



# Action Required by March 31, 2022 to Avoid KMAP Access Interruption

You are strongly encouraged to complete registration for the **NEW** Kansas Medical Assistance Program (KMAP) Provider Secured Portal as soon as possible to avoid interruption to your access starting April 4, 2022. KMAP will be unavailable while transitioning to the new system starting at 5:30 p.m. on March 31, 2022, with the new KMAP portal becoming available on April 4, 2022.

Registration letters were mailed to each provider organization (Base ID) starting in early December 2021. Registration letters were mailed to the 'mail to address' on file with KMAP. Providers need the information in the letter when registering to access the NEW Kansas Medical Assistance Program (KMAP) Provider Secured Portal.

Each provider organization (Base ID) will need to determine the correct person to register and act as the Administrator. The Administrator will be responsible for managing Delegate access for your organization. Additionally, all Delegates will need to register to continue to have the ability to use the new KMAP Provider Secure Portal which launches on April 4, 2022. See the Key Definitions section for more information.

---

## WHY IS THIS IMPORTANT?

- The current KMAP Provider Secure Portal will no longer be available starting at 5:30 p.m. on March 31, 2022.
- Effective April 4, 2022, the new KMAP Provider Secure Portal will be <https://portal.kmap-state-ks.us/SecurePage>
- Only those provider organizations who have registered between December 6, 2021, and March 31, 2022, will have access to the new KMAP Provider Secure Portal when it is launched on April 4, 2022. Users may register after April 4, 2022 but will not be able to use the new portal until the registration process is complete.
- If your provider organization (Base ID) has not registered, users will not have access to check eligibility online or submit web claim through KMAP.





## Action Required by March 31, 2022 to Avoid KMAP Access Interruption continued

### ACTION NEEDED TO REGISTER:

1. The person acting as the Administrator for each provider organization will need to locate your organization's registration letter that includes the unique ID and PIN needed for the registration process.
2. After locating the letter, the Administrator will access the following site to complete the registration: <https://portal.kmap-state-ks.us/PublicPage/>
3. Each provider organization will also identify Delegates which will also need to register so the Administrator can assign them the appropriate level of access.
4. Follow the instructions on the registration process which can be found at: <https://www.kmap-state-ks.us/Documents/Content/Provider/KMMS.pdf>

### NEED HELP?

- **Training Materials to Register:** Access the 'KMAP Provider Portal Early Registration Instructions' located within the New KMMS Information page on the [KMAP Public Website](#) under 'Training Opportunities.' This document will guide you through the registration process.
- **Call:** KMAP Customer Service at **800-933-6593** and select the **Tier 1** option if you are unable to locate your letter or need help with the registration process.
- **Coming Soon – Training Videos:** To provide even more guidance, how-to videos are being developed for registering, adding delegates, and other basic portal functions, such as looking up eligibility information. Further communication will be posted on the [KMAP Public Portal](#) and will link to these videos on YouTube.





## Action Required by March 31, 2022 to Avoid KMAP Access Interruption continued

### KEY DEFINITIONS:

- **Administrator Registration** - The administrator is a representative from the first active location for each organization (Base ID). Only the administrator receives a registration letter. The administrator will need to notify the other users within their organization (all service locations) to register as delegates.
- **Delegate Registration** – The users within each organization need access to the KMAP Provider Secure Portal for functions such as eligibility verification and web claim submission. Each delegate will have defined functions as determined by the administrator for their provider organization.
- **Assigning Delegate Access and Security** - After a delegate has registered, the administrator will associate the delegate with the provider organization and assign their security functions.
- **Assigning Delegate Administrator** - Administrators can assign a Delegate Administrator (DA) security feature. A delegate administrator can manage and assign security functions and service locations to users within their organization.

