

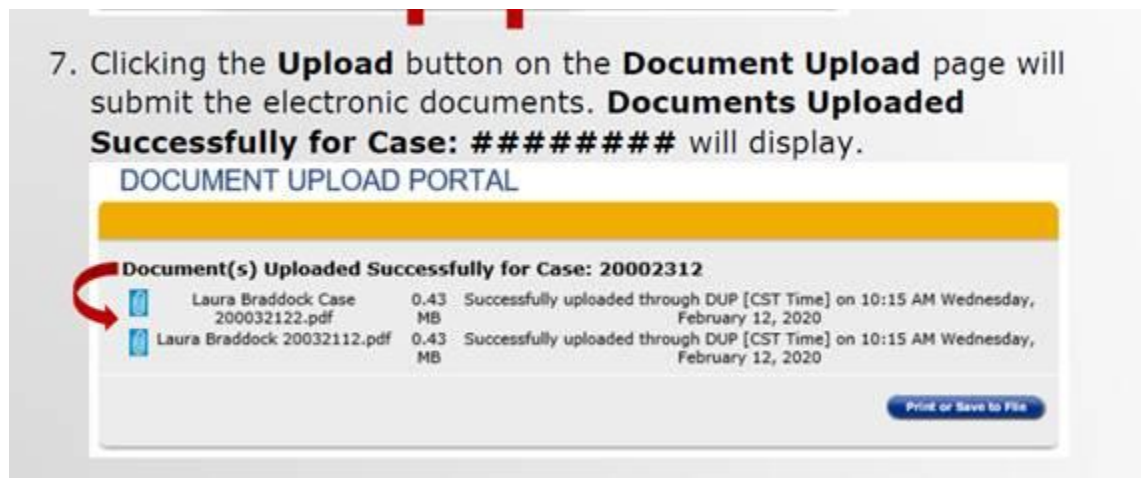
From: NursingFacilityUnit1 [mailto:kdhe.NursingFacilityUnit1@ks.gov]
Sent: Tuesday, May 26, 2020 11:26 AM
Subject: KDHE Unit 1 KANCARE updates

Good afternoon,

I first want to take this time to thank you all your continued patience and understanding during this interesting time. We are making great strides in gaining stability as we continue to maneuver the COVID-19 pandemic. Unfortunately, our walk-in services will remain suspended at this time.

We want to continue to minimize any impact to your nursing facilities during this pandemic; therefore, we have started taking calls from your facilities again today. We do ask that you continue to limit any inquiries on cases that have been pending for an eligibility determination for less than 30 days. In addition, if you have more than 3 different inquiries, please utilize this email address as your communication method.

We also ask that you continue to utilize the [document upload portal](#) but please refrain from sending emails or making phone calls to ask if the information has been received. The document upload portal will provide you with a “successful upload” screen, which means the upload was successful and placed into workflow. Below is a picture of this language, I recommend printing this page for your records:



We appreciate your willingness and adaptability to work together with our agency to achieve the goal of completing eligibility determinations quickly, accurately, and with great customer service.

Please let us know if you have any questions or concerns and/or any positive feedback.

Thank you and stay safe,

Breanna Dohrman
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