



FEBRUARY 2024

KMAP GENERAL BULLETIN 24052

Change Healthcare Outage

Change Healthcare (CHC) is currently experiencing a system outage. Kansas Medical Assistance Program (KMAP) providers who use CHC to submit claims to KMAP or the KanCare Managed Care Organizations (MCOs) are unable to do so at this time.

Further information will be forthcoming for providers using CHC as their clearinghouse.

Pharmacy

While CHC is unavailable, providers may dispense a 5-day emergency supply or one-month supply for the drugs that cannot be dispensed in a lesser quantity to members in need of medications. For covered outpatient drugs:

1. Verify member eligibility on the [Provider Secured Portal](#).
2. Search the National Drug Code (NDC) List for coverage based on member eligibility [here](#).

Billing for those medications should be done at a later date once Change Healthcare's service becomes available.

Ryan White Program

A one-month supply may be dispensed for medications that cannot be dispensed in a lesser quantity.

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