



March 2016

We have an important update for you about contacting the KanCare Clearinghouse.

We have developed a new method for HCBS and institutional providers who want to check on pending Medicaid/KanCare cases. Instead of calling the KanCare Clearinghouse, HCBS and Institutional providers should now request information regarding case status by sending a secure email using the process outlined below. These entities should use the new process immediately.

Please complete all of the requested information on the attached spreadsheet and email it to the following address: [KanCareClearinghouse@maximus.com](mailto:KanCareClearinghouse@maximus.com)

Once you have completed the spreadsheet, there is no need to contact us for a status check.

In order to help us identify your most important cases, please list cases on the spreadsheet in the order of importance to you. We will respond to the requests within one week of receiving the list. The response will indicate the status, but that does not guarantee that the application will be resolved. Continue to check MMIS or KMAP regularly to determine the results of the determination.

Some information regarding case status is only available with a release of information signed by the member. Forms authorizing the release of information are available on the KDHE website:

[http://www.kdheks.gov/hcf/data\\_requests/default.htm](http://www.kdheks.gov/hcf/data_requests/default.htm)

Various administrative roles are available. The member should read the release carefully to ensure they understand the content of the authorization.

Additional Instructions for Completing and Submitting Spreadsheet.

1. Complete fields in the Provider section. At a minimum, the fields in yellow must have data. Instructions for each column are at the bottom of the spreadsheet.
2. It is required that you password protect your spreadsheet. If you need instructions on how to password protect your spreadsheet, please refer to the spreadsheet tab titled "Setting a Password."
3. Once you have entered data and password protected the spreadsheet, please send your spreadsheet to the following email address: [KanCareClearinghouse@maximus.com](mailto:KanCareClearinghouse@maximus.com)
4. Send a follow up email with the password to [KanCareClearinghouse@maximus.com](mailto:KanCareClearinghouse@maximus.com).

NOTE: If a spreadsheet is sent without password protection or without the follow up email containing the password, we will be unable to assist.