

SEPTEMBER 2017

KMAP GENERAL BULLETIN 17190

Other Insurance Verification

The State has implemented an automated insurance verification process to provide accurate and timely other insurance policy information to the provider network. This Cost Avoidance Verification (CAV) process provides validated third-party liability (TPL) policy information to the fiscal agent for claims processing. The validated policies are systematically reviewed and the appropriate data is identified and automatically updated in the Medicaid Management Information System (MMIS). This process has been in production since May 2017.

The expectation from this process is that by the end of October 2017, the managed care organization (MCO) and fiscal agent TPL policy information will be aligned. Until that time, prior to billing services, the provider must check the payer's website for which the services will be billed.

- If the beneficiary is assigned to an MCO, the provider must check with the MCO for TPL verification.
- If the beneficiary does not have an MCO assignment, the provider must verify the other insurance directly through the Kansas Medical Assistance Program (KMAP).

The fiscal agent receives TPL eligibility data files from insurance carriers, through a third-party vendor, on a scheduled frequency (i.e. weekly, monthly). Most major carriers provide data more frequently than some of the uncommon carriers. All of this information is combined into a single file which automatically updates the fiscal agent's other insurance data on a weekly basis. Therefore, the provider may not see the latest updates since the carrier may only send notifications of the changes to the members' policies on a monthly or quarterly basis. Once the fiscal agent's other insurance policy information is updated, the same updated information is passed on to each MCO.

Providers still have an obligation to investigate and report the existence of other insurance or liability. If a provider is notified of a new policy, updated coverage information, or policy termination, the provider is expected to report this to **KMAP only** on the [Provider TPL Insurance Information Update](#) form. The form can be found under the **Provider Information** heading on the [Forms](#) page.

Information received by the fiscal agent from providers will be validated and applied to the beneficiary's TPL files when appropriate. This information is shared daily with the applicable MCO(s) through the fiscal agent's proprietary file.

Reference [General Bulletin 17090](#) on the KMAP website.

KMAP

[Kansas Medical Assistance Program](#)

- [Bulletins](#)
- [Manuals](#)
- [Forms](#)

Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
Monday - Friday

DXC Technology is the fiscal agent of KMAP.