

## Kathy Holscher

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**From:** Effie Swanson <eswanson@kdheks.gov>  
**Sent:** Friday, January 25, 2013 5:41 PM  
**To:** Kathy Holscher  
**Cc:** Susan Mosier  
**Subject:** Follow-up for Appropriations Committee  
**Attachments:** Provider Contacts.pdf; Consumer Contacts.pdf

Kathy-

Dr. Susan Mosier presented before the House Appropriations Committee Wednesday morning. We noted a few questions that required follow-up before we could respond. Please see the information below, and let me know if the Committee or Chairman Rhoades would like any further information.

1. The Committee would like more information about eligibility for a spenddown, spenddown amounts, and how the spenddown process works.

a. The Medically Needy (spenddown) program offers coverage to people who have income over the maximum allowable income standard. The spenddown amount is the consumer's share of their family's medical bills. The spenddown amount is like an insurance deductible. If a consumer has a spenddown amount (deductible), they are responsible for that amount and Kansas Medicaid would pay any medical bills over that amount. KanCare did not change the spenddown process.

Who can get Medically Needy coverage?

A spenddown can be set up for a consumer if they are in any one or more of the following groups:

- Pregnant Women
- Children under the age of 19
- Seniors age 65 and over
- Persons determined disabled by Social Security

Countable Resources

For pregnant women and children, there is no resource test. For seniors and people with disabilities, there is a resource limit of \$2000 for singles and \$3000 for couples. Examples of resources are bank accounts, cars, property and stocks, to name a few, that are owned by the consumer or someone in their household.

How much is the spenddown?

The spenddown amount is different for every person or family. The countable income of the consumer and their family over the protected income limit becomes the amount of the spenddown.

The protected income limit for the elderly and people with disabilities is \$495.00 for one or two people and \$500 for three people. For adults, only the income of the person needing coverage and their spouse is used.

· For children, the protected income limit is \$475.00 for one or two people and \$480.00 for three people. The income of the children and the parents who live with them is counted.

· For pregnant women, the protected income limit is \$475 for two people and \$480 for three people. The unborn baby is counted as part of the household, so a household of two or three, if the father of the unborn is living in the home, is applicable. The income of the pregnant woman and the father of the baby, if living in the home, is counted.

Extra deductions from income are given for earned income:

For seniors and people with disabilities, over half of the wages are deducted.

For pregnant women and children, \$200/month for each person with earned income is deducted.

How long is the spenddown?

The spenddown period is usually six months. The spenddown period starts with the month the consumer applies for coverage.

2. The Committee would like contact information for the KanCare Consumer Ombudsman.

a. The KanCare Consumer Ombudsman, James Bart, can be reached at 1-855-643-8180. You can also email him at [KanCare.Ombudsman@kdads.ks.gov](mailto:KanCare.Ombudsman@kdads.ks.gov)<<mailto:KanCare.Ombudsman@kdads.ks.gov>>. For more information about Mr. Bart, please visit the Ombudsman page of the KanCare website here: <http://www.kancare.ks.gov/ombudsman.htm>.

3. The Committee also requested a contact sheet listing where consumers and providers should go if they have specific types of questions. I am attaching two contact sheets—one for consumers, and one for providers. These will also be posted on the KanCare website.

4. The Committee requested the number of consumers that did not receive an ID card. KDHE can confirm that every KanCare consumer was mailed an ID card from their KanCare health plan. This ID card will work for both medical and pharmacy claims. We have requested the number of ID cards that each of the three MCOs received in their returned mail. The numbers for Amerigroup and United are below, and we will provide that information from Sunflower next week as soon as we receive it.

To date, out of approximately 370,000 cards mailed, the health plans have had the following number of cards returned to them due to an incorrect address:

a. Amerigroup: 3,699

b. United: 2,581

Thank you.



## Who Should I Call?--Consumers

Question or Issue	Contact
To apply for KanCare	Your local DCF office or the KanCare Clearinghouse at 1-800-792-4884 Apply online here: <a href="https://cssp.kees.ks.gov/apsspssp/">https://cssp.kees.ks.gov/apsspssp/</a>
To find out what managed care organization(MCO) you're assigned to	Managed Care Enrollment Center 1-866-305-5147
If you didn't receive a KanCare enrollment packet	Managed Care Enrollment Center 1-866-305-5147
If you didn't receive an ID card or materials from your KanCare health plan	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To change your primary care physician (PCP)	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To find out if a provider (doctor, hospital, pharmacy, in- home help, etc.) is in an MCO's network	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To change your MCO	Managed Care Enrollment Center 1-866-305-5147
To change the responsible party on your case	The organization maintaining your case—either DCF or the KanCare Clearinghouse DCF: 1-888-369-4777 Clearinghouse: 1-800-792-4884
To schedule a ride to a medical appointment	Your health plan Amerigroup: 1-855-345-6943 (TTY) Sunflower: 1-877-644-4623 (TTY) United: 1-877-796-5847 (771 TTY)
To ask a question about a prescription drug	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238



Question or Issue	Contact
To find out if a service is covered	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To talk to a nurse after hours	Your health plan Amerigroup: 1-866-864-2544 Sunflower: 1-877-644-4623 United: 1-877-542-9238
If you need help finding a doctor, hospital, in-home helper, etc.	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To update your address and get information	The organization maintaining your case—either DCF or the Clearinghouse DCF: 1-888-369-4777 Clearinghouse: 1-800-792-4884
To file a grievance (complaint about the MCO or one of its providers)	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To file an appeal	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To ask about spenddown or client obligation	Your local DCF office 1-888-369-4777
Other questions about your MCO	Your health plan Amerigroup: 1-800-600-4441 Sunflower: 1-877-644-4623 United: 1-877-542-9238
If you're not sure where your question fits	Managed Care Enrollment Center 1-866-305-5147



### Who Should I Call?--Provider

Question or Issue	Contact
To contract with an MCO	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
Check KanCare eligibility for a consumer	KMAP: Automated Voice Response System (AVRS) – 1-800-933-6593 or Web at <a href="https://www.kmap-state-ks.us/">https://www.kmap-state-ks.us/</a> Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
Check MCO assignment for a consumer	KMAP: Automated Voice Response System (AVRS) – 1-800-933-6593 or Web at <a href="https://www.kmap-state-ks.us/">https://www.kmap-state-ks.us/</a>
If a patient has no ID card	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To talk with an MCO about a billing/claims issue	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
If you have a question or problem with the State's Front End Billing (FEB) solution	KMAP: 1-800-933-6593
To find my provider representative (advocate)	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235 or <a href="http://UHCcommunityplan.com">UHCcommunityplan.com</a>
To look up what services need prior authorization	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To get authorization for a service	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-866-604-3267
Check if a provider is in an MCO's network	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To request materials or training	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235



<b>Question or Issue</b>	<b>Contact</b>
If you're a physician and want to see your panel size	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To determine which case manager is assigned to a particular consumer	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To ask questions regarding EVV (Authenticare)	First Data Help Desk 1-800-441-4667 option 6 <a href="mailto:clientsupport@firstdata.com">clientsupport@firstdata.com</a>
To ask questions regarding plans of care	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To file a Grievance	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To file an Appeal	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9238