



## Who Should I Call? – PROVIDERS

| Questions or Issues  | Contact  |
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| <p><b>Provider Issues</b></p> <p>Providers having issues can email the KanCare mailbox. Those emails are reviewed and sent out to the appropriate subject matter experts at KDHE.</p>  | <p><b>KanCare Mailbox:</b> <a href="mailto:kdhe.KanCare@ks.gov">kdhe.KanCare@ks.gov</a></p>  |
| <p><b>KanCare Clearing House</b></p> <ul style="list-style-type: none"> <li>• If you have questions about the application</li> <li>• To check status of A Client’s application</li> <li>• If you are having problems with application process</li> <li>• For renewals of applications</li> <li>• To update your address and get your information</li> <li>• If mother has newborn baby that needs to be added</li> <li>• Spend Down issues (including where to send the receipts)</li> <li>• Client Obligation /Patient Liability issues</li> </ul>  | <p><b>KanCare Clearinghouse:</b> 800-792-4884</p> <p><b>KanCare Clearinghouse Mailing Address (both types of applications):</b> P.O. Box 3599, Topeka, KS 66601-9738</p> <p><b>Apply online:</b> <a href="http://www.applyforkancare.ks.gov">www.applyforkancare.ks.gov</a></p> <p><b>Fax for Children and Families documents:</b><br/>800-498-1255</p> <p><b>Fax for Elderly and Disabled documents:</b><br/>844-264-6285</p> |
| <p><b>Kansas Eligibility Help Desk</b></p> <ul style="list-style-type: none"> <li>• If you are having technical problems with the online application</li> </ul>  | <p><b>Kansas Eligibility Help Desk:</b> 877-782-7358</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>• If you need to verify whether or not you “currently” have KanCare coverage.</li> <li>• If you need to change your health plan (Must be within your open enrollment period).</li> <li>• For PROVIDER questions about KMAP</li> </ul> <p><b>Note on Retro Billing:</b> Sometimes, a KanCare member’s effective coverage date is different than the date an MCO is assigned as the provider.</p> <p>In those cases, submit any bills accumulated during that gap to the Timely Filing Coordinator at KMAP. Attach a cover sheet that specifies that approval is needed for <b>Retro Billing</b> and make it <b>To the Attention of: Timely Filing Coordinator</b>. If this is not done, those bills may not make it to the correct department and be denied.</p> | <p><b>KMAP Customer Service Center:</b> 800-766-9012<br/><b>TDD/TTY:</b> 800-766-3777</p> <p><b>Website:</b> <a href="https://www.kmap-state-ks.us/hcp/member">https://www.kmap-state-ks.us/hcp/member</a></p> <p><b>KMAP for Providers:</b> 800-933-6593<br/><b>KMAP Provider fax:</b> 785-266-6112</p>   |
| <p><b>Not sure where your question fits</b></p>  | <p><b>Managed Care Enrollment Center:</b> 866-305-5147<br/>(TTY: 800-766-3777) Email: <a href="mailto:KanCare@kdheks.gov">KanCare@kdheks.gov</a></p>   |

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| <p><b>HCBS Waiver Programs</b></p> <ul style="list-style-type: none"> <li>• For questions about whether or not someone may be a <b>good candidate</b> for a specific waiver program <b>or</b> for a <b>“functional assessment”</b> contact the appropriate single point of entry (SPOE).</li> <li>• For <b>general questions</b> and <b>Waiting List</b> questions, contact the appropriate waiver program manager.</li> </ul> <p><b>HCBS Waiver Programs (continued)</b></p> <p><b>HCBS Waiver Programs (continued)</b></p> <p>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.</p> <hr/> <p>•<b>MFP, QA - Money Follows the Person, Quality Assurance:</b> 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.</p> | <p><b>General HCBS Admin Line:</b> (785) 296-4983</p> <p><b><u>Autism (AU) Waiver</u></b><br/> SPOE (KVC): (913) 322-4900<br/> AU Waiver Program Mgr. (Angela Heller-Workman): (785) 296-6843</p> <p><b><u>Serious Emotional Disturbance (SED) Waiver</u></b><br/> SPOE (Community Mental Health Center): (785) 234-4773<br/> SED Waiver Program Mgr. (Angela Heller-Workman): (785) 296-6843</p> <p><b><u>Technical Assistance (TA) Waiver</u></b><br/> SPOE (CRC-KS): (785) 233-1365<br/> TA Waiver Program Mgr. (Angela Heller-Workman): (785) 296-6843</p> <p><b><u>Frail/Elderly (F/E) Waiver</u></b><br/> SPOE (ADRC): 1-855-200-2372<br/> FE Waiver Program Mgr. (Susan Segelquist): (785) 368-6302</p> <p><b><u>Traumatic Brain Injury (TBI) Waiver</u></b><br/> SPOE (ADRC): 1-855-200-2372<br/> TBI Waiver Program Mgr. (Susan Segelquist): (785) 368-6302</p> <p><b><u>Intellectual /Developmental Disability (I/DD) Waiver</u></b><br/> SPOE (CDDO): 913-826-2626<br/> I/DD Waiver Program Mgr. (Paula Morgan): 785-296-0648<br/> Intermediate Care Facility/IDD (Russell Bowels): 785-296-0787</p> <p><b><u>Physical Disability (PD) Waiver</u></b><br/> SPOE (ADRC): 1-855-200-2372<br/> PD Waiver Program Mgr. (Chris Cintron): (785) 296-1708</p> <p><b>Program Integrity Mgr.</b> (Colin Rork): 785-296-4740</p> <hr/> <p><b>Community Transition</b> (Matthew Beery): 785-296-7744</p> <hr/> <p><b>PACE Program Manager</b> (vacant):</p> |
| <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 your consumers to understand.</li> </ul>   | <p><b>National Medicare Number:</b> 800-633-4227</p> <p><b>SHICK Counselor:</b> 800-860-5260</p>  |

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| <p><b>Marketplace Questions (Obamacare or ACA/Affordable Care Act)</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> 1-800-318-2596 or call 2-1-1</p> <p><b>Website:</b> <a href="http://www.coverks.org/search">www.coverks.org/search</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> </ul>  | <p><b>Social Security Office (National):</b> 800-772-1213</p> <p><b>Social Security Office (Local) see</b> KCDC website: <a href="https://kcdcinfo.ks.gov/resources/service-maps">https://kcdcinfo.ks.gov/resources/service-maps</a> (pg. 31 of KCDC Map book).</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>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>).</li> <li>• To report adult abuse and neglect (for persons in <b>private homes and communities, 24/7</b>)</li> </ul> | <p><b>KDADS Abuse, Neglect or Exploitation Hotline (All Long-Term Care Facilities: Nursing Homes, Home Health Agencies, Hospitals, Registered Operators):</b> 800-842-0078</p> <p><b>Adult Abuse and Neglect (In Home) also called APS or Adult Protective Services:</b><br/>800-922-5330</p>   |
| <p><b>How to order KanCare/Medicaid applications</b></p>  | <p><a href="mailto:KS.KDHEMailroom@conduent.com">KS.KDHEMailroom@conduent.com</a></p> <p>List the number of applications you need and type. There are 6 types they send out: Children &amp; Families (English and Spanish), Elderly &amp; Disabled (English &amp; Spanish), Medicare Savings Program (English &amp; Spanish).</p>   |
| <p><b>KanCare Ombudsman</b> - The KanCare Ombudsman provides an independent and confidential resource for Kansas Medicaid members, with a primary focus on individuals participating in an HCBS waiver program or receiving other long-term care services through KanCare, and assists members in resolving their concerns.</p>   | <p><b>KanCare Ombudsman:</b> 1-855-643-8180</p> <p><b>Email:</b> <a href="mailto:Kancare.Ombudsman@ks.gov">Kancare.Ombudsman@ks.gov</a></p> <p><b>Website:</b> <a href="http://www.kancare.ks.gov/kancare-ombudsman-office">www.kancare.ks.gov/kancare-ombudsman-office</a></p>   |

