

AUGUST 2017

KMAP GENERAL BULLETIN 17195

KEES Transition for DCF

The Kansas Department of Health and Environment (KDHE) is currently using the Kansas Eligibility Enforcement System (KEES) to determine eligibility for Medicaid medical services. Our sister agency, the Kansas Department for Children and Families (DCF), will begin using KEES in August 2017 to determine eligibility for non-medical public assistance benefits. During this time of transition, our consumers may experience brief interruptions in benefits processing.

The system upgrade will begin after 5:00 p.m. on Friday, August 18. We plan to complete the upgrade by early September. During this time, our online application for medical benefits will be unavailable, and medical benefits will not be authorized except for cases deemed “urgent medical”.

To apply for medical assistance during this time, go to our website at www.kancare.ks.gov/consumers/apply-for-kancare to print and fill out the application. It can either be mailed or faxed to the KanCare Clearinghouse. Also, a paper application can be mailed by calling the KanCare Clearinghouse.

Fax: 1-800-498-1255

Mail: KanCare Clearinghouse
PO Box 3599
Topeka, KS 66601-9738

The KanCare Clearinghouse will continue to have limited operations. These include:

- Answering questions and accepting reported changes through the Call Center
- Accepting paper applications, reviews, mail, and faxes
- Assessing applications and reviews
- Requesting necessary documentation from consumers and providers
- Processing cases deemed “urgent medical” offline

The KanCare Clearinghouse Call Center can be reached at **1-800-792-4884**.

Providers can continue to submit claims as normal to ensure timely filing requirements are met. There should be no impact to claims processing during this system upgrade.

KMAP

[Kansas Medical Assistance Program](#)

- [Bulletins](#)
- [Manuals](#)
- [Forms](#)

Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
Monday - Friday

DXC Technology is the fiscal agent of KMAP.