

Questions? We're here to help.

Toll-Free 1-877-542-9238 TTY 711 8 a.m. — 6:00 p.m., Monday — Friday

Notice of temporary policy changes due to COVID 19.

Thank you for being a UnitedHealthcare KanCare member. We want you to know about temporary policy changes made by Kansas Department of Health and Environment (KDHE) due to COVID 19. As of March 12, 2020, KDHE put into place a short term waiver for changes to federal Medicaid requirements. This was done to make sure that your health care services are available during the public health emergency.

These following changes will only be in place starting March 1, 2020 through the end of the federally-declared public health emergency.

1. Your current prior authorizations for services that UnitedHealthcare received during the public health emergency may be extended.
 - a. You will continue to get your services if you are on a Home and Community Based (HCBS) waiver. You do not need to get a new or renewed prior authorization through this public health emergency.
 - b. Your authorized outpatient services that are set to expire 5/31/20 will be extended for 90 days.
 - c. Your health care provider or facility will still need ask authorization for inpatient services.
 - d. Your health care provider will still need to ask for drug authorizations.
2. You may request a state fair hearing one calendar day after filing an appeal. This change means that you do not have to wait to request a state fair hearing after the appeal is complete. You or your representative may request a state fair hearing one day after filing an appeal.
3. You will have 120 more calendar days to request a state fair hearing. This change means that you will have 120 more calendar days to make a request if the current 123-day deadline to request is during the public health emergency.

We are here for you. Call Member Services at 1-877-542-9238 Monday – Friday, 8:00 am – 6:00 pm with questions.