

KanCare Contact Phone List

Eligibility	
KanCare Clearinghouse PO Box 3599 Topeka, KS 66601	1-800-792-4884 1-800-498-1255 (fax) Family Medical 1-844-264-6285 (fax) E&D Medical
Medicaid Provider Fraud	(785) 368-6220

Customer Service	
KMAP Customer Service Center – FFS Consumers	1-800-766-9012

KanCare – Customer Service	
Managed Care Enrollment Center (changing MCO choice)	1-866-305-5147
Aetna	1-855-221-5656 711 (TTY)
Sunflower	1-877-644-4623 711 (TTY)
United	1-877-542-9238 711 (TTY)

Transportation Services – Scheduling Rides	
Medicaid FFS consumers	1-800-766-9012
Aetna – Access2Care	1-866-252-5634
Sunflower – Logisticare	1-877-644-4623
United – Logisticare	1-877-796-5847

Pharmacy	
Medicaid FFS	Providers 1-800-933-6593 Consumers 1-800-766-9012
Aetna	1-855-221-5656 711 (TTY)
Sunflower	Providers 1-877-249-2718 Consumers 1-877-644-4623
United	Providers 1-877-305-8952 Consumers 1-877-542-9238