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KanCare Members: Update Your Contact Information NOW!

Renewals are coming, and addresses must be up to date to avoid losing eligible coverage.

Topeka, KS – Medicaid renewals are starting this year after a three-year pause. If your address with KanCare is not up to date, you may not receive the renewal letter and could lose Medicaid or CHIP coverage even if you are still eligible.

Here are the two steps that all KanCare members need to take:

1. Update your address and contact information with KanCare by calling 1-800-792-4884 or by going to KanCare.ks.gov and clicking the red chat icon in the lower right corner of the screen.

You can learn how to find and use the chat option with this [How-To video](#).

2. Watch your mail and respond to notices from KanCare as quickly as possible. Renewals will occur at different times of the year for each household, so check your mail often and respond right away.

Children are especially at risk of losing coverage they are still eligible for because their parents or guardians do not take the above actions in time. If you work with children who are on CHIP, please contact their parents or guardians about Medicaid renewals. To receive updates on how you can help families across Kansas, join the [Helper Network here](#).

If you are found ineligible for KanCare, you can talk to a Navigator for free and learn more about potential coverage options. Call toll-free 866-826-8375 or go to GetCoveredKansas.org.

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About Community Care Clinic of Kansas: Community Care exists to achieve equitable access to high-quality, whole-person care for all Kansans, regardless of ability to pay. As the Primary Care Association (PCA) for Kansas, Community Care supports and strengthens its members through advocacy, education, and communication. Community Care's diverse membership includes Federally Qualified Health Centers (FQHCs), and Look-Alikes (LALs), as well as public and private nonprofit Community-Based Primary Care Clinics (CBPCCs) and Rural Health Clinics (RHCs).