

KanCare Clearinghouse Voicemail Menu

1-800-792-4884

- ✓ *When the message begins the Clearinghouse will give you several updates before they give you the MAIN MENU options to choose from.*
- ✓ *Make sure you have all your processing numbers and the date of your application or your Medicaid number.*
- ✓ *If you do not choose any options, after allowing options to 4 times through, you will automatically be connected to the agent's line.*
- ✓ *Wait time for this may change due to call volume*

Main Menu Options

1. **Option 1 - Press 1:** To use the automated system to check status of the application
 2. **Option 2 - Press 2:** For information for pregnant women and children (Families with Children)
 3. **Option 3 - Press 3:** If you are disabled, have a child with a disability or are over the age of 65 and have questions about long term care, Medicare, Spend Downs, HCBS (Waiver services) or Social Security Disability (SS-DI) Press 3, Facilitators & Providers assisting the elderly and persons with a disability should also Press 3.
 4. **Option 4 - Press 4:** To hear our office hours, mailing address or fax number
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Option 1 – To Check Application Status

- Please enter the last 4 digits of the social security number for the person applying for benefits. If application was for a child, please enter primary parent's social security number that was listed on the application.
 - Next enter the date of birth for the person requesting the benefits. If the application was for a child please enter the parent's Social Security number that was entered on the application. Enter the date of birth as 2 digits for the month, 2 digits for the day, and 4 digits for the year. For example please enter January 5th 1980 as 01 05 1980. Please enter date of birth now. – Connect to an Agent OR not yet in the system.

Not in the system yet?

- If you mailed a paper application within the last two weeks it may be possible it is not yet entered into the system.
- You may wait 5-10 days and check back.
- Allow options to repeat 4 times to be automatically connected to a customer service representative.

Option 2 – Information for pregnant women and children (Families with Children)

- To add or change information on your case or report a pregnancy, **Press 1:** *Connects to an Agent.*
- To check the status of an application you have submitted, **Press 2:**
 - To use automated system, Press 1: *Please enter the last 4 digits of the person applying for benefits. If the application was for a child please enter the primary parents Social Security number that was listed on the application.*
 - To hold for an Agent, Press 2: *Connects to an Agent.*
- To make sure we received the document you submitted, **Press 3:** *Connects to an Agent.*
- To apply for coverage for you or your children, **Press 4:**

- To fill out an application using the web, **Press 1:** *On a computer go to www.kancare.ks.gov you will need the following information to complete your application: name, date of birth, Social Security number, address, income for everyone in the household, most recent Federal tax information and any other health insurance. Once you've submitted your application it will take 30 days or more to process. If we need more information we will send you a letter. Once we have processed your application you will receive a letter from the State. If you have a problem filling out your application please call us back at: 1.800.792.4884*
- To request an application be mailed to you, **Press 2:** *Connects to an Agent.*
- To fill out an application over the phone, **Press 3:** *Connects to an Agent.*
- If you have received a renewal or a letter requesting information and have changes to report, **Press 5:** *Connects to an Agent.*
- If you have submitted an application through HealthCare.gov and you have questions on your KanCare application status, **Press 6:**
 - To use the automated system, **Press 1:** *Please enter the last 4 digits of the person applying for benefits. If the application was for a child please enter the primary parents Social Security number that was listed on the application.*
 - To hold for an Agent, **Press 2:** *Connects to an Agent.*
- Questions about your premium, **Press 7 :**
 - To make a premium payment, **Press 1:**
 - ✓ *You can pay your premium online, Press 1: Web address and Instructions.*
 - ✓ *If you want to pay your premium over the phone please call, 1-866-688-5009.*
 - ✓ *To end this call, hang up or Press 2*
 - To report a premium payment confirmation, **Press 2:** *Connects to an Agent.*
 - If you disagree with your premium amount or outstanding balance, **Press 3:** *Connects to an Agent.*
- To return to the main menu, **Press 8:** *To return to Main Menu.*
- To hear these options again, **Press 9:** *To hear these options again.*

Option 3 - If you are disabled, have a child with a disability or are over the age of 65 and have questions about long term care, Medicare, Spend Downs, HCBS (Waiver services) or Social Security Disability (SS-DI) Press 3. Facilitators & Providers assisting the elderly and persons with disabilities should also Press 3.

- We can help you with questions regarding coverage for the elderly or persons with disabilities, to get started I need to know if you are calling about coverage for yourself or someone else? If you are calling about coverage for yourself or a family member, please **Press 1:**
 - To check the status of an application submitted, **Press 1:**
 - ✓ *To use the automated system Press 1. Please enter the last 4 digits of the person applying for benefits. If the application was for a child please enter the primary parents Social Security number that was listed on the application.*
 - ✓ *To hold for an Agent Press 2.*
 - To make sure we received documents you submitted, **Press 2:** *Connects to an Agent.*
 - For questions about your spend down, **Press 3:** *Connects to an Agent.*
 - To report updates such as entering or leaving a nursing home or Medicare coverage, or if you have questions about a renewal letter you received, **Press 4:**
 - ✓ *Entering or leaving a nursing home Press 1. Connects to an Agent.*
 - ✓ *If you recently started receiving Medicare and you have questions, Press 2. Connects to an Agent.*
 - ✓ *If you received a renewal letter or request for information from us, Press 3. Connects to an Agent.*

- To request an application, **Press 5**:
 - ✓ *To fill out an application using the web Press 1. On a computer go to www.kancare.ks.gov you will need the following information to complete your application: name, date of birth, Social Security number, address, income for everyone in the household, most recent Federal tax information and other health insurance. Once you submit your application it will take 30 days or more to process. If we need more information we will send a letter. Once we have processed your application you will receive a letter from the State. If you have questions while filling out your application please call us back at 1.800.792.4884.*
 - ✓ *To request an application be mailed to you, Press 2. I need to collect some information from you to mail your application, to get started Press1. Connects to an Agent.*
- To return to Main Menu, **Press 8**: *Main Menu.*
- To hear these options again, **Press 9**: *Replays options.*
- If you are a healthcare provider, facilitator or community partner, please **Press 2**:
 - We recognize how valuable your time is, if you want to check if eligibility has been updated we encourage you to verify the most recent eligibility on the KMAPS website. For those facilitators and providers with access to the KMAPS website, you will be able to access this online at: www.kmap-state-ks.us If you have 3 or more beneficiaries you need to update or inquire about you can now send us a list of multiple beneficiaries we can review and respond to so you do not wait on hold for more information, **Press 8**
 - ✓ *Pressed 8, we will email you a form for multiple beneficiaries, to receive the form and instructions please email kancareclearinghouse@maximus.com and request the form and instructions be emailed to you. When you receive the form please follow the instructions and send the form to kancareclearinghouse@maximus.com this will save you valuable time.*

Option 4 - To hear our office hours, mailing address or fax number

- For office hours **Press 1**: *Provides office hours.*
- For our mailing address, **Press 2**: *Provides mailing address.*
- For our fax number, **Press 3**: *Provides fax number.*