



## Who Should I Call? – **CONSUMERS**

Questions or Issues	Contact
<p><b>KanCare Clearing House</b></p> <ul style="list-style-type: none"> <li>• For questions about your application</li> <li>• To check status of your application</li> <li>• To get case number (i.e. for application)</li> <li>• To verify documents or application were received</li> <li>• For problems with application process</li> <li>• For questions about moving to or from Kansas</li> <li>• To close your Medicaid because moving out of state</li> <li>• For questions about renewals of applications</li> <li>• To change the Responsible Party on your case</li> <li>• To update your address or other information</li> <li>• For adding a newborn baby to Medicaid</li> <li>• Spend Down issues (send the receipts to Clearinghouse)</li> <li>• Client Obligation /Patient Liability issues (send receipts to Clearinghouse)</li> </ul>	<p><b>KanCare Clearinghouse:</b>            Toll Free Phone: 1-800-792-4884            TTY Toll Free Phone: 1-800-792-4292            TTY Topeka Phone: 785-296-1491            Relay: 711</p> <p><b>Mailing Address (for both types of applications):</b>            KanCare Clearinghouse            P.O. Box 3599            Topeka, KS 66601-9738</p> <p><b>Fax for Children and Families documents:</b>            1-800-498-1255</p> <p><b>Fax for Elderly and Disabled documents:</b>            1-844-264-6285</p> <p><b>Apply for KanCare:</b>  <a href="http://www.kancare.ks.gov/consumers/apply-for-kancare">www.kancare.ks.gov/consumers/apply-for-kancare</a>  <b>KanCare Website</b></p>
<p><b>Kansas Eligibility Help Desk</b></p> <ul style="list-style-type: none"> <li>• For technical problems with the online application</li> </ul>	<p><b>Kansas Eligibility Help Desk: 1-877-782-7358; Relay: 711</b></p>
<p><b>KMAP- Kansas Medical Assistance Program</b></p> <ul style="list-style-type: none"> <li>• For CONSUMER questions about KMAP (FFS/Fee for Service questions, QMB, LMB, ELMB, MediKan, SOBRA...programs with no MCO)</li> <li>• To verify if you “currently” have KanCare coverage.</li> <li>• For conflicting multiple insurance issues, ask for a <b>Coordination of Benefits</b> through KMAP. (For example, you’ve dropped one insurance, but that update is not in the system)</li> <li>• For PROVIDER questions with KMAP</li> </ul>	<p><b>KMAP Customer Service Center: 1-800-766-9012</b>  <b>TDD/TTY: 1-800-766-3777</b>  <b>Relay: 711</b></p> <p><b>Website: <a href="https://www.kmap-state-ks.us/hcp/member">https://www.kmap-state-ks.us/hcp/member</a></b></p> <p><b>KMAP for Providers: 1-800-933-6593</b></p>
<p><b>Managed Care Enrollment Center</b></p> <ul style="list-style-type: none"> <li>• Questions about enrollment</li> <li>• Questions about the KanCare Application paperwork in languages other than English</li> <li>• If you did not receive an enrollment package</li> <li>• To find out your open enrollment period dates</li> <li>• To find out what managed care organization (MCO) you are assigned to</li> <li>• To find out your Medicaid ID#</li> <li>• For proof of insurance for your taxes, form 1095-B</li> </ul>	<p><b>Managed Care Enrollment Center: 1-866-305-5147</b>  <b>TDD/TTY: 1-800-766-3777</b>  <b>Relay: 711</b>  <b>Email: <a href="mailto:KanCare@kdheks.gov">KanCare@kdheks.gov</a></b></p> <p>Need help understanding the KanCare Application paperwork and you don’t speak English or Spanish?            English and Spanish versions of the KanCare Application are readily available. But if you need the information in a different language, contact the Enrollment Center and have that</p>

<ul style="list-style-type: none"> <li>• To change your health plan/MCO (Must be within your open enrollment period)</li> <li>• If you have a Good Cause Reason for changing your health plan/MCO (not during the open enrollment period).</li> </ul>	<p>information read to you in any language, including American Sign Language. The application is also available in Large Print Size upon request. There are also additional aids and services, such as Braille or TTY services.</p>
<p><b>Not sure where your question fits</b></p>	<p><b>Managed Care Enrollment Center:</b> 866-305-5147  <b>TTY:</b> 1-800-766-3777  <b>Relay:</b> 711  <b>Email:</b> <a href="mailto:KanCare@kdheks.gov">KanCare@kdheks.gov</a></p>
<p><b>Premium Billing</b>  For questions about paying premium bills (CHIP and Working Healthy)</p>	<p><b>Premium Billing:</b> 1-866-688-5009  <b>Relay:</b> 711</p>
<p><b>Managed Care Organizations (MCOs)/Health Plans</b></p> <ul style="list-style-type: none"> <li>• To get new or replace a medical card</li> <li>• Change your primary care physician</li> <li>• Find out if a service is covered</li> <li>• Help finding a doctor, dentist, or other provider</li> <li>• To file a grievance or complaint about your MCO or one of its providers</li> <li>• To file an appeal or a state fair hearing from a denial of a service or notice of action</li> <li>• To get MCO member materials translated into a different language.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Aetna:</b> 1-855-221-5656; <b>Relay:</b> 711</li> <li>• <b>Sunflower:</b> 1-877-644-4623; <b>TTY:</b> 888-282-6428; <b>Relay:</b> 711</li> <li>• <b>United:</b> 1-877-542-9238; <b>Relay:</b> 711</li> </ul>
<p><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li>• To ask a question about a prescription drug</li> </ul>	<p>Call the appropriate number for your health care plan:</p> <ul style="list-style-type: none"> <li>• <b>Medicaid Fee for Service (FFS):</b> 1-800-766-9012; <b>Relay:</b> 711</li> <li>• <b>Aetna:</b> 1-855-221-5656; <b>Relay:</b> 711</li> <li>• <b>Sunflower:</b> 1-877-644-4623; <b>TTY:</b> 888-282-6428</li> <li>• <b>United:</b> 1-877-542-9238; <b>Relay:</b> 711</li> </ul>
<p><b>To Schedule a ride</b> to a medical appointment</p>	<p>Call the appropriate number for your health care plan:</p> <ul style="list-style-type: none"> <li>• <b>KMAP Medicaid FFS:</b> 1-800-766-9012; <b>Relay:</b> 711</li> <li>• <b>Aetna / Access2Care:</b> 1-866-252-5634; <b>Relay:</b> 711</li> <li>• <b>Sunflower /ModivCare:</b> 1-877-917-8162; <b>Relay:</b> 711 or <a href="http://www.modivcare.com">www.modivcare.com</a></li> <li>• <b>United / Logisticare:</b> 1-877-796-5847; <b>Relay:</b> 711</li> </ul>
<p><b>To talk to a nurse after hours</b></p>	<p>Your health plan:</p> <ul style="list-style-type: none"> <li>• <b>Aetna:</b> 1-855-221-5656; <b>Relay:</b> 711</li> <li>• <b>Sunflower:</b> 1-877-644-4623; <b>Relay:</b> 711</li> <li>• <b>United:</b> 1-877-542-9238; <b>Relay:</b> 711</li> </ul>
<p><b>Foster Care and Adoption Subsidy issues with KanCare Department of Children and Families</b>  <b>NEW info on this document!</b></p>	<p><a href="mailto:DCF.PPSMedicaidAssistance@ks.gov">DCF.PPSMedicaidAssistance@ks.gov</a>  <b>Or call your local DCF office</b></p>
<p><b>HCBS Waiver Programs</b></p> <ul style="list-style-type: none"> <li>• For questions about whether or not someone may be a good candidate for a specific waiver program or for a “functional assessment” contact the appropriate single point of entry (<b>SPOE</b>).</li> </ul>	<p><b>General HCBS Admin Line:</b> (785) 296-4983</p> <p><b>Autism (AU) Waiver</b>  SPOE (KVC): (913) 322-4900  AU Waiver Program Mgr. (Matthew Beery): (785) 296-7744</p>

• For general questions and Waiting List questions, contact the appropriate **waiver program manager**.

**HCBS Waiver Programs (continued)**

All Personal Care Attendants (PCAs) caring for individuals receiving in-home care must have a background check completed. For questions about PCA background checks, contact the Program Integrity Mgr.

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• **Institutional/Cross Waivers Transitions** - Community Transition Program that provides HCBS Waiver services and other extended services to eligible beneficiaries after being in an institution for 90 or more days without Medicare funding.

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• **PACE Program - Program for All-Inclusive Care for Elderly:** Program designed to promote the provision of quality, comprehensive health services for adults ages 55 and older. The primary care physicians & interdisciplinary team of professionals provide & coordinate all services for you, providing a “one stop shopping” for your needs. Most services are provided in your home & at the PACE Center.

**Serious Emotional Disturbance (SED) Waiver**

SPOE (Community Mental Health Center): (785) 234-4773  
SED Waiver Program Mgr. (Angela Heller-Workman):  
(785) 296-6843

**Technical Assistance (TA) Waiver**

SPOE (CRC-KS): (785) 233-1365  
TA Waiver Program Mgr. (Angela Heller-Workman):  
(785) 296-6843

**Frail/Elderly (F/E) Waiver**

SPOE (ADRC): 1-855-200-2372  
FE Waiver Program Mgr. (Todd Segraves): (785) 296-0060

**Brain Injury (BI) Waiver**

SPOE(ADRC): 1-855-200-2372  
BI Waiver Program Mgr. (Susan Segelquist): (785) 368-6302  
BI Program (Eligibility) Specialist (Jasper Lumadue): (785) 296-8529

**Intellectual /Developmental Disability (I/DD) Waiver**

SPOE (CDDO): 913-826-2626  
I/DD Waiver Program Mgr. (Paula Morgan): 785-296-0648  
Intermediate Care Facility/IDD (Vacant): 785-296-0787

**Physical Disability (PD) Waiver**

SPOE (ADRC): 1-855-200-2372  
PD Waiver Program Mgr. (Chris Cintron): (785) 296-1708

**Program Integrity Mgr.** (Caitlyn Urban): 785-291-3632

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**Community Transition** (Matthew Beery): 785-296-7744

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**PACE Program Manager** (Ann Yeakley): 785-296-8288

<p><b>Medicare Questions:</b></p> <ul style="list-style-type: none"> <li>•For general Medicare questions.</li> <li>•If someone calls about Medicare, refer them to Senior Health Insurance Counseling for Kansas SHICK (SHICK Counselors can help consumers understand Medicare mail that comes in).</li> </ul>	<p><b>National Medicare Number:</b> 1-800-633-4227</p> <p><b>Medicare Ombudsman:</b> <a href="https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home.html">https://www.cms.gov/Center/Special-Topic/Ombudsman/Medicare-Beneficiary-Ombudsman-Home.html</a></p> <p><b>SHICK Counselor:</b> 1-800-860-5260</p>
<p><b>Marketplace Questions (Obamacare or Affordable Care Act/ACA):</b></p> <p>Certified <b>Navigators</b> are trained, unbiased, and certified to help you compare marketplace health insurance plans, assist you with the online application process, and provide answers to your Marketplace questions year-round.</p>	<p><b>Navigators:</b> (866) 826-8375 or call 2-1-1</p> <p><b>Website:</b> <a href="http://getcoveredkansas.org">Cover Kansas – Free Help for Healthcare Enrollment (getcoveredkansas.org)</a></p>
<p><b>HIV Positive Questions:</b></p> <p>If you are HIV positive and have questions about Medical coverage and other support services.</p>	<p><b>Ryan White Program, contact:</b></p> <p><b>Phone:</b> 785-296-6174</p> <p><b>Email:</b> <a href="mailto:kdhe.RWEligibility@ks.gov">kdhe.RWEligibility@ks.gov</a></p>
<p><b>Social Security Office Questions:</b></p> <ul style="list-style-type: none"> <li>•To find location and phone numbers for local Social Security offices (See Resource Maps on KCDC Website)</li> <li>•To apply for SSI/SSDI (Disability Benefits) on-line (and find out what documentation you need)</li> <li>• For help with: <ul style="list-style-type: none"> <li>○ Social Security Determination issues</li> <li>○ Social Security deduction of funds issues</li> <li>○ Social Security penalties for overpayments issues</li> </ul> </li> </ul>	<p><b>Social Security Office (National):</b> 1-800-772-1213</p> <p><b>Social Security Office (Local)</b> see KCDC website: <a href="https://kcdcinfo.ks.gov/resources/service-maps">https://kcdcinfo.ks.gov/resources/service-maps</a> (pg. 31)</p> <p><b>Social Security Administration Website (Apply On-Line):</b> <a href="https://www.ssa.gov/applyfordisability/">https://www.ssa.gov/applyfordisability/</a></p> <p><b>Senator Jerry Moran’s Wichita office:</b> (316) 269-9257</p>
<p><b>Veteran’s Assistance</b></p> <ul style="list-style-type: none"> <li>• Information and resources for veterans and their families</li> <li>• Problems with getting VA benefits</li> </ul>	<p><b>Kansas Commission on Veteran’s Affairs:</b> (785) 670-3372 or website: <a href="https://kcva.ks.gov">https://kcva.ks.gov</a></p> <p><b>Senator Jerry Moran’s Wichita office:</b> (316) 269-9257</p>
<p><b>Adult Abuse/Complaint Hotlines:</b></p> <ul style="list-style-type: none"> <li>• To report abuse, neglect or exploitation occurring in adult care facility, medical care facility or home health agency (<b>For all Long Term Care Facilities: nursing homes, hospitals, and home health agencies</b>). The person who reviews is a quality assurance person who ultimately reviews their credentials/license.</li> </ul>	<p><b>KDADS Abuse, Neglect or Exploitation Hotline (All Long Term Care Facilities: Nursing Homes, Home Health Agencies, Hospitals, Registered Operators):</b> 1-800-842-0078 or</p>

<ul style="list-style-type: none"> <li>• To report adult abuse and neglect (for persons in <b>private homes and communities</b>, 24/7)</li> </ul>	<p><a href="mailto:kdads.complaint hotline@ks.gov">kdads.complaint hotline@ks.gov</a></p> <p><b>Adult Abuse and Neglect (In Home) also called APS or Adult Protective Services:</b> 1-800-922-5330</p>
<p><b>Mental Health Services:</b></p> <p><b>National Alliance on Mental Illness (NAMI):</b> serves anyone who calls and will provide free information and support.</p> <p><b>National Suicide Prevention Lifeline:</b> the lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.</p> <p><b>Alcohol and Drug Abuse Helpline:</b> For help with alcohol and drug abuse</p> <p><b>Alcoholics Anonymous for Kansas</b></p> <p><b>Substance Abuse Helpline (SAMHSA):</b> free, confidential 24/7, 365-day-a-year treatment referral and information service for individual and families facing mental and/or substance use disorder.</p> <p><b>Kansas Support Groups:</b> find a support group near you that provides virtual meetings or in person.</p>	<p><b>NAMI:</b> (800) 539-2660</p> <p><b>National Suicide Prevention Lifeline:</b> (800) 273-8255</p> <p><b>Alcohol and Drug Abuse Helpline:</b> (866) 645-8216</p> <p><b>Alcoholics Anonymous for Kansas</b> <a href="https://alcoholicsanonymous.com/aa-meetings/kansas/">https://alcoholicsanonymous.com/aa-meetings/kansas/</a></p> <p><b>Substance Abuse Helpline (SAMHSA):</b> (800) 662-4357</p> <p><b>Kansas Support Groups:</b> <a href="https://supportgroupsinkansas.org/support-groups">https://supportgroupsinkansas.org/support-groups</a></p>
<p><b>Legal Assistance:</b></p> <p><b>Elder Hotline:</b> serves any Kansas resident aged 60 or older without regard to income. The hotline provides senior citizens access to an attorney to advise them about legal questions in civil cases and referrals to other resources when needed.</p> <p><b>Kansas Legal Services:</b> helps low-income Kansans meet their basic needs through the provision of essential legal and medication services.</p> <p><b>Disability Rights Center:</b> DRC is a legal advocacy agency empowered by federal law to advocate for the civil and legal rights of Kansans with disabilities. DRC is designated by the State of Kansas the official Protection and Advocacy System for Kansas. As such, DRC advocates for the rights of Kansans with disabilities under state or federal laws (ADA, the Rehabilitation Act, Federal Medicaid Act, Kansas Act Against Discrimination, etc.)</p>	<p><b>Elder Hotline:</b> 1-888-353-5337</p> <p><b>Kansas Legal Services:</b> 1-800-723-6953 <b>Website:</b> <a href="http://www.kansaslegalservices.org">www.kansaslegalservices.org</a></p> <p><b>Disability Rights Center:</b> 1-877-776-1541 <b>Website:</b> <a href="http://www.drckansas.org">www.drckansas.org</a></p>
<p><b>Long Term Care (LTC) Ombudsman-</b> The LTC Ombudsman helps LTC residents obtain the highest quality of life, helps LTC staff meet the needs and concerns of those who reside in their facility and receives and investigates complaints</p>	<p><b>LTC Ombudsman:</b> 1-877-662-8362 <b>Website:</b> <a href="http://www.ombudsman.ks.gov/">www.ombudsman.ks.gov/</a></p>

with a goal of achieving an equitable solution.	
<p><b>KanCare Ombudsman Office</b> - The KanCare Ombudsman’s office provides help to KanCare/Medicaid members and applicants in resolving problems regarding their services, coverage, access and rights.</p> <p>The Ombudsman’s office helps KanCare participants in the Home and Community Based Services (HCBS) waiver programs and others who get their long-term care services through KanCare.</p> <p>The Ombudsman’s office provides information about the KanCare Managed Care Organization grievance process and the appeal and state fair hearing process as well as the Medicaid eligibility and Fee for Service grievance process and hearing process.</p>	<p><b>KanCare Ombudsman Office:</b>  <b>Toll Free Phone:</b> 1-855-643-8180  <b>Relay:</b> 711  <b>Email:</b> <a href="mailto:Kancare.Ombudsman@ks.gov">Kancare.Ombudsman@ks.gov</a>  <b>Website:</b> <a href="http://www.KanCareOmbudsman.ks.gov">www.KanCareOmbudsman.ks.gov</a></p> <ul style="list-style-type: none"> <li>• <a href="#">About/Contact Us</a></li> <li>• <a href="#">KanCare related resources</a></li> <li>• <a href="#">Community Resource Guides by County</a></li> </ul>

## Helpful Numbers – Hotlines & Resources

<b>Questions or Issues</b>	<b>Contact</b>
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**Lifelines:**

- Mental Health Hotline
  
- If you or someone you know is being forced to engage in any activity and cannot leave-whether it is commercial sex, housework, farm work or any other activity.
  
- For help with problem gambling.
  
- For help with alcohol and drug abuse.
  
- If you or a loved one is experiencing a suicidal crisis or emotional distress.
  
- To report suspected abuse, neglect, or exploitation of an adult in the community or if you suspect a child is being abused or Neglected.

**KDADS:**

888-582-3759

**National Human Trafficking Resource Center:** 888-373-7888

**National Problem Gambling Helpline:**  
800-522-4700

**Alcohol and Drug Abuse Helpline:** 866-645-8216

**National Suicide Prevention Lifeline:**  
800-273-8255 (TALK)

**Kansas Protection Report Center:**  
800-922-5330

**Aging and Disability Resources:**

- If you need decision-making support and help finding the right in-home services, community-based services, or institutional services (Ask for Options Counseling).
  
- If you need help in finding Aging Services in any state (ex: legal services or in-home services in a community outside of Kansas).
  
- If you need information and support for people with memory loss or those who care for them (caregivers, health care professionals and the public).
  
- If you want to report concerns about the safety at a healthcare facility.

**Kansas Aging and Disability Resource Center (ADRC):** 855-200-2372, or go online at: [www.ksadrc.org](http://www.ksadrc.org)

**Eldercare Locator (U.S. Administration on Aging):** 800-677-1116 or go online at: [www.eldercare.gov](http://www.eldercare.gov)

**Alzheimer’s Association Hotline:**  
800-272-3900

**Department of Public Health:** 785-296-1500



<p><b>Fraud Hotlines:</b></p> <p>Do you suspect Medicare Fraud?</p> <p>Suspect Medicaid Fraud?</p> <p>If you suspect a person is receiving public assistance (other than Medicare/Medicaid) to which they are not entitled?</p> <p>Do you suspect someone of committing fraud against Social Security (reports of alleged fraud, waste or abuse)?</p> <p>Do you suspect someone of committing fraud against Medicare? (reports of fraud, waste or abuse)?</p>	<p><b>Kansas SMP (Senior Medicare Patrol):</b> 800-432-3535</p> <p><b>Kansas Attorney General’s Medicaid Fraud Division:</b> 866-551-6328</p> <p><b>DCF Fraud Hotline:</b> 800-432-3913</p> <p><b>The Social Security Administration Office of the Inspector General Fraud Hotline:</b> 800-269-0271</p> <p><b>The Department of Health and Human Services Office of Inspector General Hotline (For Classified Matters only):</b> 1-800-447-8477</p> <p>To report an unclassified matter online: <a href="https://tips.oig.hhs.gov/">https://tips.oig.hhs.gov/</a></p>
<p><b>To Report Identify Theft (Need to do all 3):</b></p> <ol style="list-style-type: none"> <li>1) Call your local police department or sheriff’s office</li> <li>2) Call the Kansas Attorney General’s Office</li> <li>3) Call the Federal Trade Commission</li> </ol>	<p><b>Kansas Attorney General’s Office: 800-432-2310 or visit</b> <a href="http://www.InYourCornerKansas.org">www.InYourCornerKansas.org</a></p> <p><b>Federal Trade Commission: 877-438-4338</b></p>

**Other Resources:**

- To obtain a free credit report.
- To report Internet crime.
- Choose not to receive telemarketing calls at home.

**Annual Credit Report.com:** 877-322-8228 or visit [www.AnnualCreditReport.com](http://www.AnnualCreditReport.com)

**FBI Internet Complaint Center:**  
[www.ic3.gov](http://www.ic3.gov)

**National Do Not Call Registry:** 888-382-1222 or visit [www.DoNotCall.gov](http://www.DoNotCall.gov)