

KanCare General Information Fact Sheet



Selecting/Changing a Managed Care Organization

General Information

KanCare is the program through which the State of Kansas administers Medicaid. It was launched in January 2013. It delivers whole-person, integrated care to approximately 430,000 people across the state. Kansas contracts with three health plans or Managed Care Organizations (MCOs) which are: Aetna, Sunflower, and UnitedHealthCare.

Choosing the Right MCO

Things to think about before you make your choice:

- Talk to your family, friends and doctor.
- Check with your providers to see which networks your providers are in; remember, you must see providers that contract with the MCO you choose. You may also call each MCO to ask for a list of providers or you can find the information on their website (see below).
- Review the “health Plan Highlights” or “Value Added Services” offered by each MCO on the Health Plan Highlights sheet or go to: [2022 Value Added Benefits in English](#) and [2022 Value Added Benefits in Spanish](#).
 - These “extra services” are not the same for each MCO
 - See if any of the extra services are ones that may be helpful to your circumstances and consider that information when deciding about which MCO to choose.
 - These extra services may change each year; make sure you have the most current list.

Questions to ask before you make your choice:

- Which medical plan is my doctor in? (Check with all your doctors, hospital and other providers)
- Am I happy with the doctor I have right now?
- Do I have to wait long to get an appointment? Is the doctor’s office open when I can go?
- Does the doctor speak my language or provide interpreters who do speak my language?
- Is the doctor’s office or clinic nearby? Is it easy to get to?

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The Process of Selecting an MCO

MCO Selection at Initial Application:

- Every member has the option to enroll in the MCO of their choice. If you do not select an MCO, you will be **automatically assigned** and enrolled into an MCO.
- If you do not like your assignment, you have until the Choice Period End Date on the enrollment form to change plans. This date is 90 days from initial enrollment.
- If you choose not to change MCOs by that date, the next time you are able to change is usually during the Annual Open Enrollment.

MCO Information

Aetna

- Phone: (1-855-221-5656); Relay: 711
- Website: [Aetna member website](#)

Sunflower

- Phone: (1-877-644-4623); Relay 711
- Website: [Sunflower member website](#)

UnitedHealthCare Community Plan

- Phone: (1-877-542-9238); Relay 711
- Website: [UnitedHealthCare member website](#)

Ways to Notify KanCare which MCO you have chosen

- Check the preferred MCO box at the end of the KanCare application before submitting your application. Mail the KanCare Enrollment Form that you receive in your enrollment packet.
- Call the Enrollment Center at 1-866-305-5147 (TDD/TTY 1-800-766-3777)
- If the applicant wants to change their MCO choice once an application has been submitted, the applicant must wait until approved on Medicaid, then can call the enrollment center to request the change. 1-866-305-5147

Note: To get a KanCare Application, online or on paper go to the [KanCare website](#).
For application packet call the KanCare toll free number: 1-855-643-8180

Annual Open Enrollment

- Open enrollment is once a year and means you can change your plan if you want to be

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covered by a different plan, or you can keep your same health plan.

- If members are not sure of their “open enrollment date” they will need to call the Managed Care Enrollment Center (1-866-305-5147; TTY 1-800-766-3777).
- KanCare members will receive an Annual Open Enrollment packet in the mail 60 days prior to their open enrollment date.
- If you are happy with your current health plan, you do not need to do anything at all; you will automatically be re-enrolled in your same plan.
- If you are NOT happy and want to change your current health plan, you will need to let the Managed Care Enrollment Center know by the following instructions in the enrollment packet
 - Enrollment packets should be received by members 60 days before their one-year anniversary with KanCare.
 - If you think you should be in annual open enrollment and did not receive a packet, contact the Managed Care Enrollment Center.
 - 1-866-305-5147; TTY 1-800-766-3777)

Good Cause Reason to change enrollment

- Occasionally, a member will have a “good cause” reason that may allow them to change in the middle of the year:
 - You live in a nursing home that no longer accepts your plan
 - You do not have access to covered services or providers
 - You need a certain medical treatment (specialist or specialty care) that is not available in your health plan

Additional enrollment-change information

- If you lose eligibility for more than 90 days, you can choose a new health plan when you come back to the program. If ineligibility lasts less than 90 days, you will be assigned back to your most recent health plan when you come back.
- When you have a new baby, the baby will be added on your health plan once you notify the KanCare Clearinghouse of the baby’s birth. The baby will be assigned to the same plan the mother is assigned to, if the mother has coverage. If all your other children or family members are on a different plan, you can choose to have your baby on the same plan as them. You will be allowed to change the baby’s plan within 90 days from the assignment being made.
- Parents who adopt a child can change the child’s health plan when the child is legally adopted.
- Foster care parents need to contact their placement agency if they want to change the child/youth’s MCO.

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- If you meet the requirements for the PACE program, you can choose PACE at any time during the year. If you choose to move out of KanCare and into PACE, your choice will be effective on the first day of the next month. If you want to move out of PACE and into KanCare, that choice will be effective the first day of the next month as well.

Note: Signing up for Home and Community Based Services (HCBS) does not allow a beneficiary to choose a different MCO.

This fact sheet was created in partnership with the Kansas Department for Health and Environment, Health Care Finance and Kansas Medical Assistance Program.