call Logisticare at:</b> 877-796-5847</p>  |
| <p><b>To talk to a nurse after hours</b></p>  | <p>Your health plan:<br/> <b>Amerigroup:</b> 1-866-864-2544<br/> <b>Sunflower:</b> 1-877-644-4623<br/> <b>United:</b> 1-877-542-9238</p>   |
| <p><b>HCBS Waiver Programs</b></p> <ul style="list-style-type: none"> <li>• For questions about whether or not someone may be a <b>good candidate</b> for a specific waiver program <b>or</b> for a <b>“functional assessment”</b> contact the appropriate single point of entry (SPOE).</li> <li>• For <b>general questions</b> and <b>Waiting List</b> questions, contact the appropriate waiver program manager.</li> </ul>  | <p><b><u>Autism (AU) Waiver</u></b><br/> SPOE (KVC): (913) 322-4900<br/> AU Waiver Program Mgr. (Sam Philbern): 785-296-6843</p> <p><b><u>Serious Emotional Disturbance (SED) Waiver</u></b><br/> SPOE (Community Mental Health Center): (785) 234-4773<br/> SED Waiver Program Mgr. (Sam Philbern): 785-296-6843</p> <p><b><u>Frail/Elderly (F/E) Waiver</u></b><br/> SPOE (ADRC): 855-200-2372<br/> FE Waiver Program Mgr. (Carrie Proffitt): 785-296-8288</p> <p><b><u>Intellectual /Developmental Disability (I/DD) Waiver</u></b><br/> SPOE (CDDO): 913-826-2626<br/> I/DD Waiver Program Mgr. (Paula Morgan): 785-296-0648<br/> Intermediate Care Facility/IDD (Karla Werth): 785-296-0787</p> <p><b><u>Physical Disability (PD) Waiver</u></b><br/> SPOE (ADRC): 855-200-2372<br/> PD Waiver Program Mgr. (Eva Diehls): 785-296-4980</p> <p><b><u>Technical Assistance (TA) Waiver</u></b><br/> SPOE (CRC-KS): (785) 233-1365<br/> TA Waiver Program Mgr. (Michele Heydon): 785-296-0935</p> <p><b><u>Traumatic Brain Injury (TBI) Waiver</u></b><br/> SPOE(ADRC): 855-200-2372<br/> TBI Waiver Program Mgr. (Michele Heydon): 785-296-0935</p> |

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| <p><b>HCBS Waiver Programs (continued)</b></p> <p>All Personal Care Attendants (PCAs) caring for individuals receiving in-home care must have a background check completed. For questions about PCA background checks, contact the Program Integrity Mgr.</p> <p>-----</p> <p>• <b>MFP, QA - Money Follows the Person, Quality Assurance:</b> Community Transition Program that provides HCBS Waiver services and other extended services to eligible beneficiaries after being in an institution for 90 or more days without Medicare funding.</p> <p>-----</p> <p>• <b>PACE Program - Program for All-Inclusive Care for Elderly:</b> Program designed to promote the provision of quality, comprehensive health services for adults ages 55 and older. The primary care physicians &amp; interdisciplinary team of professionals provide &amp; coordinate all services for you, providing a “one stop shopping” for your needs. Most services are provided in your home &amp; at the PACE Center.</p> | <p><b>Program Integrity Mgr.</b> (Melissa McDaniel): 785-291-3632</p> <p>-----</p> <p><b>MFP, QA (Larry Kelley):</b> 785-296-7744</p> <p>-----</p> <p><b>PACE Program Manager</b> (Carrie Proffitt): 785-296-8288</p>   |
| <p><b>Medicare Questions:</b></p> <ul style="list-style-type: none"> <li>• For general Medicare questions.</li> <li>• If someone calls about Medicare, refer them to Senior Health Insurance Counseling for Kansas SHICK (SHICK Counselors can help your consumers to understand Medicare mail that comes in).</li> </ul>  | <p><b>National Medicare Number:</b> 800-633-4227</p> <p><b>SHICK Counselor:</b> 800-860-5260</p>  |
| <p><b>Not sure where your question fits?</b></p>   | <p><b>Managed Care Enrollment Center:</b> 866-305-5147<br/>(TTY: 800-766-3777) <b>Email:</b><br/><a href="mailto:kdhe.KanCare@ks.gov">kdhe.KanCare@ks.gov</a></p>   |
| <p><b>Social Security Office Questions:</b></p> <ul style="list-style-type: none"> <li>• To find location and phone numbers for local Social Security offices (See Resource Maps on KCDC Website)</li> <li>• To apply for SSI/SSDI (Disability Benefits) on-line (and find out what documentation you need)</li> </ul>   | <p><b>Social Security Office (National):</b> 800-772-1213</p> <p><b>Social Security Office (Local) see</b> KCDC website: <a href="https://kcdcinfo.ks.gov/resources/service-maps">https://kcdcinfo.ks.gov/resources/service-maps</a> (pg. 31 of KCDC Map book).</p> <p><b>Social Security Administration Website (Apply On-Line):</b><br/><a href="https://www.ssa.gov/applyfordisability/">https://www.ssa.gov/applyfordisability/</a></p> |
| <p><b>Adult Abuse/Complaint Hotlines:</b></p> <ul style="list-style-type: none"> <li>• To report abuse, neglect or exploitation occurring in adult care facility, medical care facility or home health agency (<b>For all Long Term Care Facilities: nursing homes, hospitals, and home health agencies</b>). The person who reviews is a quality assurance person who ultimately reviews their credentials/license.</li> <li>• To report adult abuse and neglect (for persons in <b>private homes and communities, 24/7</b>)</li> </ul>   | <p><b>KDADS Abuse, Neglect or Exploitation Hotline (All Long Term Care Facilities: Nursing Homes, Home Health Agencies, Hospitals, Registered Operators):</b> 800-842-0078</p> <p><b>Adult Abuse and Neglect (In Home) also called APS or Adult Protective Services:</b><br/>800-922-5330</p>   |

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| <p><b>Long Term Care Ombudsman-</b> The LTC Ombudsman helps LTC residents obtain the highest quality of life, helps LTC staff meet the needs and concerns of those who reside in their facility and receives and investigates complaints with a goal of achieving an equitable solution.</p>  | <p><b>LTC Ombudsman:</b> 877-662-8362<br/> <b>Website:</b> <a href="http://www.ombudsman.ks.gov">www.ombudsman.ks.gov</a></p>   |
| <p><b>KanCare Ombudsman</b> - The KanCare Ombudsman’s office provides help to KanCare/Medicaid members and Kansas consumers in resolving problems regarding their services, coverage, access and rights.</p> <p>In particular, the Ombudsman’s office provides assistance to KanCare members in the Home and Community Based Services (HCBS) waiver programs and others who get their long-term care services through KanCare.</p> <p>The Ombudsman’s office provides members and consumers with information about the KanCare grievance process and the appeal and state fair hearing process as well as the Medicaid grievance process and Medicaid hearing process (eligibility)</p> | <p><b>KanCare Ombudsman:</b> 1-855-643-8180<br/> <b>Email:</b> <a href="mailto:Kancare.Ombudsman@ks.gov">Kancare.Ombudsman@ks.gov</a><br/> <b>Website:</b> <a href="http://www.kancare.ks.gov/kancare-ombudsman-office">www.kancare.ks.gov/kancare-ombudsman-office</a></p> |