



SEPTEMBER 2020

## KMAP GENERAL BULLETIN 20193

# KanCare All MCO Fall 2020 Training

**Description:** These will be an all MCO collaborative sessions providing training for all providers. First session will include information covered at every All MCO Training. The second session will cover new Kansas Department of Health and Environment (KDHE) Policy information. Providers are encouraged to attend each session or select what is best to attend.

### Some topics that will be covered only in the First session:

- How to Check Eligibility
- How to Determine Coverage
- \*New\* Pharmacy Prior Authorizations
- Claims Billing and Management (Top 5 Denials)
- Third Party Liability (TPL)/Coordination of Benefits (COB) Medicare Crossovers
- Reconsiderations
- Appeals and Grievances
- \*New\* External Independent Third-Party Review

### Some topics that will be covered in session 2:

- KDHE Policy

**Registration is not required for any session you plan to attend, including the MCO specific session.**

### KanCare All MCO Virtual Training

**Date:** Tuesday, October 6, 2020

**Training Site:** Webex - each session has its own dial in number

- **Session 1 - 8:30 a.m. - 10:00 a.m.**
  - How to Check Eligibility
  - How to Determine Coverage
  - \*New\* Pharmacy Prior Authorizations
  - Claims Billing and Management (Top 5 Denials)
  - Third Party Liability (TPL)/Coordination of Benefits (COB)/Medicare Crossovers
  - Reconsiderations
  - Appeals and Grievances
  - \*New\* External Independent Third-Party Review

#### KMAP

[Kansas Medical Assistance Program](#)

- [Bulletins](#)
- [Manuals](#)
- [Forms](#)

#### Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.  
Monday - Friday

DXC Technology is the fiscal agent of KMAP.



## KanCare All MCO Fall 2020 Training continued

### Webex Information:

- Meeting Number: 171 995 7153
- Meeting Password: JereGvf\*688
- Meeting Link:  
<https://optum.webex.com/optum/j.php?MTID=m06cac3fcf30b95d1e668f6e80f7f0174>
- Audio Connection: 763.957.6300

### • Session 2 - 10:30 a.m. - 11:15 a.m.

- KDHE/KDADS Policy

### Webex Information:

- Meeting Number: 171 965 8507
- Meeting Password: bdTbjCi@533
- Meeting Link:  
<https://optum.webex.com/optum/j.php?MTID=mab9d75c612f2ce31fcd9ae020633e114>
- Audio Connection: 763.957.6300

**Date:** Wednesday, October 21, 2020

**Training Site:** Webex - each session has its own dial in number

### • Session 1 - 12:00 p.m. - 1:30 p.m.

- How to Check Eligibility
- How to Determine Coverage
- \*New\* Pharmacy Prior Authorizations
- Claims Billing and Management (Top 5 Denials)
- Third Party Liability (TPL)/Coordination of Benefits (COB)/Medicare Crossovers
- Reconsiderations
- Appeals and Grievances
- \*New\* External Independent Third-Party Review

### Webex Information:

- Meeting Number: 171 763 2658
- Meeting Password: 3pNwJD2EF\*6
- Meeting Link:  
<https://optum.webex.com/optum/j.php?MTID=m720606b8a094d5e7424705a5263c79a4>
- Audio Connection: 763.957.6300

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Monday - Friday



## **KanCare All MCO Fall 2020 Training continued**

- **Session 2 - 2:00 p.m. - 2:45 p.m.**
  - KDHE/KDADS Policy

### **Webex Information:**

- **Meeting Number:** 171 486 1411
- **Meeting Password:** BfpscAa@942
- **Meeting Link:**  
<https://optum.webex.com/optum/j.php?MTID=m97867e793facb06027ed273949842c5d>
- **Audio Connection:** 763.957.6300

The training materials will be available on the [Training Materials](#) page of the KMAP website for providers to review prior to the sessions. Providers can print a copy and bring it with them if they would like to have a copy to use while attending the training.

For questions or assistance, please contact one of your MCO representatives who will be happy to assist you.

Thank you in advance for your attendance and we look forward to your participation.

### **KMAP**

[Kansas Medical Assistance Program](#)

- [Bulletins](#)
- [Manuals](#)
- [Forms](#)

### Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.  
*Monday - Friday*