

Your Practice, Your Way

Kansas needs more dental offices to open their doors to neighbors insured by Medicaid (KanCare). Only one in four dental providers in the state currently accept Medicaid—and 50 of those work in roughly three dozen community care clinics scattered across Kansas. That leaves nearly 400,000 Kansans with KanCare coverage facing real challenges when trying to find a dental home. As you consider enrolling as a Medicaid (KanCare) provider, remember it's still *your* practice — *your* values, *your* schedule, and *your* community impact.

If I enroll in KanCare must I accept everyone insured by Medicaid?

Not at all. You can set clear limits that work for your practice—perhaps treating up to 100 KanCare patients or allocating a percentage (for example, 10% or 20%) of your patient base. You might choose to serve specific groups, such as children, older adults, or people with disabilities.

Do I have to work with all three Medicaid (KanCare) managed care organizations?

No. KanCare includes three managed care organizations (MCOs): Healthy Blue, Sunflower Health Plan, and United Healthcare. You can choose to contract with one, two, or all three—whatever fits your workflow best. Just be sure to clearly post which MCOs you work with so new patients can easily see their options.

What if patients miss appointments?

Missed appointments are a challenge for any practice. Some dental offices are frustrated that regulations do not allow them to bill Medicaid (KanCare) members who miss their appointments. We get it. The American Dental Association offers several helpful [strategies to reduce missed appointments](#).

Building relationships and showing compassion – especially with new KanCare patients – can turn first visits into lasting connections. Setting a consistent no-show policy that applies to all patients, regardless of insurance, helps protect your time while keeping expectations clear and appointments successful.

Is transportation an issue for Medicaid patients?

Some patients may struggle with transportation. Fortunately, KanCare now includes non-emergency medical transportation that covers dental visits.

To help a patient schedule a ride:

Healthy Blue - 833-270-2254

UnitedHealthcare – 833-219-1175

Sunflower Health Plan - 877-917-8162