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.
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 below 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.
Protect and improve the health and environment of all Kansans

www.KanCare.ks.gov

Follow this link to the KanCare website: https://www.kancare.ks.gov/home

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 toll-free number at 1-855-643-8180, or email
KanCare.Ombudsman@ks.gov 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.
Follow this link to visit the KanCare Ombudsman website: https://www.kancare.ks.gov/

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.
The Application Checklist can help by:

- Giving important tips on what to expect during the application process.

- Reminding the applicant to send paperwork to the KanCare Clearinghouse.

- Reminding the applicant to keep copies of documents sent to the KanCare Clearinghouse for their own records.
The Application Process Flow Chart and FAQ can help by:

- Explaining the process of applying for KanCare and what to expect
- Providing answers to frequently asked questions regarding the application process
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.
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.
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!