

DECEMBER 2018

**KMAP GENERAL BULLETIN 18116**

## REMINDER: Appeals Process

Providers can appeal the adjudication of a claim or an action taken on a claim. For fee-for-service claims, reference **Section 5300** of the *General Billing Fee-for-Service Provider Manual* on the [Provider Manuals](#) page of the KMAP website.

For KanCare claims filed with a managed care organization (MCO), the appropriate actions must be taken according to the standardized process. Reference updated [MCO General Bulletin 18039](#) and updated [MCO General Bulletin 18040](#) on the [Bulletins](#) page of 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.