



Policy Directive: 2022-09-03

Title: In-State Address Changes Provided by MCOs – COVID-19

Date: September 30, 2022

From: Erin Kelley, Senior Manager

Program(s) impacted: All Medical Programs

The purpose of this directive is to provide temporary flexibility regarding in-state address changes provided by Managed Care Organizations (MCOs). This direction supersedes the related portion of [PM2022-03-01](#) and is effective retroactively to 06/01/2022 until further notice.

Per PM2022-03-01, when in-state address changes are provided for the consumer/household member or an individual able to act on one's behalf to KanCare by the MCO (e.g., MCO Spreadsheets, ES-3161, etc.), staff must first verify the change prior to updating the address in KEES. If unable to confirm the updated address via phone (see Medical KEESM 1322.4 and KFAMM 1330), a notice must be sent to the address in KEES. If the consumer does not respond to the notice verifying the information, KEES will then be updated with the new address provided by the MCOs if it was clear it was reported by the consumer/household member or an individual able to act on one's behalf. Eligibility must not be discontinued for failure to provide this information.

In an effort to reduce administrative burden leading up to the anticipated transition to post-PHE routine operations, CMS waiver authority under Section 1902(e) (14) (A) of the Social Security Act has been approved for the State of Kansas. This temporarily permits the acceptance of updated in-state address information received from the MCO and then provided to KanCare, if reported by the consumer/household member or an individual able to act on one's behalf without further verification. Addresses in KEES will be updated with the information provided upon receipt. This directive does not apply to out-of-state address changes provided by the MCO or any other sources reporting in-state address changes.

For questions or concerns related to this document, please contact the KDHE Medical Policy Staff at KDHE.MedicaidEligibilityPolicy@ks.gov.

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Questions regarding any KEES issues are directed to the KEES Help Desk at KEES.HelpDesk@ks.gov.