



MAY 2022

**KMAP GENERAL BULLETIN 22077**

## **KanCare All MCO Spring 2022 Virtual Training**

**Description:** The following sessions are an all Managed Care Organization (MCO) collaborative training for all providers. The first session will include information that is covered in every all MCO training, and the second session will cover new Kansas Department of Health and Environment (KDHE) Policy information. Providers are encouraged to attend each session or select which session will be best.

**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:**

- KDHE Policy
- Denials and Helpful Hints
- Cultural Competency

**Registration is required for each session you plan to attend.**

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

Gainwell Technologies is the fiscal agent for KMAP



# KanCare All MCO Spring 2022 Virtual Training continued

## KanCare All MCO Virtual Training Sessions

### Thursday, June 2, 2022

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

#### **SESSION 1 – 10:00 a.m. – 11:30 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 180 988 508#

#### **SESSION 2 – 11:45 a.m. – 12:45 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 408 611 181#

### Wednesday, June 8, 2022

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

#### **SESSION 1 – 12:00 p.m. – 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 582 232 264#

#### **SESSION 2 – 1:45 p.m. – 2:45 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 175 157 883#

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

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