



SEPTEMBER 2021

KMAP GENERAL BULLETIN 21184

KanCare All MCO Fall 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 virtual 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
- Cultural Competency

Registration is required for each session you plan to attend, including the MCO specific session.

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 Fall 2021 Virtual Training continued

KanCare All MCO Virtual Training Sessions

Wednesday, October 13, 2021

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

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

Join Session 1 via one of the following options:

- Computer or mobile app [here](#)
- Call in (audio only) 1-952-222-7450, conference ID 411 702 70#

SESSION 2 - 1:45 - 3:15 p.m.

Join Session 2 via one of the following options:

- Computer or mobile app [here](#)
- Call in (audio only) 1-952-222-7450, conference ID 596 900 428#

Thursday, October 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 one of the following options:

- Computer or mobile app [here](#)
- Call in (audio only) 1-952-222-7450, conference ID 690 113 913#

SESSION 2 - 10:45 a.m. - 12:15 p.m.

Join Session 2 via one of the following options:

- Computer or mobile app [here](#)
- Call in (audio only) 1-952-222-7450, conference ID 532 125 608#

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

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