



NOVEMBER 2020

KMAP GENERAL BULLETIN 20230

Provider File Updates

The Medicaid Fiscal Agent and KanCare Managed Care Organizations (MCOs) continually work to ensure accurate provider information is loaded across systems. MCOs are required to verify each network/participating provider has been screened and enrolled via KMAP prior to paying claims. Frequently, there are provider specialty issues identified where the MCO is paying for services under a provider specialty not loaded on the KMAP provider file.

When a discrepancy is identified, the MCOs will alert the Medicaid Fiscal Agent Provider Enrollment Unit. At that time, providers will be contacted by the Medicaid fiscal agent related to necessary provider file updates via voice mail, written notification, or email. **It is imperative you respond to this inquiry/request. Responding back to the fiscal agent will prevent negative outcomes such as claim denials, recoupment of paid claims, and possible contract termination. Please respond within 5 business days.**

KMAP

[Kansas Medical Assistance Program](#)

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

Customer Service

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

Gainwell Technologies is the fiscal agent of KMAP.