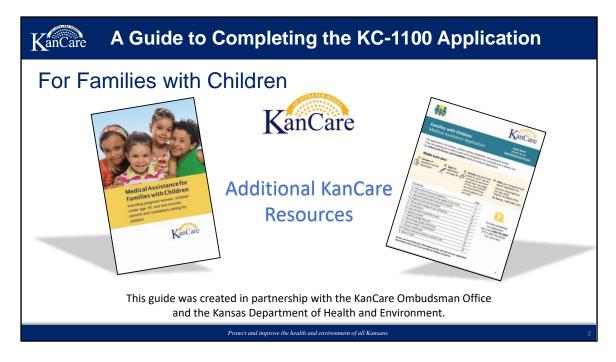


Additional KanCare Resources



Welcome to the KanCare Application Guide. This guide is for applicants, family members of KanCare applicants, and providers to learn about additional resources available to the public.



This is the landing page for www.KanCare.ks.gov. Here you will find information about what KanCare is, the link to apply for KanCare coverage online, to print an application, reports, hotline numbers, information on how to report abuse, the KanCare Newsletter, and much more.



After clicking on "APPLY FOR KANCARE" this is what should be seen on the screen. To apply online through the Medical Consumer Self-Service portal, click on the image.

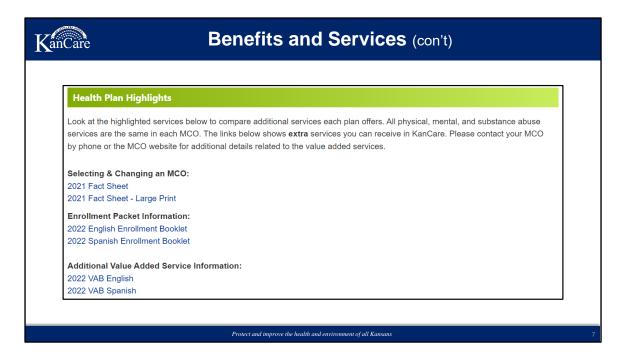
| www.KanCare.ks.gov | | | | | | | |
|---|--|--|--|--|--|--|--|
| For Elderly & Persons With Disabilities | ith Disabilities For Families & Children | | | | | | |
| Elderly Adults with Disabilities Children with Disabilities To apply online viat the Medical Consumer Self-Service portal To request and application, call: 800-792-4884 Pravelotations to: 844-264-625 | Child Preg Fam To apply online vi To request and aj Fax applications | rtal | | | | | |
| Applications & Additional Information for Fam | | 5. 000-450-11 | | | | | |
| File | Туре | Size | Uploaded on | Download | | | |
| KC-1102/FA App 6-21 KC-1105-SUPP App 6-21 KC-1105-SUPP App 6-21 KC-1105-SUPP App 6-21 KC-1105-SUPP Into 5-21 KC-2101 Helph Lints Card KC-2101 Adjust Into 5-20 KC-2100 Helph Lints Card KC-2100 Fability with Children produce KC-21005- Asistencia Médica para Familias con Niños | PDF PDF PDF PDF PDF PDF PDF | 1.07 MB 715.49 KB 811.76 KB 622.89 KB 147.66 KB 154.10 KB 508.63 KB 2.85 MB | 12 Jul, 2021 19 Aug, 2021 12 Jul, 2021 12 Jul, 2021 25 Mar, 2021 25 Mar, 2021 19 Aug, 2021 12 Jul, 2021 | Download Download Download Download Download Download Download Download | | | |
| Applications & Additional Information for Elde | erly & Person with Di | sabilities | | | | | |
| File KC-1500-ED App 6-21 KC-1500s - Eiderly and Disabled Medical Application 6-21 KC2500 - Eiderly and Persons with Disabilities Brochure KC2500s - Eiderly and Persons with Disabilities Brochure - En Espanol | P P P | pe Size DF 1.08 MB DF 721.01 K DF 3.02 MB DF 3.02 MB | 02 Nov, 2016 | Download Download Download Download Download Download | | | |
| KC-2510 ED Helpful Hints_6-21 | P | DF 111.30 K | B 12 Jul. 2021 | 🖶 Downloa | | | |

Paper applications are also available through printable PDF versions if you scroll down to the Applications & Additional Information for either the Families & Children application or the Elderly & Persons with Disabilities application.



This page will show you some of the different benefits and services included in KanCare.

Under Transition of Care you will find information about each Managed Care Organization.



When you scroll down further you will see the Health Plan Highlights section.

If the applicant needs help figuring out which MCO to choose, the Selecting & Changing an MCO Fact Sheet can give guidance on this process.

Look at the Highlighted Services below to compare additional services each plan offers. All physical, mental, and substance abuse services are the same in each MCO. The Links here shows extra services you can receive in KanCare. Please contact your MCO by phone or the MCO website for additional details related to the Health Plan Highlights.

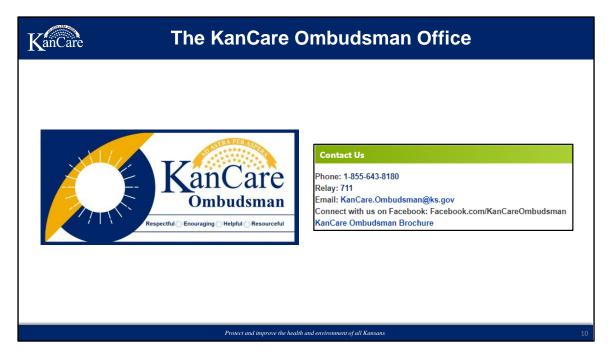
The last section on this webpage are frequently asked questions on keeping your same providers in KanCare.



Hover over the CONSUMERS tab and choose "PROGRAM FACT SHEETS"



For additional information regarding specific eligible members or program requirements see the documents on this page. Some examples include the Medical Coverage for Children Fact Sheet, the Medical Coverage for Pregnant Women Fact Sheet and the Medical Coverage for Parents or Caregivers of Children Fact Sheet.



The KanCare Ombudsman Office is an independent organization and is not the same as the KanCare Clearinghouse. The KanCare Ombudsman office is a neutral, parallel office to KanCare.

The KanCare Ombudsman Office is here to assist and educate KanCare members

and applicants in understanding how to navigate the Medicaid system and to help resolve issues they may have with their managed care organizations, providers, state agencies or the KanCare Clearinghouse. This

Medicaid members with long term care services such as those in nursing homes and with Home and Community Based Services.

Anyone can call the KanCare Ombudsman Office's tollfree number at 1-855-643-8180, or email KanCare.Ombudsman@ks.g ov for free help with KanCare topics such as:

Getting answers to questions Assisting with concerns Understanding letters from KanCare Assisting when you have questions about a decision or change

Completing an application or renewal

Filing a complaint or grievance

Filing an appeal or fair hearing

Learning about in-home services, also called Home and Community Based Services or HCBS

And Helping those with questions who are living in a nursing facility

The KanCare Ombudsman Office also provides outreach and educational help to state agencies, the managed care organizations, providers, and community-based organizations.



Resources created by the KanCare Ombudsman office can be found on www.kancare.ks.gov under the "OMBUDSMAN" tab.



When you click the Ombudsman tab it will take you to the KanCare Ombudsman page where you will see the Quick Links on the left side. Here you will see quick links for the KanCare Ombudsman Survey and Listening Session, About/Contact Us, Resources, Grievances, Appeals, and Fair Hearings, KanCare Frequently Asked Questions, KanCare General Information Fact Sheets, Home and Community Based Services Fact Sheets, Community Resources by County, Community Training, their Volunteer Program, and Reports.

To find resources that can help applicants or family members of applicants during the application process, click on the Resources link. This will take you to the Resource Information page.



The KanCare Programs and Fact Sheets section includes KDHE Fact Sheets, and KanCare Ombudsman General information Fact Sheets, and the process for filing Grievances, Appeals, and Fair Hearings.



The KanCare Applications and Assistance section includes the KanCare Ombudsman Office Application Assistance folder.

In this folder there are three resources created to help people understand the application process and things to be aware of during the application process.

There is the Application Checklist, the Document Checklist for KanCare Children and Families Applications, and the Application Process Flow Chart and FAQ.

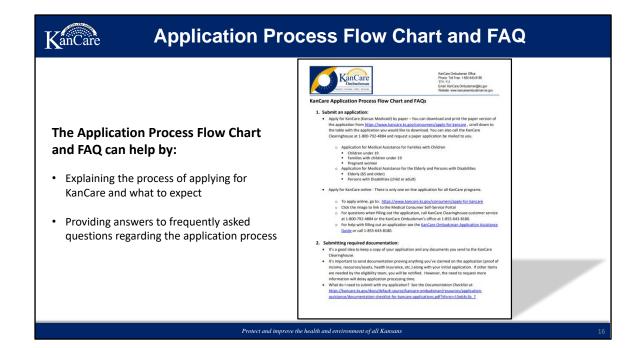


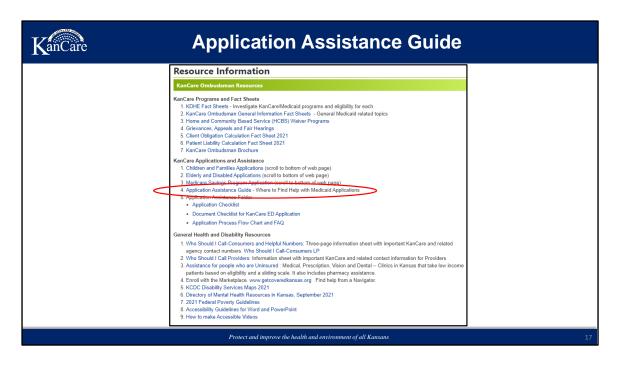
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Application Checklist

KarCare Orrbudsman Office Phone: Tul Pres: 1-805-840-8160 Relay: 711 Email: KarCare: Orrbudsman@ks.gov Website: www.KarCareOrrbudsman@ KanCare find up on facebook. Application Checklist ant Notes: Keep a copy of everything you send to the Clearinghouse (CH) together in one for own records. The Application Checklist can help by: When you send in documentation to the CH, be sure to send copies rather than They will NOT be returned to you. Depending on what you claim on the application, you may have to send proof of our the CH to process your application. Examples of additional documentation incluive statements, copy of hast's analysis, cl. (3) proof of heath invariance (copy of hast card and bill, etc.) and (4) proof of periding disability case with the Social Social X, or SSA (comething from your most recent mail from the SSA that shows you have a · Giving important tips on what to expect during the application process. lity case). A list of documentation you may be required to send can be view application or on the <u>Documentation Checklist for the KanCare A</u> www.kancare.ks.gov on the resources webpage. Carefully review tion along with your application for can be processed more quickly documen Reminding the applicant to send paperwork to the KanCare Clearinghouse. FIRST STEPS Sent to KanCare Clearing ouse (CH) Keep in fr Application Proof of income Proof of health insurance (if 2. Proof of income 3. Proof of health insurance (if applicable) Reminding the applicant to keep copies of A. Proof of resources (for Elderly & 4. Proof of resources (for Elderly & documents sent to the KanCare Disabled applications only) 5. Proof of pending disability case with the SSA (recently applied or appealing denial) (if applicable) Disabled applications only) 5. Proof of pending disability case with the Social Security Administration (If Clearinghouse for their own records. Page 1 ed 10-29-2021



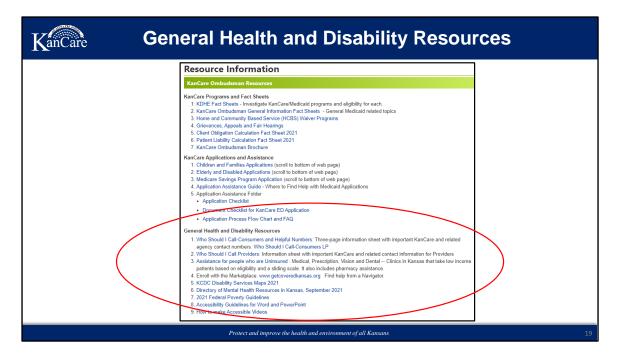


To find help filling out the application in person or over the phone, use the Application Assistance guide to find an organization close to the applicants home.

| | | are Ombudsman Li cation Assistance (| | No. 1 |
|--------------------------------------|--|---|--------------------------------------|-------------------------|
| If your exemplantic | n provides Application Assistance for Media | said consumers, please lat u | know It may be easier for a consum | is to souch your office |
| | versa. If your office does NOT provide Appli | | | |
| | o one of the organizations on this referral li | | | budsman once at 1- |
| 855-643-8180 OF t | b one of the organizations on this referral li | ist. Let's work together to re | ach more Kansans in need! | |
| Currently, this list | provides information about available Medi | caid Application Assistance | n 65 counties. We hope to have a gui | de covering all |
| counties in Kansas | | | | |
| A Company of the last | | | | 1.1 |
| 1. Allen Co. | 14. Crawford Co. | 27. Greenwood Co. | 40. Miami Co. | 53. Rice Co. |
| 2. Anderson C | | 28. Harvey Co. | 41. Mitchell Co. | 54. Riley Co. |
| 3. Atchison Co | | 29. Jefferson Co. | Montgomery Co. | 55. Saline Co. |
| Barber Co. | 17. Douglas Co. | 30. Jewell Co. | 43. Morris Co. | 56. Sedgwick Co. |
| 5. Bourbon Co | | 31. Johnson Co. | 44. Morton Co. | 57. Sheridan Co. |
| 6. Butler Co. | 19. Ellis Co. | 32. Kiowa Co. | 45. Neosho Co. | 58. Sherman Co. |
| 7. Cloud Co. | 20. Ellsworth Co. | 33. Labette Co. | 46. Norton Co. | 59. Smith Co. |
| 8. Coffey Co. | 21. Finney Co. | 34. Lane Co. | 47. Osage Co. | 60. Thomas Co. |
| 9. Chase Co. | 22. Ford Co. | 35. Lincoln Co. | 48. Osborne Co. | 61. Trego Co. |
| 10. Chautauqua | | 36. Linn Co. | 49. Ottawa Co. | 62. Washington Co. |
| 11. Cherokee C | | 37. Lyon Co. | 50. Phillips Co. | 63. Wilson Co. |
| 12. Cheyenne C | 25. Gove Co. 26. Graham Co. | Marion Co. McPherson Co. | 51. Pratt Co. | 64. Woodson Co. |
| 13. Cowley Co. | 26. Graham Co. | 39. McPherson Co. | 52. Republic Co. | 65. Wyandotte Co. |
| | | | | |
| Organizati | | | ddress Office Hours and | Type of |
| (Contac | t | (City) | Appointment | Application |
| Person | | | Info | |
| 1 615011) | | | | |
| | | | | |
| KanCare Ombuds Olathe satellite o | | Johnson County Cath | | All Medicaid |
| (Holly Venn) | nce | (Olathe, KS) Chari Build | | Applications |
| (Holly Venn) | | | Poplar St | |
| | | | | |
| | | | e, KS 66061 *In-Person & Phone | |

If an applicant needs help filling out an application, they can use this guide to locate an agency in their area to meet with. To do this they should look for their County in the County column and contact the organization that assists with the application they are wanting assistance with.

It is important to check the KanCare Ombudsman website for the updated version of this guide.



The General health and Disability Resources section has resources such as the Who Should I Call-Consumers, and the Assistance for people who are uninsured document.

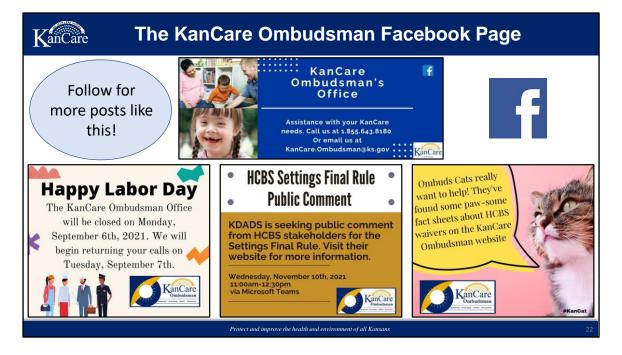


The Selecting-Changing and MCO Fact Sheet can help an applicant investigate which health plan is a good fit for them or their family. It also details when a member can change their health plan.

| Communi | Community Resources by County | | | | | |
|------------------|--|--------------|---|--|--|--|
| Community Resour | Community Resources include information for medical, food, transportation and shelter along with information and referral. | | | | | |
| | rovided as a community service and d ounties are available yet. As they bec | | | | | |
| | mation Management program. Our sit | | versity of St. Mary's internship program volunteers who have created and | | | |
| Counties in Alp | habetical Order | | | | | |
| a - e | €×B. | lo - re | ri - w | | | |
| Allen | Finney | Logan | Rice | | | |
| Anderson | Ford | Lyon | Riley | | | |
| Atchison | Franklin | Marion | Rooks | | | |
| Barber | Geary | Marshall | Rush | | | |
| Barton | Gove | McPherson | Russell | | | |
| Bourbon | Graham | Meade | Saline | | | |
| Brown | Grant | Miami | Scott | | | |
| Butler | Gray | Mitchell | Sedgwick | | | |
| Chase | Greeley | Montgomery | Seward | | | |
| Chautauqua | Greenwood | Morris | Shawnee | | | |
| Cherokee | Hamilton | Morton | Sheridan | | | |
| Cheyenne | Harper | Nemaha | Sherman | | | |
| Clark | Harvey | Neosho | Smith | | | |
| Clay | Haskell | Ness | Stafford | | | |
| Cloud | Hodgeman | Norton | Stanton | | | |
| Coffey | Jackson | Osage | Stevens | | | |
| Comanche | Jefferson | Osborne | Sumner | | | |
| Cowley | Jewell | Ottawa | Thomas | | | |
| Crawford | Johnson | Pawnee | Trego | | | |
| Decatur | Kearny | Phillips | Wabaunsee | | | |
| Dickinson | Kingman | Pottawatomie | Wallace | | | |
| Doniphan | Kiowa | Pratt | Washington | | | |
| Douglas | Labette | Rawlins | Wichita | | | |
| Edwards | Lane | Reno | Wilson Woodson | | | |
| Ellis | Leavenworth | Republic | Woodson Wyandotte | | | |
| Ellisworth | Lincoln | | wyandotte | | | |

The Community Resources by County guides were created to help people find supplemental assistance. These resources for each county can be used during the application process or at any other time.

Each county has a list of resources that can help with medical, mental health, dental, eye care, prescriptions, assistive equipment, food assistance, transportation services, rent and utilities assistance, housing, and much more.



Follow the KanCare Ombudsman Office on Facebook to keep up with new resources, receive notices when the KanCare Ombudsman office is closed, see KanCare Updates, and other community resources!