



# Important notice



## Help your patients avoid a lapse in their Medicaid coverage

Due to COVID-19, KanCare was not requiring members to renew their eligibility. Renewals are starting again this year and your patients might be required to renew.

Please remind your patients to make sure their address is updated with KanCare and to act quickly if they receive a KanCare renewal notice. Renewing ensures members can continue to receive services through your office.

### Renewal is easy

Members should follow the instructions on the letter they receive from KanCare, complete, sign, and send back their form via mail or fax.

To ensure a patient receives their renewal letter, it is important that KanCare has their current address. To update their address, your patient can call the KanCare Clearinghouse at 1-800-792-4884, or their MCO Member Services (number in the back of their KanCare card). UnitedHealthcare Member Services number is: 1-877-542-9238.

If a patient wants to know when is their renewal date, they can call their MCO Member Services.

### If your patient no longer qualifies for Medicaid

Visit [healthcare.gov](https://www.healthcare.gov) to learn more about coverage options available.

## How your patients can renew coverage



### By mail

Review and complete the renewal form received from the state.

Mail it to:

KanCare Clearinghouse

P.O. Box 3599

Topeka, KS 66601



### Online

Visit [applyforkancare.ks.gov](https://applyforkancare.ks.gov)

If your patient does not have an online account, they can create one. Once created, they will need to send a request through the online portal to have their case linked to the account. The case number can be found on the notice received from KanCare, or your patient can call Member Services at 1-877-542-9238 to request it. If their case is ready to be renewed, they will see a link to Renew my Benefits under Access my Benefits. .



### By phone

If unable to renew by mail or online, your patient may call the KanCare Clearinghouse at 1-800-792-4884 to discuss other available options to submit the renewal form.