Medicaid billing

In most cases, you will not be billed for covered services you receive from a doctor in your plan. If you get a bill, we can help. Send your bill and a letter telling us about it to:

   Administrative Review and Grievance department
   Amerigroup Kansas, Inc.
   9225 Indian Creek Parkway, Building 32
   Overland Park, KS 66210

You can also call Member Services at 1-800-600-4441 (TTY 711) Monday through Friday from 8 a.m. to 5 p.m. Central time.

Helping you understand your medical bills
Health care bills can be confusing. We’re here to help you understand them.

Some members are responsible for paying a portion of their Medicaid benefits and/or services. This includes client obligation, patient liability and spenddown.

**Client obligation** — waiver members who get home- and community-based services (HCBS) may have to pay for part of their care. We don’t decide this amount, the state does. Your KanCare Clearinghouse eligibility worker will tell you if you are required to pay a client obligation and how much it is. The client obligation payment is made to your HCBS provider.

**Patient liability** — members who live in a nursing home may have to pay for a portion of the cost for certain services. Your eligibility worker will tell you if you must pay a patient liability and how much it is. The payment is made to the nursing home you’re living in.

**Spenddown** — a spenddown is like an insurance deductible. Members with spenddowns must pay for medical expenses until the spenddown amount is met.

**Spenddowns are part of the medically needy program**
People whose incomes are greater than Medicaid limits may qualify for KanCare benefits with spenddown. Those eligible may include:

- Pregnant women
- Children under age 19
- Seniors age 65 and older
- People with disabilities determined by Social Security

www.myamerigroup.com/KS
How spenddowns work
We won’t pay for services (except value-added benefits) until your spenddown is met. Then you won’t have to pay anything for covered services.

Most of your and your family’s regular medical expenses go toward your spenddown. These include:
- Doctor and hospital bills
- Dental, vision care and hearing care bills
- Prescriptions
- Transportation to and from medically necessary appointments
- Premiums for health insurance and/or Medicare
- Medical bills still owed
- Certain over-the-counter drugs and medical supplies ordered by a doctor

How spenddowns are processed
The Kansas Department of Health and Environment (KDHE) keeps track of your spenddown balance by looking at:
- Medical records
- Claims for all KanCare services you receive

When we process your claim:
- We ask the KDHE for your spenddown information
- The KDHE tells us the amount to apply based on your spenddown balance — this is the amount we pay toward your claim

You’ll get a letter each week from the Kansas Medical Assistance Program (KMAP). It will tell you the amounts that were applied to your spenddown the week before. If you didn’t have any claims the week before, you won’t get a letter. Your doctor will bill you for services until your spenddown is met.

If you have other health insurance
If you or your family members have other insurance, including employer-sponsored insurance, please call Member Services. Doctors must bill other insurance plans before Medicaid can be billed for your services. Medicaid is always billed second. Amerigroup will work with your other insurance plans for payments for your care.

Always show your Amerigroup ID card and any other health insurance cards when you:
- See a doctor
- Go to the hospital
- Get tests

Please call Member Services if you have:
- A Workers’ Compensation claim

www.myamerigroup.com/ks

WEBMKS-0158-16
● A pending personal injury or medical malpractice law suit
● Been involved in an auto accident

**Have questions?**
Call Member Services at 1-800-600-4441 (TTY 711) Monday through Friday from 8 a.m. to 5 p.m. Central time. If you call after hours, you can leave a message. A member of our team will call you back. For members who don’t speak English, we offer free interpreter services for all languages.