



**KanCare Ombudsman**

☆ HERE TO ASSIST YOU ☆

**1-855-643-8180**

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

[www.kancare.ks.gov/kancare-ombudsman-office](http://www.kancare.ks.gov/kancare-ombudsman-office)

# The Ombudsman respectful ★ encouraging ★ resourceful ★ helpful

## ROLE OF THE OMBUDSMAN\*

The Ombudsman helps KanCare/Medicaid members and Kansas consumers with concerns about getting the services they need through KanCare/Medicaid. In particular, the Ombudsman provides assistance to KanCare members in the Home and Community Based Services (HCBS) waiver programs and others who get their long-term care services through KanCare. The Ombudsman provides members with information about the KanCare grievance process and the appeal and state fair hearing processes.

## POLICY AND ADVOCACY

The Ombudsman helps people find answers to their questions about KanCare. The Ombudsman helps explain KanCare to consumer councils and focus groups. The Ombudsman reports to the Kansas Legislature several times a year.

*\*An ombudsman is a person with a significant degree of independence who is charged with assisting the public by addressing and investigating issues and concerns.*

## COMMUNITY COLLABORATION/LIAISON TRAINING

KanCare Ombudsman Liaison Training is designed to help any staff, working within a community organization, who currently assist Kansas Medicaid consumers to acquire a better understanding of (1) Basic KanCare Programs including Home and Community Based Services, (2) How to Assist with Medicaid Applications and (3) Medicaid-Related Resources. There will also be an opportunity in the future to register for ongoing education on Medicaid-related issues. There is no fee for the training. It is provided as a service to community organizations for capacity building. Liaisons educate and assist members and potential members on a variety of subjects, including:

- Filling out a KanCare Application and FAQs on the process
- Basic KanCare Programs
- Home and Community Based Service Programs
- Medicaid-Related Resources
- Much more!

## SEE OUR REGISTRATION PAGE AT:

[www.KanCare.ks.gov/KanCare-Ombudsman-office/liaison-training](http://www.KanCare.ks.gov/KanCare-Ombudsman-office/liaison-training)

# KanCare Ombudsman Volunteer Program

The KanCare Ombudsman Volunteer Program is designed to help serve KanCare members in resolving problems regarding their services, coverage, access and rights. The program is currently training volunteers in the Kansas City Metro and Wichita areas.

## VOLUNTEERS

All volunteers are asked to complete an application, background check and interview. Accepted volunteers complete in-person training and shadow an experienced staff member prior to starting their service. They are tested after their training for competency on the following subjects:

- Handling of calls and levels of inquiries
- Processes - applications, benefits, and claims
- Practice cases and case studies
- Grievances, appeals and state fair hearings
- Resources for beneficiaries

Volunteers will complete ongoing training on various topics as part of their continuing education for the volunteer team.

## **TO LEARN MORE ABOUT THIS EXCITING VOLUNTEER OPPORTUNITY**

Call 1-855-643-8180 or find an application at:

[www.KanCare.ks.gov/kancare-ombudsman-office/volunteer-program](http://www.KanCare.ks.gov/kancare-ombudsman-office/volunteer-program)



## Who Should I Call? ★ for consumers ★

### Call the KanCare Clearinghouse

- To ask questions about applying
- To check on your application or if you are having problems with application process
- For renewals of applications
- To update your information
- To change the responsible party on your case
- To disenroll from KanCare/Medicaid

**KanCare Clearinghouse:** 1-800-792-4884

**Children and Families Fax:** 1-800-498-1255

**Elderly and Disability Fax:** 1-844-264-6285

**Apply Online:** [www.ApplyForKanCare.ks.gov](http://www.ApplyForKanCare.ks.gov)

**MAILING ADDRESS:** KanCare Clearinghouse  
PO Box 3599, Topeka, KS 66601-9738

### Call the Managed Care Enrollment Center

- To find your assigned managed care organization (MCO)
- If you did not receive an enrollment package
- For reassignment or exceptions
- To change your MCO

**Managed Care Enrollment Center** 1-866-305-5147

### Call your Health Plan Customer Service line

- If you haven't received or have lost your medical ID card
- To change your primary care physician
- To ask about a prescription drug
- To find out if a service is covered
- For help finding a doctor, dentist or other provider
- To file a complaint/grievance about your MCO or provider
- To file an appeal or a state fair hearing

**Aetna** 1-800-221-5656 | Relay: 711

**Sunflower** 1-877-644-4623 | 1-888-282-6428 (TTY)

**United** 1-877-542-9238 | Relay: 711