The *Kansas Integrated Eligibility Reporting Assistant, or **KIERA**,* assists consumers with updating addresses and phone numbers outside of the Self-Service Portal and Clearinghouse processes.

KanCare.ks.gov

KIERA can be accessed on the KanCare website by selecting "Address Change" at the top of the page. Consumers can also access **KIERA**, by clicking the chat icon on the bottom of the screen.
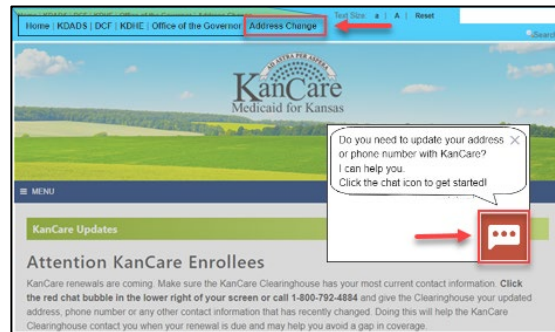
Consumers may contact the KanCare Clearinghouse for help using **KIERA** or if they receive a "fall-out message."

KIERA introduces itself as the "KDHE virtual agent" and asks the consumer to select English or Spanish. Then these qualifying questions are asked:

- Has anyone moved out of the State of Kansas?
- Does the household have children that are in Foster Care?
- Has anyone moved into or out of a nursing home or other facility?

If any of the three questions are answered Yes, **KIERA** <u>cannot</u> proceed and responds with a "fall-out message" that stops further action through **KIERA**:

> *"I am not able to assist you at this time. You may qualify to update your address through the [Medical Self Service Portal](#) or contact KanCare Clearinghouse at 800-792-4884."*

When all three qualifying questions are answered No, **KIERA,** proceeds to verify the consumer's identity, by offering these three options. The consumer must provide information for at least one:

Primary Applicant's full **Social Security Number** and **Date of Birth**	Primary Applicant's **Case Number** and **Date of Birth**	Primary Applicant's **Medicaid ID** and **Date of Birth**

The verification process compares the information provided, with the information stored in KEES on active and pending medical cases. If the consumer is not able to provide the correct information for any of the three options above, they can try two more times. If they are still unable to provide the correct information, or if KEES detects multiple possible results, the consumer will <u>NOT</u> be verified. They are then directed to the "fall-out message".

> *"I am not able to assist you at this time. You may qualify to update your address through the [Medical Self Service Portal](#) or contact KanCare Clearinghouse at 800-792-4884."*

When **KIERA** does verify a consumer, contact information can be changed for eligible household members: the Case Head, the Primary Applicant, or any person on the active/pending medical program block, who does not have an exclusion reason.

KIERA updates CANNOT be made for anyone that has moved out of the State of Kansas or if there are any of these other exclusions:

- **Current Household Status** of *Permanently Out of Home* or *Temporarily Out of the Home Due to Foster Care* or *Added in Error*
- Persons whose **Client ID** is marked as the *Secondary* or *Duplicate ID*

- Person has a **Deceased Date** with a *Verified* status on **Individual Demographic** page
- Person is *Active* on **Foster Care** program block
- Person has a **Living Arrangement** record of *Incarcerated* where no **Departure Date** exists

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Once a consumer has entered an address, **KIERA** returns a normalized address with the county and full zip code. For successful updates, the consumer receives the following message confirming the change, *"Your updates have been completed. Thank you for connecting with KDHE through our chatbox. Have a great day!"* If a normalized address is unavailable, a fall-out message displays, **"The address you entered could not be verified. Click Retry to enter another address or click Cancel to end this chat."** At this point, the consumer can either click Retry to reenter their address or Cancel to close KIERA.

When an out of State address is entered, the "**I am not able to assist you at this time. You may qualify to update your address through the Medical Self Service Portal or contact KanCare Clearinghouse at 800-792-4884**" fall-out message displays.

KEES receives the updated information received from **KIERA** in real time – immediately!

The **Contact Summary** page is updated for each household member that had a new address created through **KIERA**, with a new effective date.

The **Journal List** shows a journal entry of the actions taken by **KIERA** with the Journal Source "*KIERA ChatBot*".

Also, a **KIERA Change Report** document is generated and scanned into **Perceptive Content** and can be found in the **Case Documents**, or when searching by the **Case Number**.