



APRIL 2021

## KMAP CMHC BULLETIN 21062

### Updated KMAP - KanCare CMHC Enrollment Guidance

During the recent Community Mental Health Center (CMHC) credentialing workgroup meetings the following chart was developed to assist CMHC providers with enrollment guidelines for KMAP and the KanCare Managed Care Organizations (MCOs).

#### 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 for KMAP

# KMAP - KanCare CMHC Enrollment Guidance\*

updated 03/31/2021

This is a guidance document for CMHC Provider Enrollment with KMAP/KanCare **ONLY**.

Commercial credentialing may require other processes (such as rosters). Contact your Health Plan Provider Representatives to confirm process for commercial products.

	KMAP	Aetna Better Health	Sunflower Health Plan	United Healthcare / Optum
<b>Contact Info</b>	<p>Provider Line 800-933-6593</p> <p>Provider Enrollment 785-274-5914</p> <p><a href="mailto:Kansas-Provider-Enrollment@dxc.com">Kansas-Provider-Enrollment@dxc.com</a></p>	<p>Provider Experience 1-855-221-5656</p> <p><a href="mailto:KSCredentialing@AETNA.com">KSCredentialing@AETNA.com</a></p>	<p>Customer Service 877-644-4623</p> <p><a href="mailto:sunflowerstatehealth@centene.com">sunflowerstatehealth@centene.com</a></p>	<p>Provider Line 877-542-9235</p> <p><a href="mailto:monica.nicol-sturgeon@optum.com">monica.nicol-sturgeon@optum.com</a> or <a href="mailto:shohreh.gentzler@optum.com">shohreh.gentzler@optum.com</a></p>
<b>CMHC Group member Providers <u>NOT</u> enrolled in KMAP or credentialed with an MCO</b>	<p><b>CMHC:</b> Complete a new application using the Provider Enrollment Wizard.</p> <p><a href="https://portal.kmap-state-ks.us/ProviderEnrollment/EnrollmentCreate">https://portal.kmap-state-ks.us/ProviderEnrollment/EnrollmentCreate</a></p> <p>Note: KMAP has 5 days to process and route application to MCOs.</p>	<p><b>CMHC:</b> Select <b>Aetna Better Health</b> when filling out KMAP application in Provider Enrollment Wizard.</p> <p><b>MCO:</b> will obtain application from KMAP.</p> <p>Note: MCOs have 60 days to credential provider and an additional 30 days after contracting to load provider.</p>	<p><b>CMHC:</b> Select <b>Sunflower Health Plan</b> when filling out KMAP application in Provider Enrollment Wizard.</p> <p><b>MCO:</b> will obtain application from KMAP.</p> <p>Note: MCOs have 60 days to credential provider and an additional 30 days after contracting to load provider.</p>	<p><b>CMHC:</b> Select United Healthcare when filling out KMAP application in the Provider Enrollment Wizard.</p> <p><b>MCO:</b> will obtain application from KMAP.</p> <p>Note: MCOs have 60 days to credential provider and an additional 30 days after contracting to load provider.</p>
<b>CMHC Group member Providers enrolled in KMAP and PAR with MCOs</b>	<p><b>CMHC:</b> Maintenance request must be submitted in writing to <a href="mailto:Kansas-Provider-Enrollment@dxc.com">Kansas-Provider-Enrollment@dxc.com</a> to associate provider to a new group.</p>	<p><b>MCO:</b> will obtain maintenance request from KMAP</p>	<p><b>MCO:</b> will obtain maintenance request from KMAP</p>	<p><b>MCO:</b> will obtain maintenance request from KMAP (items like address changes) <b>Adding or removing individual providers from your contract is not considered a maintenance item.</b> CMHC will need to work with Optum/United Healthcare.</p>
<b>CMHC Group member Providers enrolled in KMAP and non-PAR with one or more MCOs</b>	<p><b>CMHC:</b> Select MCO contract request form through the Provider Enrollment Wizard.</p> <p><a href="https://portal.kmap-state-ks.us/ProviderEnrollment/EnrollmentCreate">https://portal.kmap-state-ks.us/ProviderEnrollment/EnrollmentCreate</a></p>	<p><b>CMHC:</b> Select <b>Aetna Better Health</b> when filling out KMAP application in Provider Enrollment Wizard if not PAR with Aetna Better Health.</p> <p><b>MCO:</b> will obtain contract request from KMAP</p>	<p><b>CMHC:</b> Select <b>Sunflower Health Plan</b> when filling out KMAP application in Provider Enrollment Wizard if not PAR with <b>Sunflower Health Plan</b>.</p> <p><b>MCO:</b> will obtain contract request from KMAP</p>	<p><b>CMHC:</b> Select <b>United Healthcare</b> when filling out the MCO contract request form in the Provider Enrollment Wizard if not PAR with <b>UHC</b>.</p> <p><b>MCO:</b> will obtain contract request from KMAP</p>
<b>CMHC Providers with name changes or credential changes (Groups and Group members)</b>	<p><b>CMHC:</b> Maintenance request must be submitted in writing to <a href="mailto:Kansas-Provider-Enrollment@dxc.com">Kansas-Provider-Enrollment@dxc.com</a>.</p>	<p><b>CMHC:</b> All demographic changes must be updated through a maintenance request to the fiscal agent to <a href="mailto:Kansas-Provider-Enrollment@dxc.com">Kansas-Provider-Enrollment@dxc.com</a>.</p> <p>Credentialing document updates should also be updated in Provider Enrollment Wizard.</p> <p><b>MCO:</b> Once change is added by KMAP, information will be routed to <b>Aetna Better Health</b></p>	<p><b>CMHC:</b> Name changes will be updated as they appear on the daily PRN file from KMAP.</p> <p>In addition, credentialing changes require documentation. Submit documentation via the MCO Contracting Request form on KMAP.</p> <p><b>MCO:</b> Once change is added by KMAP, information will be routed to <b>Sunflower Health Plan</b></p>	<p><b>CMHC:</b> Names changes must be sent to Provider Advocate.</p> <p>Demographic changes must be entered in <a href="http://providerexpress.com">providerexpress.com</a>.</p>

	<b>KMAP</b>	<b>Aetna Better Health</b>	<b>Sunflower Health Plan</b>	<b>United Healthcare / Optum</b>
<b>Adding already enrolled group member providers to additional CMHC Service Locations</b>	<b>CMHC:</b> Maintenance request must be submitted in writing to <a href="mailto:Kansas-Provider-Enrollment@dxc.com">Kansas-Provider-Enrollment@dxc.com</a> .	<b>MCO:</b> Once change is added by KMAP, information will be routed to <b>Aetna Better Health</b>	<b>MCO:</b> Once change is added by KMAP, information will be routed to <b>Sunflower Health Plan</b>	<b>MCO:</b> Adding or removing individual providers from your contract is not considered a maintenance item. CMHC will need to submit via Provider Express or work directly with the Optum Behavioral Health contractor.
<b>Terminating providers who are no longer associated with CMHC's Group</b>	<b>CMHC:</b> Maintenance request must be submitted in writing to <a href="mailto:Kansas-Provider-Enrollment@dxc.com">Kansas-Provider-Enrollment@dxc.com</a> . This change will be routed to the MCOs.	<b>MCO:</b> Once change is added by KMAP, information will be routed to <b>Aetna Better Health</b>	<b>MCO:</b> Once change is added by KMAP, information will be routed to <b>Sunflower Health Plan</b>	<b>MCO:</b> Adding or removing individual providers from your contract is not considered a maintenance item. CMHC will need to work with Optum/United Healthcare directly.
<b>Obtaining KMAP ID and effective date from a KMAP enrolled provider but new to a CMHC</b>	<b>CMHC:</b> Call KMAP and provide the provider's NPI. KMAP will provide the KMAP ID and effective date.			
<b>MCOs notification when a provider is PAR with CMHC</b>		<b>MCO:</b> Aetna sends welcome packages to each contracted group. The local Provider relations team works to onboard providers under each group through webinars and office site visits.	<b>MCO:</b> Every week 'Welcome Letters' are mailed to new PAR providers; Sunflower Health Plan is working on implementing alternate notification process, ie email, however this is not functional at this time.	<b>MCO:</b> You can view it on Provider Express. The provider will appear on the roster once tied to the contract. You can obtain effective dates via the provider line or your Provider Advocate.
<b>If no timely MCO Notification, CMHC method of contact to check PAR status of provider</b>		<b>CMHC:</b> Please contact your Provider Liaison or email <a href="mailto:KSCredentialing@AETNA.com">KSCredentialing@AETNA.com</a>	<b>CMHC:</b> Email request can be sent to <a href="mailto:sunflowerstatehealth@centene.com">sunflowerstatehealth@centene.com</a>	<b>CMHC:</b> Providers can either monitor the status of their provider via Provider Express, call the provider line or contact your Provider Advocate.
<b>Current processing times for CMHC credentialing and contracting</b>		<b>MCO:</b> Average time for providers to clear credentialing is 60 days.	<b>MCO:</b> Average time for providers to credential is approx 25 days, upon completion of credentialing, providers must be entered/loaded into the system within 30 days.	<b>MCO:</b> Average turnaround times for CMHC's and/or individual joining a CMHC - credentialing is 3 business days. Contracting/contract loading is 10 business days. So average turnaround time for the full end to end process is 13 business days.
<b>CMHC process for new enrollments HealthSource Providers</b>	<b>HealthSource:</b> 1. Will enroll provider in KMAP or obtain KMAP ID and provide KMAP ID with effective date to CMHC 2. Tie provider to TIN for CMHC	<b>MCO:</b> will obtain information of tied provider from KMAP.  <b>Reference KMAP General Bulletin 19064</b>	<b>MCO:</b> will obtain information of tied provider from KMAP.  <b>Reference KMAP General Bulletin 19064</b>	<b>MCO:</b> will obtain the individual enrollment information from KMAP. If the individual is linked to multiple CMHC's, each CMHC will need to work with Optum/United Healthcare to load them to their contract. Updates that require a change to a provider contract, need to be managed directly with Optum/UHC.  <b>Reference KMAP General Bulletin 19064</b>

**\*Changes to this document must be presented to and approved by KDHE Provider Enrollment Operations.**