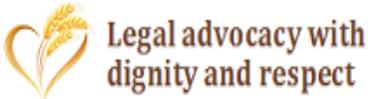


# Kansas Guardianship Program Newsletter



April 2022

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## THANK YOU FOR VOLUNTEERING

"THE SMALLEST ACT OF KINDNESS  
IS WORTH MORE THAN THE  
GRANDEST INTENTION."  
- OSCAR WILDE

~APRIL is National Volunteer Recognition Month~

**The time and energy you pour into the work of being a guardian for vulnerable adults without family to serve as legal decision makers is nothing short of amazing.**

**Nationally, 8.8 billion hours are estimated as given in volunteer service each year. With approximately 800 KGP volunteers throughout the state of Kansas, you contribute about 150,000 hours to those national numbers.**

**The immeasurably valuable work you do throughout the year does not go without notice. The KGP Board of Directors and KGP staff want to acknowledge your volunteerism and extend our thanks. The dedication to the individuals you serve is inspiring and an example of excellence in creating change in our communities and the world. THANK YOU!!**

## Submitting a Change to KanCare

- If you have made a recent change that may affect your communication or your status with KanCare, be sure to submit that change to the KanCare Clearinghouse within 10 days. **We also suggest a follow up call to the Clearinghouse within 48 hours to confirm they have received the change submitted.** You may use the phone number shown on your fax receipt to help the Clearinghouse locate the submitted fax.
- ***This is not a legal form or document*** and is only intended to help the KanCare consumer recognize and submit important information to the KanCare Clearinghouse. You can submit changes to the Clearinghouse without using this document; consumers may also write a letter or call the Clearinghouse directly to submit any changes.

### **KanCare Clearinghouse Contact Information:**

- **Call:** 1-800-792-4884
- **Mail:** P.O. Box 3599, Topeka, KS 66601-9738
- **Fax for Children and Families documents:** 1-800-498-1255
- **Fax for Elderly and Disabled documents:** 1-844-264-6285

### **A. Contact Information:**

1. Full Name (applicant/member): \_\_\_\_\_
2. Mailing Address: \_\_\_\_\_
3. Phone: \_\_\_\_\_
4. Date of Birth: \_\_\_\_\_
5. Identifying Information (Please choose one: Application Case #, Medicaid ID#, or Social Security #):  
\_\_\_\_\_
6. Who is your MCO (Sunflower/United/Aetna)? (if applicable):  
\_\_\_\_\_

### **B. What has changed?**

7. Please explain what information has changed (Examples are on the back of this page):  
\_\_\_\_\_  
\_\_\_\_\_
8. Previously submitted information:  
\_\_\_\_\_  
\_\_\_\_\_
9. Updated/New information:  
\_\_\_\_\_  
\_\_\_\_\_

**Signature** (KanCare applicant/member): \_\_\_\_\_ **Date:** \_\_\_\_\_

# What types of changes need to be submitted to the KanCare Clearinghouse?

*Any change that would affect communication between the applicant/member, their representative and the KanCare Clearinghouse*

*Any change that would affect a person's eligibility*

*Any change that would affect an individual's Client Obligation, Patient Liability or Spenddown*

## Examples:

*Change in address*

*Change in phone number*

*Income change of any kind; increase and decrease*

*Secondary insurance changed (if the amount you pay has changed)*

*Change to assets (elderly and disabled)*

*Change in marital status*

*Birth of baby (30 days to notify or you must file a new application for baby)*

*Someone moved into the home (include their name, birthdate, how related, gender, marital status)*

*Someone moved out of the home (include their name, birthdate, how related, gender, marital status)*

*Change in employment*

*No longer need KanCare services*

*Member deceased*

*Change in guardian, conservator, DPOA, responsible person or medical representative\**

*New address and phone number for guardian, conservator, DPOS, responsible person or medical representative\**

***\*Include guardianship/conservator, DPOA, responsible person or medical representative paperwork with notice***

# Submitting Changes to the KanCare Clearinghouse is the Responsibility of the Consumer:

*It is the consumer's responsibility to update all changes with the KanCare Clearinghouse. Changing the information with the MCO will **not** update the information at the Clearinghouse. You can also contact your managed care organization (Aetna, Sunflower or United) about the changes after you have contacted the KanCare Clearinghouse if you think you need to.*

## What could happen if I don't submit changes in a timely manner?

*For example, if the consumer or his/her medical representative does not update the Clearinghouse with a new address and phone number they may not get their renewal notice and their coverage could be terminated.*

## KanCare Ombudsman

**Do you have questions about KanCare/Medicaid? Do you need help?**

Kansas Medicaid, known as KanCare, can be hard to understand.

The KanCare Ombudsman Office can help with:

- Answers to questions
- Resolving issues
- Understanding letters from KanCare
- Responding when you disagree with a decision or change
- Completing an application or renewal
- Filing a complaint (grievance)
- Filing an appeal or fair hearing
- Learning about in-home services, also called Home and Community Based Services (HCBS)
- Listen, offer ideas, resources and options

Be respectful, encouraging, resourceful and helpful

**Phone: 1-855-643-8180**

**Email: [KanCare.Ombudsman@ks.gov](mailto:KanCare.Ombudsman@ks.gov)**



### **National Guardianship Association Ethical Principles**

1. A guardian treats the person with dignity. (Standard 3)
2. A guardian involves the person to the greatest extent possible in all decision making. (Standard 9)
3. A guardian selects the option that places the least restrictions on the person's freedom and rights. (Standard 8)
4. A guardian identifies and advocates for the person's goals, needs, and preferences. (Standard 7)
5. A guardian maximizes the self-reliance and independence of the person. (Standard 9)
6. A guardian keeps confidential the affairs of the person. (Standard 11)
7. A guardian avoids conflicts of interest and self-dealing. (Standard 16)
8. A guardian complies with all laws and court orders. (Standard 2)
9. A guardian manages all financial matters carefully. (Standard 18)
10. A guardian respects that the money and property being managed belong to the person. (Standard 17)

The term "guardian" includes all court-appointed fiduciaries. These Ethical Standards are reflected throughout the National Guardianship Association's [\*Standards of Practice\*](#). Guardians should look to the Standards for guidance on ways to carry out these ethical principles, with specific reference to the highlighted standards.