

Submitting a Change to KanCare

- If you have made a recent change that may affect your communication or your status with KanCare, be sure to submit that change to the KanCare Clearinghouse within 10 days. **We also suggest a follow up call to the Clearinghouse within 48 hours to confirm they have received the change submitted.** You may use the phone number shown on your fax receipt to help the Clearinghouse locate the submitted fax.
- ***This is not a legal form or document*** and is only intended to help the KanCare consumer recognize and submit important information to the KanCare Clearinghouse. You can submit changes to the Clearinghouse without using this document; consumers may also write a letter or call the Clearinghouse directly to submit any changes.

KanCare Clearinghouse Contact Information:

- **Call:** 1-800-792-4884
- **Mail:** P.O. Box 3599, Topeka, KS 66601-9738
- **Fax for Children and Families documents:** 1-800-498-1255
- **Fax for Elderly and Disabled documents:** 1-844-264-6285

A. Contact Information:

1. Full Name (applicant/member): _____
2. Mailing Address: _____
3. Phone: _____
4. Date of Birth: _____
5. Identifying Information (Please choose one: Application Case #, Medicaid ID#, or Social Security #):

6. Who is your MCO (Sunflower/United/Aetna)? (if applicable):

B. What has changed?

7. Please explain what information has changed (Examples are on the back of this page):

8. Previously submitted information:

9. Updated/New information:

Signature (KanCare applicant/member): _____ Date: _____

What types of changes need to be submitted to the KanCare Clearinghouse?

1. Any change that would affect communication between the applicant/member, their representative and the KanCare Clearinghouse
2. Any change that would affect a person's eligibility
3. Any change that would affect an individual's Client Obligation, Patient Liability or Spenddown

Examples:

- Change in address
- Change in phone number
- Income change of any kind; increase and decrease
- Secondary insurance changed (if the amount you pay has changed)
- Change to assets (elderly and disabled)
- Change in marital status
- Birth of baby (30 days to notify or you must file a new application for baby)
- Someone moved into the home (include their name, birthdate, how related, gender, marital status)
- Someone moved out of the home (include their name, birthdate, how related, gender, marital status)
- Change in employment
- No longer need KanCare services
- Member deceased
- Change in guardian, conservator, DPOA, responsible person or medical representative*
- New address and phone number for guardian, conservator, DPOS, responsible person or medical representative*

*Include guardianship/conservator, DPOA, responsible person or medical representative paperwork with notice

Submitting Changes to the KanCare Clearinghouse is the Responsibility of the Consumer:

It is the consumer's responsibility to update all changes with the KanCare Clearinghouse. Changing the information with the MCO will **not** update the information at the Clearinghouse. You can also contact your managed care organization (Aetna, Sunflower or United) about the changes after you have contacted the KanCare Clearinghouse if you think you need to.

What could happen if I don't submit changes in a timely manner?

For example, if the consumer or his/her medical representative does not update the Clearinghouse with a new address and phone number they may not get their renewal notice and their coverage could be terminated.