

KMAP Open Claims Resolution Log

Open Claims Resolution Log							
Changes in system status are identified by 'system updated' or 'system corrected' in the System Status column of the Claims Resolution Log. Completed items will be available on a separate log. Overpayments: Claim adjustments will begin within 90 days of the system being corrected/updated. If the system has not yet been corrected/updated, a date for reprocessing/adjusting claims will be determined once the system correction/update has been made. For system corrections or updates where the Claims Resolution Log indicates reprocessing is pending and the date of service is less than 24 months, providers have the option to submit corrected claims to expedite reprocessing or to wait for claims to be reprocessed systematically. Underpayments: Resubmissions/adjustments will be completed on claims processed within eight quarters of the date in the Post Implementation Date column. For claims beyond eight quarters, providers will be responsible to resubmit/adjust the claims within 90 days of the date in the Post Implementation Date column. If claims are not received within 90 days of this date, timely filing will not be bypassed and the claims will not be processed. For Item Reference Numbers with claims beyond eight quarters additional bulletins will be published as needed.							
KMMS Issues Pending							
Date Added	Item Reference Number	Affected Area	Comments	System Status	Reprocessing Plans	Post Implementation Date	Revised Date
11/30/2023	INC0059401	General Provider	When viewing search results within the KMAP Public Portal Search by Procedure tool, users will see most coverage criteria but will not see coverage specific to modifiers. Providers can contact KMAP Customer Service to verify coverage.	In Progress	N/A	N/A	11/30/2023
7/10/2025	INC0071545	Hospice Provider	The KMAP Provider Secure Portal does not allow Hospice providers to enter a Hospital Swing Bed National Provider Identifier (NPI) as a Long Term Care Facility assignment when the member resides in a hospital swing bed. As a workaround, providers must send the request via fax to the Hospice Coordinator at 800-913-2229.	In Progress	N/A	N/A	7/11/2025
Underpayment Pending							
Date Added	Item Reference Number	Affected Area	Comments	System Status	Reprocessing Plans	Post Implementation Date	Revised Date
7/9/2025	INC0071496	Professional	Professional and Professional Crossover claims billed with place of service 13 (Assisted Living Facility), 14 (Group Home), 33 (Custodial Care Facility), or 55 (Residential Substance Abuse Treatment Facility) with numerous procedure codes may have been denied in error with EOB 0008 (Detail Denied. This Service Is Not Allowed By The Kansas Medical Assistance Program When Performed In The Place of Service Indicated.) This caused claims to be underpaid.	In Progress	Pending	Pending	7/9/2025
9/29/2025	CHG0072848	General Provider	Claims containing a detail(s) that has been manually priced and is then systematically adjusted by KMAP, the manual pricing indicator is retained but the allowed amount is set to \$0.00. This is causing claims to potentially be under paid.	In Progress	Pending	Pending	9/29/2025
Overpayment Pending							
Date Added	Item Reference Number	Affected Area	Comments	System Status	Reprocessing Plans	Post Implementation Date	Revised Date
10/30/2025	CHG0073374	Inpatient Crossover	Inpatient and Inpatient Crossover claims are potentially being reimbursed by KMMS in excess of the Medicare patient responsibility amount. This can cause claims to be overpaid.	In Progress	Pending	Pending	10/30/2025

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KMMS Issues Corrected							
Date Added	Item Reference Number	Affected Area	Comments	System Status	Reprocessing Plans	Post Implementation Date	Revised Date
4/27/2022	INC0042536	General Provider	Kansas Medical Assistance Program Provider (KMAP) Provider Secure Portal users are unable to print Healthcare Common Procedure Coding System (HCPCS) codes, National Drug Code (NDC), and diagnosis code search results from the Reference Code Lookup page. The workaround posted in General Bulletin 22066 can also be used to print these search results until the print feature can be added to this page. Impact: 04/27/2022 - 08/29/2025	Resolved	N/A	N/A	11/24/2025
12/1/2022	INC0051045	General Provider	When using the KMAP Provider Secure Portal to verify eligibility, the response for a member who is not eligible does not reflect the dates entered in the search. If the provider needs documentation to support a member is not eligible for a month, this information can be accessed through the fax back option of the KMAP Interactive Voice Response (IVR). Impact: 12/01/2022 - 08/29/2025	Resolved	N/A	N/A	11/24/2025
1/27/2025	CHG0072719	General Provider	The Provider Electronic Solutions (PES) application on the KMAP Provider Secure Portal will no longer be accessible effective 10/14/2025. Microsoft is ending support of Microsoft Windows 10 and PES application is not compatible with Microsoft Windows 11. Additional information is forthcoming. PES end of life: 10/14/2025	Complete	N/A	N/A	11/24/2025
11/21/2025	INC0076112	General Provider	Transactions submitted through KMMS Secure Portal on Wednesday 11/19/25 were directed to a testing environment, rather than production. This includes 277 and 999 responses to portal claims, portal claim submissions, and batch claim file submissions. Eligibility verifications submitted on 11/19/2025 may also contain inaccurate information and should be resubmitted. **Impacted claims have been identified and reprocessed. Impacted Wednesday 11/19/2025.	Resolved	Complete	N/A	11/24/2025
Underpayment System Corrected/Updated							
Date Added	Item Reference Number	Affected Area	Comments	System Status	Reprocessing Plans	Post Implementation Date	Revised Date
Overpayments System Corrected/Updated							