

KMAP Closed Claims Resolution Log

Below are the payment issues (both underpayments and overpayments) from the Claims Resolution Log that have been completed. For these issues, all systematic cleanup has been completed. After 8 quarters, timely filing will no longer be bypassed for underpayments. After 30 days, completed payment issues will be removed from this log. Refer to the historical versions of the Claims Resolution Log on the Bulletins page under the Publications tab on the KMAP website.

KMMS Issues Corrected

Date Added	Item Reference Number	Affected Area	Comments	System Status	Reprocessing Plans	Post Implementation Date	Revised Date
4/4/2022	INC0039819	General Provider	The Kansas Medical Assistance Program (KMAP) is unable to return some 271 Eligibility Response transactions when a 270 Eligibility Request transaction is submitted to the KMAP website. Any eligibility requests that did not receive a response will need to be resubmitted after the fix is implemented. This affected eligibility responses from 04/04/2022 - 04/05/2022.	Resolved	Providers will need to resubmit the transaction.	N/A	4/7/2022
4/4/2022	INC0039838	Pharmacy Provider	Point of Service (POS) transactions for Fee-for-Service (FFS) claims are timing out because they are hitting the 10 second limit on the server. The time limit has been expanded to 30 seconds while this issue is being researched. This affected claims submitted 04/04/2022 - 04/06/2022.	Resolved	N/A	N/A	4/7/2022
4/5/2022	INC0039874	General Provider	Provider Electronic Solutions (PES) is currently not able to send files to the Provider Portal. This affected files submitted 04/04/2022 - 04/07/2022.	Resolved	Providers will need to resubmit these claims.	N/A	4/7/2022
4/8/2022	INC0040507	General Provider	KanCare claims submitted through the Front-End Billing (FEB) Dashboard may be delayed. This affected claims submitted from 04/04/2022 - 04/26/2022.	Resolved	N/A	N/A	4/27/2022
4/9/2022	INC0041167	General Provider	Claims for KanCare carved out services keyed as direct entry through the Provider Portal are incorrectly being routed to the Managed Care Organizations (MCO). This affected claims submitted 04/04/2022 - 04/09/2022.	Resolved	Providers will need to resubmit these claims.	N/A	4/9/2022
4/8/2022	INC0041035	Pharmacy Provider	Some pharmacy providers are seeing \$0 payment at POS when claims have actually been paid. KMAP is making payment although the POS response shows \$0. This affected claims submitted 04/04/2022 - 04/08/2022.	Resolved	N/A	N/A	4/9/2022
4/9/2022	INC0041056 INC0041180	Inpatient/Nursing Facility	Inpatient and Nursing Facility (NF) claims keyed as direct entry through the Provider Portal are receiving the error message "Admission Date should be within Covered Date range." This error message is preventing the claims from being accepted into the claims processing system. This issue can impact new day claims and claims being adjusted. This affected claims submitted 04/04/2022 - 04/12/2022.	Resolved	N/A	N/A	4/11/2022
4/11/2022	INC0040817	General Provider	Claims keyed as direct entry through the provider web portal may receive the error message "Provider ID not found" when entering a Provider ID in the Provider ID field. A workaround for this issue has been provided on the Provider Portal under Provider/Helpful Information, titled "Workaround for IG Search on Web Claims." This affected claims submissions between 04/04/2022 - 04/13/2022.	Resolved	N/A	N/A	4/13/2022

