Kansas Insurance Department- COVID-19 FAQ

UPDATED- May 2021

The Department is fully staffed in the office from 8 a.m.-5 p.m.

CONTACT INFORMATION
Main Line: (785) 296-3071
Consumer Assistance Hotline: 1-800-432-2484
Email: KID.Commissioner@ks.gov
Website: Insurance.kansas.gov

Additional Resources from the National Association of Insurance Commissioners:
https://content.naic.org/naic_coronavirus_info.htm

Questions about the State Employee Health Plan
https://healthbenefitsprogram.ks.gov/sehp/state-employee-health-plan

Questions about Medicare & COVID-19
https://www.medicare.gov/medicare-coronavirus

Questions about Medicaid & COVID-19

Consumer Assistance
What will be the cost of getting a COVID-19 vaccination?
The COVID-19 vaccine is free to all Kansans and no insurance is required. Healthcare facilities are permitted to charge an administration fee to administer the vaccine, but Kansans cannot be denied a vaccine if they cannot afford the administration fee or do not have insurance.

What if I was turned away due to lack of insurance or ability to pay the administration fee for a COVID-19 vaccination?
Healthcare facilities are permitted to charge an administration fee for the COVID-19 vaccine; however, Kansans cannot be denied a vaccine if they cannot afford the administration fee or do not have insurance. If you are eligible for the vaccine in the current phase of availability, but are turned away for not paying, please call KDHE at 866-534-3463 or email them at: covid-19@ks.gov.
You can also contact the Kansas Insurance Department’s Consumer Assistance Division by phone at 800-432-2484, by email at kid.webcomplaints@ks.gov, or by filing a complaint at insurance.kansas.gov.

**How can I contact someone about an insurance issue?**
The Department will continue to be a resource for the public, but we encourage everyone to first check the resources available on our website, insurance.kansas.gov or by calling the Department’s consumer assistance division at 1-800-432-2484. Complaints can also be emailed to kid.webcomplaints@ks.gov. You can also utilize the Chat feature on our website during business hours.

**What will be the cost of getting a COVID-19 test?**
It depends on the type of test (diagnostic or surveillance) and what type of insurance you have, if any. If you get a bill and have questions, please contact the Kansas Insurance Department’s Consumer Assistance Division at 1-800-432-2484.

**I went to get a COVID test, but the price charged was different than the cash price listed on the testing facility’s website. What should I do?**
If you believe you have been improperly charged for a COVID-19 test, please email COVID19CashPrice@cms.hhs.gov. You can also contact the Department’s Consumer Assistance Division at 1- 800-432-2484 or email kid.webcomplaints@ks.gov.