

The COVID-19 Public Health Emergency and your Medicaid Answers to Frequently Asked Questions



How is my eligibility for Medicaid impacted by the COVID-19 pandemic?

In most cases you were able to keep your Medicaid during the Public Health Emergency that started with the COVID-19 pandemic, even if there was a change in your household situation. This special rule is only in place during the COVID-19 Public Health Emergency and will change when the COVID-19 Public Health Emergency ends.

Do I still need to report my changes to KanCare?

Yes, please continue to report changes to us. This includes changes to your income, household, or address. Report changes by calling the KanCare Clearinghouse at 1-800-792-4884. If you created an online account through our Consumer Self Service Portal (CSSP), you can also report changes online by visiting www.applyforkancare.ks.gov and clicking "Access my KanCare".

It is very important that we have your current contact information. This lets us send you letters about your case. It also helps us process your eligibility for coverage faster after the COVID-19 Public Health Emergency ends.

I have not received a review form for so long. Why?

We are not sending review forms during the COVID-19 Public Health Emergency. Your coverage will continue without the form. We will start mailing review forms after the COVID-19 Public Health Emergency ends. Once received, you must complete and return the form to us by the due date shown. This will help us decide if you can keep your coverage. You may mail or fax the review form to our office. You may also complete the review form online if you have an online account through our Consumer Self Service Portal (CSSP). If you have an online account and chose to receive messages by text or email, we will send you a text message when you are able to complete your review form online.

What if I want to complete my review form online but do not have an online account?

If you do not have an online account, you can create one. This can be done at any time. Once created, you will need to send a request through the online portal to have your case linked to your account. This can be done when creating your case, or through "Access My KanCare" on your account. Once we have linked your case, you will be able to complete your review online. The web address to the CSSP is www.applyforkancare.ks.gov.

What if my coverage ends after the COVID-19 Public Health Emergency ends?

If you no longer qualify for KanCare, you may be able to get coverage you can afford from the federal Health Insurance Marketplace. To see your choices, visit <http://www.healthcare.gov>. If you would like help applying, call 1-866-826-8375 or visit <http://GetCoveredKansas.org>.

You do not need insurance from the Marketplace if you have coverage through KanCare.

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During the COVID-19 Public Health Emergency, I received Medicaid coverage for which I would not have normally been eligible. Do I have to pay that back?

No. Any coverage received due to the pause in normal Medicaid eligibility rules does not have to be repaid. However, any coverage received due to deceit may need to be repaid.

KanCare Mailing Address

KanCare Clearinghouse
P.O. Box 3599
Topeka, KS 66601-9738

KanCare Phone Number:

1-800-792-4884
(TTY 1-800-792-4292)

KanCare Fax Number:

Elderly & persons with disabilities: 844-264-6285
Families and children: 800-498-1255