



Continuous Enrollment Unwinding FAQs

What is changing with Medicaid?

- For the past three years, federal law has required states to keep Medicaid members on the rolls because of the COVID-19 public health emergency.
- During that time, Kansas Medicaid (KanCare) did not send out renewals as usual and instead kept members on the rolls without asking them to complete renewal paperwork.
- Recent changes in federal law mean the state must restart the usual renewal process. This process is referred to as “Unwinding.”

When will the Unwinding start?

- Beginning in March 2023, Medicaid members will start receiving letters from the KanCare Clearinghouse about their eligibility.
- The letters will be sent over a 12-month period based on each member’s renewal month.
- In some cases, the letter will say that Medicaid was able to confirm the member’s continued eligibility without needing additional information from them.
- In other cases, the letter will ask the member to send information back to the Clearinghouse so their eligibility can be determined.
 - The member will have 30 days from the date on the letter to return the information to the Clearinghouse, if it’s required.
- If you have created an account in the [Medical Consumer Self-Service Portal](#) and linked your medical case, you can complete your renewal online. Create an account if you want to complete your renewal online. When it is time for you to complete your renewal, log into your account. The option to complete a KanCare review will appear under “Access my KanCare.”

How can I get help with my renewal?

- If you have questions about your Medicaid renewal, please contact the KanCare Clearinghouse at 1-800-792-4884.
- In-person assistance is available to you.
 - If you live in or near Topeka, you can call the KanCare Clearinghouse at 1-800-792-4884 and get locations for in-person help.
 - If you live outside of Topeka area, you can visit a [Navigator](#).

What can a Medicaid enrollee do to prepare for Unwinding?

- Make sure your contact information is updated with KanCare. Contact information can be updated by clicking the red chat bubble in the lower right corner of the [KanCare](#) homepage. You can also call the Clearinghouse at 1-800-792-4884.
- Read and respond quickly to any mail received from KanCare.
- Learn about unwinding by attending a training session on the renewal process. Any stakeholder group, State employee or private citizen can enroll in [Unwinding — Understanding Medicaid Annual Reviews](#).
Wednesday, March 22, 2023, at 2:00-2:30 p.m.
Wednesday, April 19, 2023, at 11:00-11:30 a.m.

I haven't gotten a renewal yet. When it will be here?

- Not every KanCare enrollee will receive a renewal.
- Renewal letters will be sent over the course of a year in chronological order.
- If KanCare has your most current contact information, you will receive a renewal if you need one at the appropriate time.

What happens if I am no longer eligible for Medicaid?

- First, when your renewal is processed you and your family members will be evaluated to see if you are eligible for any medical program offered by KanCare, including but not limited to CHIP.
- If you are not eligible you will receive a letter telling you when your Medicaid coverage will end.
- The letter will give you information on the [Federal Marketplace](#), where you can learn about health insurance options and see if you qualify for assistance with premiums.
- You can visit the Marketplace at anytime.
- You can also contact a [Navigator](#) to assist with finding coverage on the Marketplace.