



Welcome to the KanCare Application Guide. This guide is for applicants, family members of KanCare applicants, and providers to learn about additional resources available to the public.



This is the landing page for www.KanCare.ks.gov. Here you will find information about what KanCare is, the link to apply for KanCare coverage online, to print an application, reports, hotline numbers, information on how to report abuse, the KanCare Newsletter, and much more.



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After clicking on "APPLY FOR KANCARE" this is what should be seen on the screen. To apply online through the Medical Consumer Self-Service portal, click on the image.



Paper applications are also available through printable PDF versions if you scroll down to the Applications & Additional Information for either the Families & Children application or the Elderly & Persons with Disabilities application.

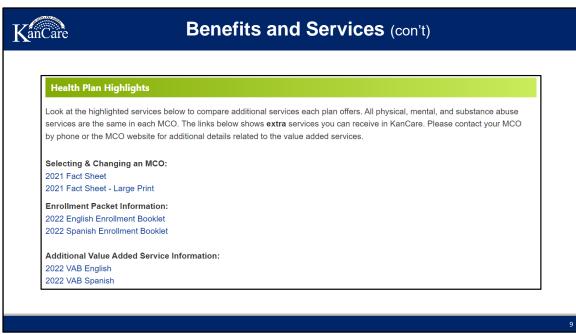


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This page will show you some of the different benefits and services included in KanCare.

Under Transition of Care you will find information about each Managed Care Organization.



When you scroll down further you will see the Health Plan Highlights section.

If the applicant needs help figuring out which MCO to choose, the Selecting & Changing an MCO Fact Sheet can give guidance on this process.

Look at the Highlighted Services below to compare additional services each plan offers. All physical, mental, and substance abuse services are the same in each MCO. The Links here shows extra services you can receive in KanCare. Please contact your MCO by phone or the MCO website for additional details related to the Health Plan Highlights.

The last section on this webpage are frequently asked questions on keeping your same providers in KanCare.



Hover over the CONSUMERS tab and choose "PROGRAM FACT SHEETS"



For additional information regarding specific eligible members or program requirements see the documents on this page. Some examples include the Estate Recovery Fact Sheet, the Division of Assets Fact Sheet, and the Overview of Elderly and Disabled Programs Fact Sheet.



The KanCare Ombudsman Office is an independent organization and is not the same as the KanCare Clearinghouse. The KanCare Ombudsman office is a neutral, parallel office to KanCare.

The KanCare Ombudsman Office is here to assist and educate KanCare members

and applicants in understanding how to navigate the Medicaid system and to help resolve issues they may have with their managed care organizations, providers, state agencies or the KanCare Clearinghouse. This

Medicaid members with long term care services such as those in nursing homes and with Home and Community Based Services.

Anyone can call the KanCare Ombudsman Office's toll-free number at 1-855-643-8180, or email

KanCare.Ombudsman@ks.g ov for free help with KanCare topics such as:

Getting answers to questions

Assisting with concerns

Understanding letters from KanCare

Assisting when you have questions about a decision

or change

Completing an application or renewal

Filing a complaint or grievance

Filing an appeal or fair hearing

Learning about in-home services, also called Home and Community Based Services or HCBS

And Helping those with questions who are living in a nursing facility

The KanCare Ombudsman Office also provides outreach and educational help to state agencies, the managed care organizations, providers, and community-based organizations.



Resources created by the KanCare Ombudsman office can be found on www.kancare.ks.gov under the "OMBUDSMAN" tab.



When you click the Ombudsman tab it will take you to the KanCare Ombudsman page where you will see the Quick Links on the left side. Here you will see quick links for the KanCare Ombudsman Survey and Listening Session, About/Contact Us, Resources, Grievances, Appeals, and Fair Hearings, KanCare Frequently Asked Questions, KanCare General Information Fact Sheets, Home and Community Based Services Fact Sheets, Community Resources by County, Community Training, their Volunteer Program, and Reports.

To find resources that can help applicants or family members of applicants during the application process, click on the Resources link. This will take you to the Resource Information page.



The KanCare Programs and Fact Sheets section includes KDHE Fact Sheets, KanCare Ombudsman General information Fact Sheets, Home and Community Based Service (HCBS) Waiver Programs, the process for filing Grievances, Appeals, and Fair Hearings, and informational sheets on how to calculate Client Obligations and Patient Liabilities.



The KanCare Applications and Assistance section includes the KanCare Ombudsman Office Application Assistance folder.

In this folder there are three resources created to help people understand the application process and things to be aware of during the application process.

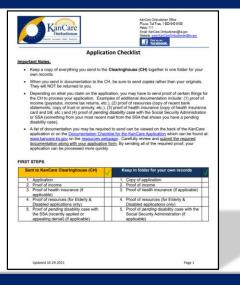
There is the Application Checklist, the Document Checklist for KanCare Elderly and Disabilities Application, and the Application Process Flow Chart and FAQ.



Application Checklist

The Application Checklist can help by:

- Giving important tips on what to expect during the application process.
- Reminding the applicant to send paperwork to the KanCare Clearinghouse.
- Reminding the applicant to keep copies of documents sent to the KanCare Clearinghouse for their own records.



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Document Checklist for KanCare Elderly and Disabled (E&D) Applications

The Document Checklist can help by:

- Showing helpful information and examples regarding documentation that may be needed.
- Showing how the KanCare Clearinghouse wants the document's to be formatted or submitted.

	ntation WITH the application as	list for KanCare Elderly and Disabled (E&D) Applications proof of anything you claim on the application form If other items are needed by the eligibility team, you will with the application or soon after submitting the application may speed up the processing time.			
Application Section	If you claim these on your application, information that may be needed.	Definitions and Exemptes Although the application requests information on how to contact by email and text, at this time KanCate only provides efficial information by mail. They accept information by mail. fax, on-line application, and some information by prince.			
Section A: Primary Applicant	May we contact you by:				
Tell us about	Immigration Status	P.6. If "yes" is marked for immigration questions, those documents need to be submits with the application or soon after the application is sent in.			
Section C: Medical Bills	Help with medical bills in the past 3 months	Documentation of the medical bills may be requested. Examples of medical bills: Private Health Insurance Premiums, Medicare Premiums, hospital bills, nursing facility costs, othe medical costs			
Section F: Disabled	Tell us if anyone is disabled	If you note on the application that you have a disability but the Social Security Administration (SSA) has not yet completed the process of determining that (disability or you are appealing the decision, you may want to include a document that 1) you applied for a disability determination, 2) you are actively appealing a denial of disability determination through the SSA in the second control of the second cont			
	Social Security Administration (SSA) Office: 1-800-772-1213	Examples of a pending case with SSA: 1) appointment letter or 2) copy of the appeal with SSA for recently denied disability determination or 3) something from your most recent mail from the SSA that shows you have a pending case.			
		With a pending case for Social Security, you will be asked to complete a Presumptive Medicaid Determination Team (PMDT) form in addition to the application. This will help KanCare Eligibility team determine if you may be eligible for Medicaid or for MediKan while waiting for the appeal process to get completed.			
Section G: Resources					
Section G.1.	Checking Account/Savings/CDs	If you have more than one checking and/or savings account, you must list each on the application and turn in monthly statements for each; last three full months. Certificate of Deposit:1) are considered the same as savings, 2) provide statements for last three full months.			

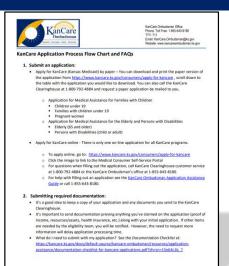
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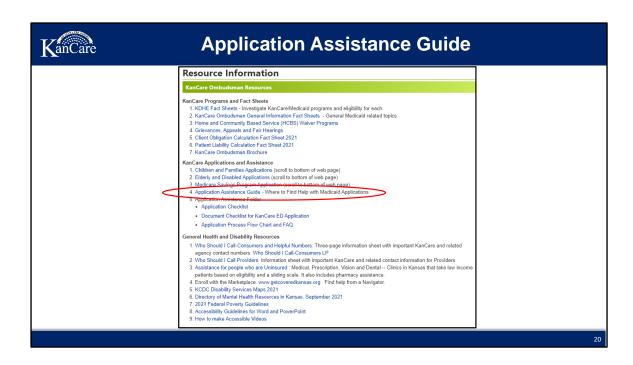
Application Process Flow Chart and FAQ

The Application Process Flow Chart and FAQ can help by:

- Explaining the process of applying for KanCare and what to expect
- Providing answers to frequently asked questions regarding the application process



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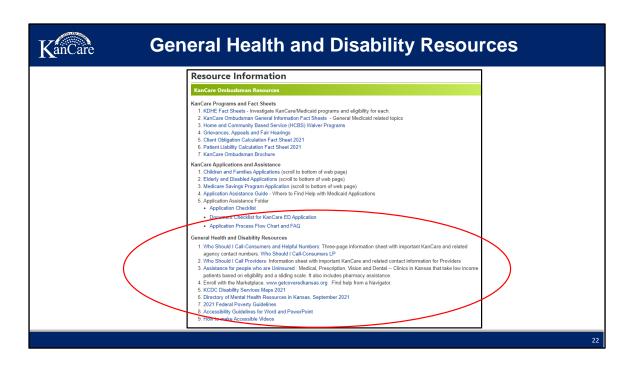


To find help filling out the application in person or over the phone, use the Application Assistance guide to find an organization close to the applicants home.



If an applicant needs help filling out an application, they can use this guide to locate an agency in their area to meet with. To do this they should look for their County in the County column and contact the organization that assists with the application they are wanting assistance with.

It is important to check the KanCare Ombudsman website for the updated version of this guide.



The General health and Disability Resources section has resources such as the Who Should I Call-Consumers, and the Assistance for people who are uninsured document.



To find additional community resources by county, hover over the Ombudsman tab and click "COMMUNITY RESOURCES BY COUNTY"

Community Resources by County Community Resources include information for medical, food, transportation and shelter along with information and referral.						
This information is provided as a community service and does not constitute endorsement. This is not an exhaustive list of resources. Not all counties are available, yet. As they become available, they will be added to the list. The Community Resources by county are made available through a partnership with the University of St. Mary's internship program						
with the Health Informa updated these resource	tion Management program. Our si	ncerest thanks to the many interns	volunteers who have created and			
Counties in Alpha	betical Order					
a - e	f - li	lo - re	ri-w			
Allen Anderson	Finney Ford	Logan Lyon	Rice Riley			
Atchison Barber	Franklin Geary	Marion Marshall	Rooks Rush			
Barton Bourbon Brown	Gove Graham Grant	McPherson Meade Miami	Russell Saline Scott			
Butler Chase	Gray Greeley	Mitchell Montgomery	Sedgwick Seward			
Chautauqua Cherokee Chevenne	Greenwood Hamilton Harper	Morris Morton Nemaha	Shavnee Sheridan Sherman			
Clark Clay Cloud	Harvey Haskell Hodgeman	Neosho Ness Norton	Smith Stafford Stanton			
Coffey Comanche	Jackson Jefferson	Osage Osborne	Stevens Sumner			
Cowley Crawford Decatur	Jewell Johnson Kearny	Ottawa Pawnee Phillips	Thomas Trego Wabaunsee			
Dickinson Doniphan Douglas	Kingman Kiowa Labette	Pottawatomie Pratt	Wallace Washington Wichita			
Edwards Elk Ellis	Lane Leavenworth Lincoln	Rawlins Reno Republic	Wilson Woodson Wyandotte			

The Community Resources by County guides were created to help people find supplemental assistance. These resources for each county can be used during the application process or at any other time.

Each county has a list of resources that can help with medical, mental health, dental, eye care, prescriptions, assistive equipment, food assistance, transportation services, rent and utilities assistance, housing, and much more.



Follow the KanCare Ombudsman Office on Facebook to keep up with new resources, receive notices when the KanCare Ombudsman office is closed, see KanCare Updates, and other community resources!