

Home & Community Based Services Client Obligation Member Fact Sheet

What is Client Obligation?

Client Obligation is an amount of money you must pay to one or more of your providers each month to help cover the cost of your Home & Community Based Services (HCBS). You have to pay Client Obligation when your monthly income is more than the State allows for protected income.

How do I know if I have a Client Obligation?

The State determines whether you have a Client Obligation. The Kansas Department of Health & Environment will send you a letter indicating the amount you must pay monthly for your Client Obligation.

How do I know which of my providers to pay?

On page one of your Integrated Service Plan from Sunflower, there is a column titled, "Client Obligation." Your Sunflower Care Manager will check the box in that column next to the provider that you need to pay.

Do I have a choice of which provider will receive my Client Obligation?

Yes, as long as the provider is not an excluded type of provider. If you would like to change which provider will receive your Client Obligation, please call your Sunflower Care Manager.

What if I don't have a Client Obligation?

Your Integrated Service Plan from Sunflower will show which provider to pay in case you ever have a Client Obligation. If you do not currently have a client obligation, you do not need to pay that provider. The provider will also have this information from Sunflower. The provider will know whether or not you need to pay them.

What if I didn't have a Client Obligation, and receive a letter from the State that now I do?

This usually means your monthly income is now more than the State limit. You need to pay the amount of Client Obligation that is in the letter from Kansas Department of Health

& Environment. Look at page one of your Integrated Service Plan from Sunflower and find the Client Obligation column to see which provider has a checked box next to it. This is the provider you need to pay.

How can I reduce the amount of my Client Obligation?

There are certain medical and other expenses that you can submit to the State to have your Client Obligation reduced. To find out what these are and how to submit them, call the Kansas Department of Health & Environment (KDHE) Clearinghouse. The number is listed below.

Who do I call if I have questions about the amount of my Client Obligation?

You should call the KDHE Clearinghouse at 1-800-792-4884.

Who do I call if I don't know which provider to pay?

You should call your Sunflower Care Manager. Your Care Manager's phone number is on your Integrated Service Plan. Or, you can reach Sunflower at 877-644-4623 and ask for your Care Manager.

1-877-644-4623

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