



## KanCare Renewal Tips & Tricks

### Renewal notices will be sent via postal mail only to the address KanCare has on file.

If your information has changed, call the KanCare Clearinghouse (800-792-4884) or your Medicaid insurance provider (i.e. UnitedHealthcare, Aetna, or Sunflower), or use the chatbot on the lower righthand corner of: [www.kancare.ks.gov](http://www.kancare.ks.gov).

- **TIP:** If you are currently without a home address, you may submit a friend or family member's address where you have access to checking the mail.

### Renewal notices will be sent based on the date of enrollment in KanCare.

This renewal process will happen year-round so if you have not received a renewal notice, it may not be your time yet. You can contact the KanCare Clearinghouse (800-792-4884) or your Medicaid insurance provider to find out your renewal month.

- **TIP:** There is a **voicemail option** for the Clearinghouse – leaving a message will cut down on repeat calls and long wait times.

### Check your mail frequently and return your renewal paperwork as quickly as possible. KanCare must RECEIVE your paperwork by the 15<sup>th</sup> of the month when it is due.

*Example: If you receive a notice in June, your paperwork must be at the KanCare office by July 15<sup>th</sup>.*

If KanCare does not receive your form by the 15<sup>th</sup>, **you will lose coverage** at the end of that month regardless of eligibility. If you lose coverage, you have 90 days to re-submit for a chance of backdated coverage and reimbursement. Any medical costs will be out of pocket until reimbursement is approved.

- **TIP:** Make sure your paperwork is **SIGNED and dated**. Unsigned forms will not be processed.
- **TIP:** It is better to **send in an incomplete (but signed) form ASAP** than to wait for all accurate information. KanCare will follow up with what they need next.
- **TIP:** Due to postal delays, faxing your paperwork is the easiest way to confirm that it was sent on time. Fax services can be found at public libraries and may be available through your doctor's office. After faxing, **keep your confirmation** in case of any issues.

1-800-498-1255 (fax)