

**Updated**

## Preparation for Rescheduled KMMS Go-Live April 4, 2022

As noted previously, the Kansas Modular Medicaid System (KMMS) will replace the Legacy MMIS system used for KMAP. The date of this implementation has been **rescheduled to April 4, 2022**. This bulletin is intended to communicate key impacts to providers along with revised schedule of activities.

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### KMMS Items of Interest:

- As part of the system changes providers will receive a new 14-digit KMMS KMAP ID which replaces the Legacy MMIS KMAP ID. The new provider number starts with 10-digits called the Base ID. The Base ID identifies the provider organization and is followed by 4-digits to designate the service location. As new service locations are added for a provider organization, the 4-digits at the end of the Base ID will increment.
- Remittance Advices (RAs) will include the new 14-digit KMAP ID and NPI, along with some minor format changes that improve the readability of the document. RAs generated after KMMS go-live will be available on the new KMAP Provider Secure Portal after the first financial cycle in KMMS.
- Providers that download a web RA or electronic 835 could see more than one RA per week. KMMS will produce electronic and web RAs for expenditures that are entered in KMMS with a frequency of daily. Remember – download historical files by 5:30 p.m. on **March 31, 2022**.
- Providers will be able to submit updates for maintenance items such as provider address/phone number changes, adding a specialty, or affiliating new members to a group via the KMAP Provider Secure Portal. The Provider Portal Reference Guide, which provides instructions is posted on KMAP under the Training section of the KMMS Landing Page.
- New SNIP level editing will be implemented for electronic claims submission. Claims will be rejected if they do not comply with the new requirements as noted in Bulletin **GL2-004**.
- The new KMAP Portals will support additional internet browsers. For optimal performance use Google Chrome, Microsoft Edge, or Mozilla Firefox.





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### KMMS Items of Interest continued:

- Providers will be able to request a Fee-For-Service (FFS) Prior Authorization (PA) or obtain the status of a PA via the new KMAP Provider Secure Portal.
- No provider payments or RAs will be generated on **April 7, 2022**. Claims processed after **March 25, 2022**, at 7:00 p.m. will be paid with the **April 14, 2022** RA/Warrant. This is for FFS claims only. This does not apply to claims submitted or payments received from the KanCare MCOs.





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The following chart outlines key dates leading up to and through the implementation of KMMS and the areas impacted.

**November 5, 2021**

**Provider ID Number**

Letters were sent to KMAP enrolled providers that are allowed to be the billing provider on a claim, notifying providers of their NEW 14-digit KMMS KMAP ID number. This number will replace the Legacy MMIS KMAP ID number at KMMS Go-Live. The 10-digit Base ID identifies the provider organization and is followed by 4-digits, to designate the service location.

**December 1-6, 2021**

**KMAP Provider Secured Portal**

Registration letters were mailed to super users (administrators) for each provider organization (Base ID). This letter is used when registering on the new KMAP Provider Secured Portal. The administrator is a representative from the first location for each organization (Base ID). Only the Base ID administrator receives a registration letter. The administrator will need to notify the other users within their organization (all service locations) to register as delegates. After a delegate has registered, the administrator will associate the delegate with the organization and assign their security functions.

The new KMAP Provider Portal registration is completed using the KMMS 10-digit base of the new KMAP ID. Delegates for each service location will be granted access by the organization's administrator.

Each delegate will have defined functions determined by the organization's administrator.

**December 6, 2021**

**KMAP Provider Secured Portal**

New KMAP Provider Secure Portal opened for **REGISTRATION ONLY**. Providers will use information from the registration letter to complete the registration process.

**Providers must register** to use the new KMAP Provider Secure Portal. The administrator must complete the registration before anyone within the organization will have access as a delegate.

KMAP Provider Portal Early Registration Instructions are available under 'Training Opportunities' on the KMMS Landing Page of the current KMAP Public Portal.





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**December 6, 2021**

**KMAP Provider Secure Portal continued**

After successful registration, the administrator and all delegates will receive an email from the KMMS Identity Management system which includes the URL of the new KMAP Provider Secure Portal logon page. This logon information will be used after KMMS Go-Live on **April 4, 2022**.

**December 15, 2021**

**KMAP Provider Secure Portal Training**

Training documents are available to assist with navigating the new KMAP Provider Portal. The Provider Portal Reference Guide includes instructions on registration, eligibility verification, claims submission, form look up, accessing publications, entering and checking the status of a prior authorization, and more. The KMMS Provider Portal Reference Guide can be found in the Training Opportunities section at: <https://www.kmap-state-ks.us/Documents/Content/Provider/KMMS.pdf>

**March 28, 2022**

**Provider Electronic Solutions (PES)**

**7:00 PM** - Last time to submit FFS claims using the Legacy MMIS version of PES.

**March 28, 2022**

**Fee-For-Service (FFS) Claims**

**7:00 PM** – Last time to submit web, electronic FFS and Front-End Billing (FEB) claims until KMMS Go-Live on **April 4, 2022**. This does not include Pharmacy Point of Sale (POS).

Paper claims will be accepted but held by the fiscal agent until after Go-Live.

The KanCare MCOs will continue to accept, and process claims submitted to them during the transition to KMMS. Only FFS and FEB claims are impacted.

**March 29, 2022**

**Provider Electronic Solutions (PES)**

A new version of the PES software will be distributed to existing PES users.

The new version will be available to download on the Legacy KMAP Portal until 5:30 p.m. on **March 31, 2022**, and again on the New KMAP Portal starting at 7:30 p.m. on **April 4, 2022**. A PES user guide will also be available.

Providers will begin using the new version of PES on **April 4, 2022**.





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**March 30, 2022**

**Hospice Elections**

This will be the last day hospice elections can be entered online through the Legacy KMAP Provider Portal. During this time hospice providers can fax the notice of election to KMAP at 800-913-2229, if needed, to meet the 5-calendar day notification requirement.

**March 31, 2022**

**Deadline to Download Historical Files**

**5:30 PM** - This will be the last day for providers to download historical files accessed through the Legacy KMAP Provider Portal. Providers are encouraged to download any needed files from the Legacy KMAP Provider Secure Portal. This includes files such as the 835 Electronic RA, the 277PC Claim Status for Suspended Claims, and the 277 Batch Response. These documents will not be available after KMMS Go-Live without submitting a request to the KMAP Electronic Data Interchange (EDI) team.

**March 31, 2022**

**Prior Authorization (PA)**

FFS PAs will not be processed between 5:00 p.m. on **March 31, 2022**, and 7:30 a.m. on **April 4, 2022**. Any FFS PAs submitted during this period will be entered on **April 4, 2022**. This does not apply to the KanCare MCO members.

Note for FFS Pharmacy: There is a current provision to dispense a 72 hour to five-day (depending on the medication) supply of medications. During the transition the emergency supply for all covered medications will be allowed.

**March 31, 2022**

**Interactive Voice Response System (IVR) and KMAP Phone Centers**

**5:30 PM** - The IVR system and KMAP call centers will be unavailable between 5:30 p.m. on **March 31, 2022**, through 7:30 a.m. on **April 4, 2022**.

**March 31, 2022**

**Provider Enrollment**

**5:30 PM** - The Provider Enrollment Wizard and applications will be unavailable to providers between 5:30 p.m. on **March 31, 2022**, and 7:30 a.m. on **April 4, 2022**. Applications started in the system prior to the system being unavailable must be saved and will be accessible to resume and submit upon completion of the system implementation.





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# Preparation for Rescheduled KMMS Go-Live April 4, 2022

March 31, 2022	KMAP Portals
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**5:30 PM** - KMAP public and secure portals (legacy MMIS and new) will not be available for members and providers between 5:30 p.m. on **March 31, 2022**, and 7:30 a.m. on **April 4, 2022**. All KMAP public and secure portals will have a new URL and appearance starting **April 4, 2022**. While some existing bookmarks may be re-routed, providers are encouraged to remove old, saved links and establish connections using the new URLs provided at the time of registration and included in the Provider Portal Reference Guide.

Deadline to complete early registration for the NEW KMAP Provider Secure Portal. If registration is not completed on or before March 31, 2022, access to the NEW KMAP Provider Secure Portal will not be available on April 4, 2022. Providers will be required to complete the registration process before access resumes.

April 3, 2022	Pharmacy Point of Sale (POS)
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**9:00 PM** - Pharmacy point of sale (POS) system will not be available between 9:00 p.m. on **April 3, 2022**, and 7:30 a.m. on **April 4, 2022**.

April 4, 2022	KMMS Go-Live
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The new KMAP portals and KMMS payment/processing system will be active and available for providers at 7:30 a.m.

April 4, 2022	Use of New 14-Digit Provider ID Number
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Below are the key areas where the New 14-digit KMAP ID number will be used by providers starting **April 4, 2022**.

**Billing** - Atypical providers will need to begin using their new 14-digit KMAP ID when submitting claims rather than the Legacy 10-digit KMAP ID beginning **April 4, 2022**.

**KMAP Portal** – Administrators and delegates will use their new User ID and Password to access **the NEW KMAP Provider Secure Portal:**

<https://portal.kmap-state-ks.us/SecurePage>



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### April 4, 2022

### Use of New 14-Digit Provider ID Number continued

Delegates will choose the appropriate new 14-digit KMAP ID from a list of provider IDs in the KMAP Provider Secure Portal. This allows the delegate to perform tasks for only that specific provider service location.

**Communication** - Letters and notifications from KMAP will reflect the new 14-digit KMAP ID. This includes, Accounts Receivable (AR) letters, Prior Authorization (PA) notifications, Remittance Advices (RA), Drug Utilization Review, and Drug Rebate notices.

**IVR/Phone System** - Interactive Voice Response System (IVR) for the KMAP toll-free numbers will request the new 14-digit KMAP ID or an NPI. Providers will not be required to obtain or create a new PIN for the IVR. [Call Center access resumes.](#)

### April 7, 2022

### No Provider Payment/RA

No provider payments or Remittance Advices (RAs) will be generated on **April 7, 2022**. The payment and RA for this financial cycle will be delayed and combined with the next payment on **April 14, 2022**.

Claims processed after **March 25, 2022**, at 7:00 p.m. will be paid with the **April 14, 2022** RA/Warrant.

\*If this delayed payment will cause a significant hardship for your organization, contact the KMAP customer service center at 1-800-933-6593. KMAP Customer Service will gather key information and communicate it to the appropriate financial program staff within KDHE for consideration.

### April 14, 2022

### Payment/RA

Claims processed after **March 25, 2022**, at 7:00 p.m. will be paid with the **April 14, 2022** RA/Warrant.

## Frequently Asked Questions

**Q: If we have a provider that practices at 28 service locations, will they have 28 different KMMS KMAP IDs?**

**A:** The provider would be considered an Individual within a Group (IG). An IG only needs to submit one (1) enrollment resulting in a single KMAP ID, which needs to be affiliated with each of the 28 service locations.





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### Frequently Asked Questions continued

**Q: Will there be webinars set up for providers?**

A: No webinars are planned, but you can find all the publications, testing and training materials on the KMMS Landing Page.

**Q: Will the NPI be on the Remittance Advice (RA)?**

A: The NPI and new KMMS 14-digit KMAP ID will appear on the RA.

**Q: Is this change for Kansas Medicaid (FFS) only? The KanCare MCOs will not be impacted by these changes?**

A: Correct, these changes are for the FFS program. The KanCare MCOs will continue processing claims during the transition period for the KMMS implementation.

**Q: KMAP Portal – Will we have the capability to use the provider NPI to perform tasks?**

A: For registration, providers will use the base ID and PIN from the letter to authenticate, then will register an account by filling out the form on the page which includes a user ID and password for accessing the portal. Once the user is in the portal (as a Provider), on pages that require the service location, it is in a dropdown list to choose.

For example, on claim submission, the user would select the billing provider service location from the dropdown. If including another provider on the claim, such as servicing, referring, etc., then you enter the NPI. For a Provider Delegate, when they log on to the portal, they will choose the provider and service location first. Each page using that information will be defaulted to the selected provider/service location, until they change it by going to the Switch Provider page and selecting a new provider/service location.

**Q: Why do only some providers need to register for the new KMAP provider secure portal?**

A: The NEW KMAP Provider Secure Portal is set up at the provider organization level rather than the service location as was the case with the legacy secure portal. This means the first active number for each provider location becomes the Administrator for the organization. Registration letters were mailed to the most current 'mail to address' starting in early December. Please see Bulletin GL2-017 for additional details and instructions for where to go if you need assistance with the process.







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# Preparation for Rescheduled KMMS Go-Live April 4, 2022

### Frequently Asked Questions continued

**Q:** Will the URLs for the KMAP Portals change on April 4, 2022?

**A:** Yes. The new URLs are noted below:

➤ KMAP Public - <https://portal.kmap-state-ks.us/PublicPage/>

➤ KMAP Provider Secure – Users must be registered first

<https://portal.kmap-state-ks.us/SecurePage>

**Q:** For electronic transactions such as claims, electronic remittance advice, etc., will providers need to re-enroll for these?

**A:** EDI transaction enrollment will continue working as it does today. For use of the Provider Secure Portal, providers will need to re-register as note above.

**Q:** Will there be any change to the EDI enrollment process for new providers?

**A:** The EDI enrollment process will remain the same.

**Q:** Will there be changes to the claim submission process? Example: a new Payer ID or a new claim mailing address?

**A:** There is a change in the URL for EDI claim submission. All information pertaining to changes and requirements as well as testing information can be found at this link: <https://www.kmap-state-ks.us/Documents/Content/Provider/KMMS.pdf>

**Q:** Will there be changes to the appeal process?

**A:** There are no changes to the KMAP appeal process.

**Q:** Will there be changes to the Prior Authorization (PA) process?

**A:** The current PA process will not change but will have expanded functionality. Provider with access to the Provider Secure Portal will have the additional option of submitting fee for service (FFS) authorizations online. The fax option will remain the same.

**Q:** Will member ID numbers change?

**A:** There are no changes to member ID numbers.



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# Preparation for Rescheduled KMMS Go-Live April 4, 2022



## Frequently Asked Questions continued

**Q: For atypical providers without an NPI – will they need to use the new 14-digit provider ID be required on all claims submitted on or after KMMS Go-Live or will the 10-digit ID be required in some situations based on date of service?**

A: Atypical providers will need to use the new 14-digit KMAP provider ID on claims submitted on and after KMMS go-live. All other providers will continue to submit using their NPI.

**Q: Will the process for attachments change?**

A: The attachment process will not change. Providers will have the option to upload attachments through the Provider Secure Portal, send via mail, or fax.

