

MARCH 2021

KMAP GENERAL BULLETIN 21042

KanCare All MCO Spring 2021 Virtual Training

Description: These will be all Managed Care Organization (MCO) collaborative sessions providing training for all providers. The first session will include information covered in every all MCO training. The second session will cover new KDHE Policy information. Providers are encouraged to attend each session or select what is best for them to attend.

Topics to be covered in SESSION 1 only:

- How to check eligibility
- How to determine coverage
- Pharmacy Prior Authorizations
- Third Party Liability (TPL)/Coordination of Benefits (COB)/Medicare crossovers
- Reconsiderations
- Appeals and Grievances
- External Independent Third-Party review

Topics to be covered in SESSION 2 only:

- Denials and helpful hints
- KDHE policy

The training materials will be available on the [Training Materials](#) page of the KMAP website for providers to review prior to the sessions.

KMAP

[Kansas Medical Assistance Program](#)

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

Customer Service

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



KanCare All MCO Spring 2021 Virtual Training continued

KanCare All MCO Virtual Training Sessions

Wednesday, April 21, 2021

Training Site: Microsoft Teams - Each session has a dial in number

SESSION 1 - 9:00-10:30 a.m.

Join Session 1 via computer or mobile app [here](#), or call in (audio only) 1-952-222-7450, conference ID 161 961 560#

SESSION 2 - 10:45-11:45 a.m.

Join Session 2 via computer or mobile app [here](#), or call in (audio only) 1-952-222-7450, conference ID 531 032 527#

Thursday, May 6, 2021

Training Site: Microsoft Teams - Each session has a dial in number

SESSION 1 - 12:00-1:30 p.m.

Join Session 1 via computer or mobile app [here](#) or call in (audio only) 1-952-222-7450, conference ID 332 240 477#

SESSION 2 - 1:45-2:45 p.m.

Join Session 2 via computer or mobile app [here](#) or call in (audio only) 1-952-222-7450, conference ID 964 769 543#

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

For questions or assistance, providers can contact one of their MCO representatives who will be happy to assist.

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