A Guide to Completing the KC-1100 Application

Introduction
“Welcome to the KanCare Application Guide. This guide is made up of slides designed to help you with filling out the sections of Families with Children Application”
There are two ways to apply. Applicants may use the paper application or apply online at kancare.ks.gov through the self-service portal. This slideshow series will focus on the paper application. The paper application can be found at www.kancare.ks.gov under the CONSUMERS tab, Apply for KanCare.

The online application is intuitive and changes depending on the data that is entered by each applicant; it will work for all the possible KanCare programs.

Link to online application: Apply for KanCare (ks.gov)
To learn more about how to use the Medical Consumer Self-Service Portal also known as the on-line application go to www.ApplyForKanCare.ks.gov. and click on the hamburger or menu icon to the top left of the self-service portal landing page.
After clicking on the hamburger icon, the applicant will see the Useful Links tab open. Click on the link that says, “How To Use This Site.” It will then take the applicant to another page that will have the link to the Medical SSP Demos Vimeo page, where they can watch videos on how to use the Medical Consumer Self-Service Portal.
This is the first page of the paper application for Families with Children. Next, we will go through each section of the first page.
This application is for families, children without disabilities, and pregnant women. If you are applying for a child or adult with a disability or for someone who is elderly, use the *Elderly and Persons with Disabilities Medical Assistance Application.*

**This application is for individuals who are:**

- Parents, Caregivers, Children without Disabilities, and Pregnant Women

The Families with Children Medical Assistance Application should be used if a person needing assistance is a parent, caregiver, child without a disability, or a pregnant woman. Children or adults who have a disability or are 64 and older should use the Elderly and Persons with Disabilities Medical Assistance Application.

If you are applying for Home and Community Based Services, or HCBS, for your child please fill out the Elderly and Persons with Disabilities Medical Assistance Application.
The applicant must answer all questions to the best of their ability. This helps us at the KanCare Clearinghouse get the application processed faster. Unanswered questions may cause us to reach out for clarification which may cause delays in the processing of the application. If something does not apply to the applicant, do not leave it blank. Put N/A (not applicable) clearly so we know this does not have to be investigated further.

If the applicant has questions about anything on the application for Families with Children, call us at the KanCare Clearinghouse at 1-800-792-4884. We are happy to help.
Please remember to sign the application once you have filled it out. The application must be signed for it to be considered a valid application. We may have to reach out to the applicant to obtain your signature, potentially causing a delay in processing. We are not able to process an unsigned application.

Section M will explain this further.
A paper clip on the application indicates that the applicant may send in proof of what the applicant is reporting on the application. They do not have to send any proof at the time of their application. Getting the completed application turned in is the first priority.

We may reach out to the applicant for proof if we cannot obtain it on our own. Requests for additional documentation are done by mail.
Once completed, please mail the signed application to the KanCare Clearinghouse at the listed address. The applicant may also fax their application to 1-800-498-1255. It is best to keep a copy of the signed application for later reference.
If the applicant has any questions on how to answer a question or field on the application, please call us at 1-800-792-4884. Please inform us of the applicant’s most up-to-date contact information, including phone number and mailing address, so the Clearinghouse may contact them about their application.
The KanCare Clearinghouse is who the applicant can call for the following reasons and concerns:

- Reporting changes
- For questions about your application
- To check status of your application
- To get the case number for application
- To confirm documentation for application was received
- For problems with the application process
- For questions about moving to or from Kansas
- To close your Medicaid/CHIP
- For questions about renewals
- To change the Responsible Party on your case
- To update your address or other information
- For adding a newborn baby to Medicaid/CHIP
- Spenddown/Premium issues
- Etc.

Contact information on the next slide...
• Spenddown issues
• Questions or issues with CHIP Premiums
• Etc.

• This is not a complete list of possible reason to contact the KanCare Clearinghouse

The KanCare Clearinghouse is where applications will be sent after it has been filled out to be processed for eligibility under the Medicaid programs. It is made up of several organizations that work together to run the Kansas Medicaid program. This will be important to know if applicants, Durable Power of Attorneys, Guardians, Conservators, Facilitators, and Medical Representatives have any questions about the application process or during the applicant’s future KanCare coverage.
Here is the contact information for the KanCare Clearinghouse.

Call our Toll Free Phone number to speak to a customer service agent. This number can be found throughout the application.

Our mailing address can be used to mail KanCare applications and any supporting documentation. Be sure to keep copies of the application and any documents sent.

Our fax number can be used to fax signed KanCare applications and any supporting documentation. Be sure to keep copies of the application and any documents sent.

Any documents sent to us at the KanCare Clearinghouse should have identifying information such as the first and last name, date of birth, or case number of the applicant. This will help us organize sent documents.

We are open from Monday through Friday, 8am to 5pm.
We provide free interpretation services in over 15 different languages, if anyone needs help with their KanCare application in other languages, for example: Spanish, French, and Vietnamese.
This guide was created in partnership with the KanCare Ombudsman Office and the Kansas Department of Health and Environment.

Please see our next slideshow for more information regarding the Families with Children application.