



Toll-Free Phone: 1-855-643-8180

Email: [KanCare.Ombudsman@ks.gov](mailto:KanCare.Ombudsman@ks.gov)

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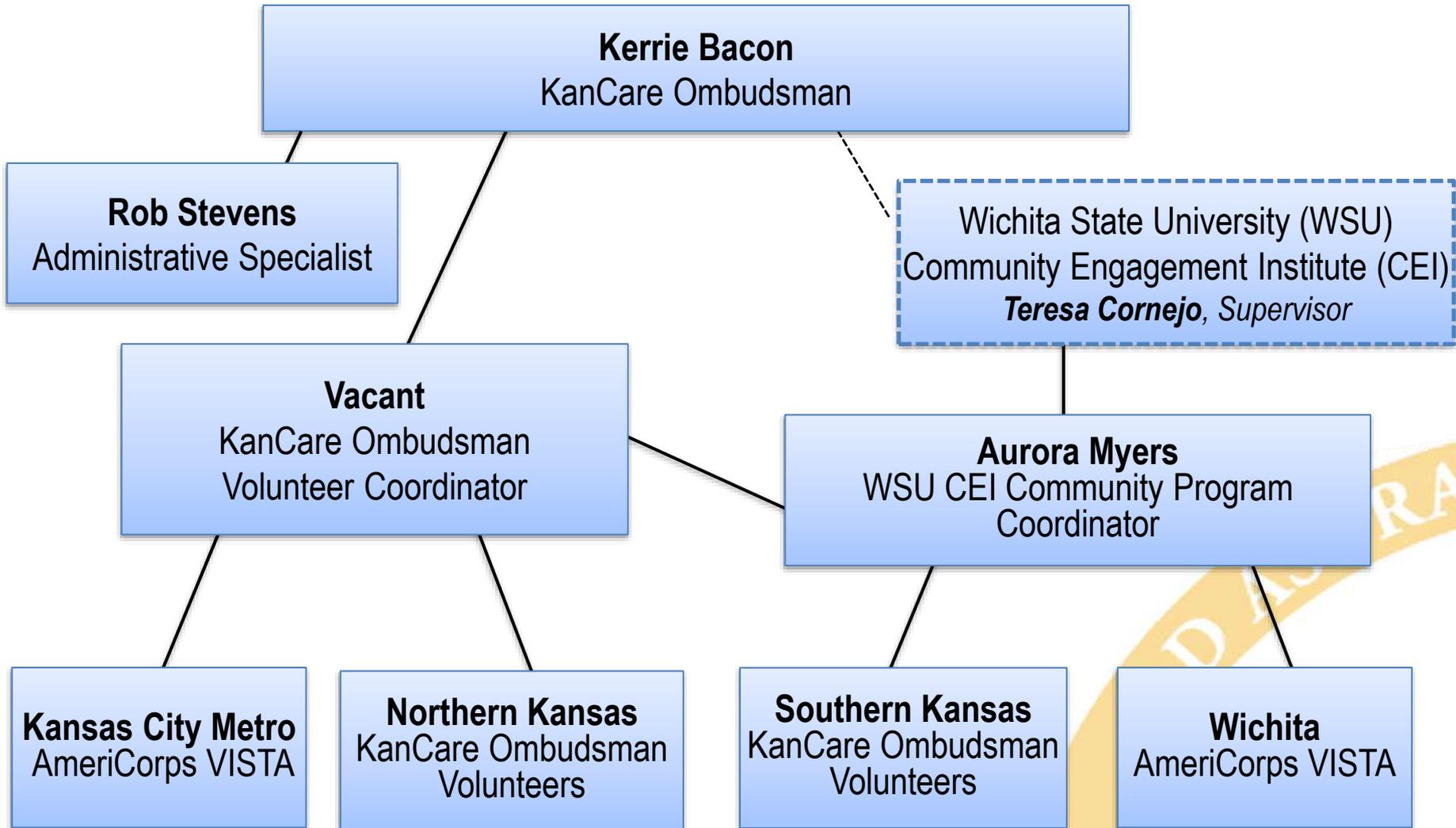


The KanCare Ombudsman Office has four core values: to be respectful, encouraging, helpful and resourceful.

We believe each of these values is essential in treating people right and providing the best customer service.

# KanCare Ombudsman Office Team

## Organizational Chart



Updated: 7/5/2022

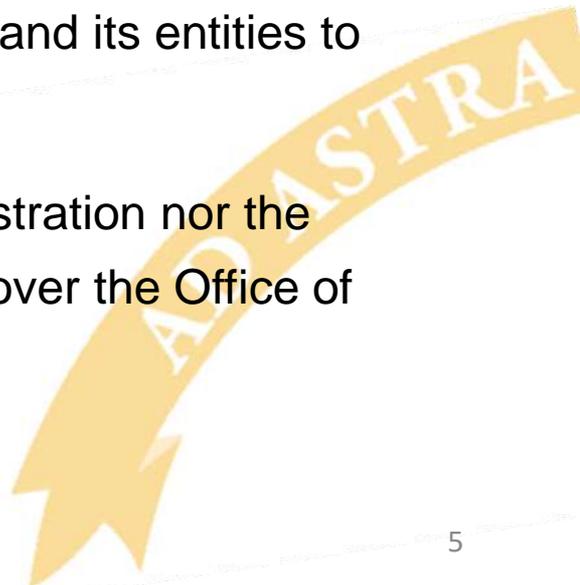


The KanCare Ombudsman Office was located in Kansas Department of Aging and Disability Services since it was started in 2013.

The Governor's Executive Order No. 21-27 moved the KanCare Ombudsman Office in the new Office of Public Advocates as an independent agency. It became official on July 1, 2022.

## This Governor's Executive Order determines the following for the KanCare Ombudsman Office going forward.

- The KanCare Ombudsman will be appointed by the Governor for a term of five years.
- The Office of Public Advocates will be attached to the Department of Administration.
- The Secretary of the Department of Administration will provide technical assistance and advice as the Secretary deems reasonable and necessary to assist the Office of Public Advocates and its entities to function as independent state officials or agencies.
- Neither the Secretary of the Department of Administration nor the Department of Administration shall have authority over the Office of Public Advocates, executives or agencies.



# KanCare Ombudsman Office



## Here to assist

- The KanCare Ombudsman Office purpose is to educate and assist Kansas Medicaid members in resolving issues they may have with their managed care organizations, providers, state agencies, or the KanCare Clearinghouse.
- This includes Medicaid members with long term care services, such as those in nursing homes and with Home and Community Based Services (HCBS).

# KanCare Ombudsman Office



- Not the KanCare Clearinghouse
- Not a department of KanCare – neutral, independent agency
- Report KanCare Ombudsman’s office data to KS Legislature and Centers for Medicare and Medicaid Services (CMS)
- Helping KanCare/Kansas Medicaid members and applicants

# Our Reach

- Approximately 500,000 KanCare/Kansas Medicaid members
- Staff and trained volunteers assist with contact to our office
- To assist KanCare members, we have:
  - KanCare Ombudsman **Volunteer Program**
  - KanCare Ombudsman **Resources materials** (at [www.KanCare.ks.gov](http://www.KanCare.ks.gov) – go to the Ombudsman page, then Resources.
  - **Available to present at meetings (outreach)**

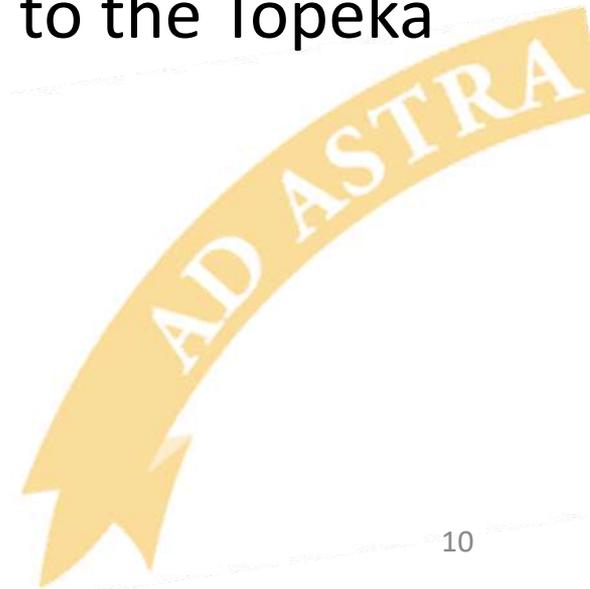
# KanCare Ombudsman Volunteer Program



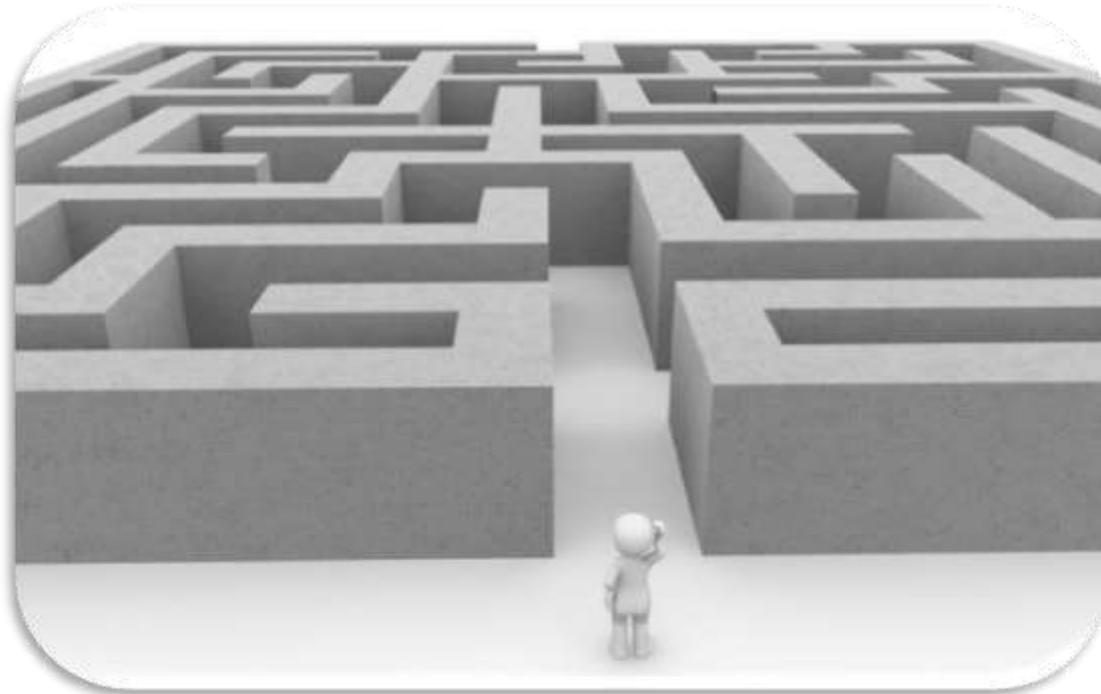
- Services are free, unbiased, and confidential
  - Highly trained volunteers answer questions & assist in the resolution of Medicaid-related issues
- **Resource-connectors** rather than **case managers**

# When a Consumer Calls The KanCare Ombudsman Office for Help

- 785, 816 and 913-area code calls ring in the Olathe Satellite office first.
- 316 and 620- area code calls ring in the Wichita Satellite office first.
- Out of state calls and complex calls go to the Topeka office



# KanCare Ombudsman



The KanCare Ombudsman Topeka Office takes the complex cases or those that need more attention.

# Application Assistance

**Do you know someone who needs help completing a KanCare application?**



- Appointments available in Kansas City Metro and Wichita.
  - Call 1-855-643-8180 (that's us!)
  - Can also assist using Teams, Zoom or FaceTime
- Our office will try to connect applicants with in-person resources statewide
- [Application Assistance Guide](#) was recently expanded and shows organizations by county that help fill out applications.
- Also available are [application assistance documents](#):
  - Application Checklist
  - Application Process Flow Chart
  - Document Checklist for KanCare ED Application

### Quick Links

- [Survey and Listening Session](#)
- [About/Contact Us](#)
- [Resources](#)
- [Grievance, Appeals and Fair Hearings](#)
- [KanCare General Information Fact Sheets](#)
- [Home and Community Based Services Fact Sheets](#)
- [Community Resources by County](#)
- [Community Training](#)
- [Volunteer Program](#)
- [Reports](#)
- [KanCare Ombudsman Office Grievance Process](#)

## KanCare Ombudsman Office

### NEW Small Agency!

- The KanCare Ombudsman Office was located in Kansas Department of Aging and Disability Services since KanCare was started in 2013. The Governor's Executive Order No. 21-27 places the KanCare Ombudsman Office as a new small agency, in the new Office of Public Advocates.
- This Executive Order determines the following for the KanCare Ombudsman Office going forward.
  - The KanCare Ombudsman will be appointed by the Governor for a term of five years, and may continue to serve beyond such five-year term if needed until a successor is appointed.
  - The Office of Public Advocates will be attached to the Department of Administration.
  - The Secretary of the Department of Administration will provide technical assistance and advice as the Secretary deems reasonable and necessary to assist the Office of Public Advocates and its entities to function as independent state officials or agencies.
  - And finally, neither the Secretary of the Department of Administration nor the Department of Administration shall have authority over the Office of Public Advocates.
- The transition was official with the start of the new state fiscal year, 7/1/2022.

**Questions about KanCare/Medicaid? Do you need help?**

# Medicaid Related Resources

- See the Ombudsman's resource page on the KanCare website
- **Go to:** <http://www.kancare.ks.gov/kancare-ombudsman-office/resources>

A screenshot of a website menu for the Ombudsman. The menu is contained within a black-bordered box. At the top is a green header with the word 'Ombudsman' in white. Below the header, the word 'Resources' is underlined in blue, with a mouse cursor icon hovering over it. Below 'Resources' are the following menu items in blue text: 'Appeals, Hearings & Grievances', 'Volunteer Program', 'Liaison Training', and 'Reports'. To the right of the menu box, a yellow banner with the letters 'TRA' is partially visible.

**Ombudsman**

Resources

Appeals, Hearings & Grievances

Volunteer Program

Liaison Training

Reports

# General Health, Additional and Forms

## **General Health and Disability Resources**

- Who Should I Call?
- Assistance for People who are Uninsured
- Marketplace information
- KCDC Disability Service Maps

## **Additional Resources**

- Understanding Long Term Care
- FAQs on Good Cause Reasons to change your plan
- How to apply for Medicare
- How to apply for Social Security Disability

## **Forms**



# Community Resources by County

- Provides resources in each county for medical, food, transportation, shelter/housing, and local and regional resources.
- Can be found at [Community Resources by County \(ks.gov\)](http://ks.gov)

## Community Resources by County

Counties in Alphabetical Order			
a - e	f - li	lo - re	ri - w
Allen	Finney	Logan	Rice
Anderson	Ford County	Lyon	Riley
Atchison	Franklin	Marion	Rooks
Barber	Geary	Marshall	Rush
Barton	Gove	McPherson	Russell

# 2022 KanCare Ombudsman Office Survey

- The KanCare Ombudsman Office Survey is to find out what our stakeholders think about how we are doing our job so we can make improvements. (Note: stakeholders include members, applicants, providers and others.)
- **The survey will be available on the [KanCare Ombudsman webpages](#) 10/1/2022 through 10/31/2022.**





**Here to assist you!**