

AUGUST 2018

KMAP GENERAL BULLETIN 18173

KanCare All MCO Fall Training

This will be an all managed care organization (MCO) collaborative training for all providers. There will be a **General Training** session in the morning, and additional individual MCO Question & Answer (Q&A) sessions in the afternoon. Providers are encouraged to attend both the **General Training** morning session as well as the Q&A afternoon sessions with each MCO. In addition, the MCOs will have staff available for questions at breakout tables throughout the day.

Note: Aetna will have staff at a breakout table all day and their own Q&A session in the afternoon **for questions only**. They will not participate in the **General Training** morning session.

Topics for the General Training session include:

- Eligibility and how to check
- Coverage and how to determine
- Prior authorization
- Claims billing and management (top five denials)
- Third-party liability (TPL)
- Coordination of benefits (COB)
- Medicare crossover
- Reconsideration process
- Appeal and grievance process
- Provider enrollment and credentialing process changes
- KDHE Opioid policy changes

Providers must register separately for each session, including each individual MCO Q&A session. Space is limited so early registration is encouraged. The maximum capacity for each session is listed below. Providers can register on the [Workshop Schedule](#) 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

The training materials will be available on the [Training Materials](#) page of the KMAP website for providers to review prior to the sessions. Providers can print a copy and bring it with them if they would like to have a copy to use while attending the training.

DXC Technology is the fiscal agent of KMAP.

KanCare All MCO Fall Training

Note: Preregistration for EACH session is required.

KanCare All MCO Training – Wichita

Date: Tuesday, September 25, 2018

Training site: DoubleTree by Hilton Wichita Airport
2098 Eisenhower Airport Parkway
Wichita, KS 67209

Capacity: 250 participants per session

Morning Session General Training 8:30 - 11:00 a.m.

Afternoon Session 1 UHC 12:00 - 1:00 p.m.

Afternoon Session 2 Sunflower 1:15 - 2:15 p.m.

Afternoon Session 3 Amerigroup 2:30 - 3:30 p.m.

Afternoon Session 4 Aetna 3:45 - 4:45 p.m.*

**Q&A only, no formal presentation*

KanCare All MCO Training – Dodge City

Date: Wednesday, September 26, 2018

Training site: Boot Hill Casino Conference Center
4100 West Comanche
Dodge City, KS 67801

Capacity: 250 participants per session

Morning Session General Training 8:30 - 11:00 a.m.

Afternoon Session 1 Amerigroup 12:00 - 1:00 p.m.

Afternoon Session 2 UHC 1:15 - 2:15 p.m.

Afternoon Session 3 Sunflower 2:30 - 3:30 p.m.

Afternoon Session 4 Aetna 3:45 - 4:45 p.m.*

**Q&A only, no formal presentation*

KanCare All MCO Training – Olathe

Date: Thursday, October 4, 2018

Training site: Ball Conference Center
21350 West 153rd Street
Olathe, KS 66061

Capacity: 215 participants per session

Morning Session General Training 8:30 - 11:00 a.m.

Afternoon Session 1 Sunflower 12:00 - 1:00 p.m.

Afternoon Session 2 Amerigroup 1:15 - 2:15 p.m.

Afternoon Session 3 UHC 2:30 - 3:30 p.m.

Afternoon Session 4 Aetna 3:45 - 4:45 p.m.*

**Q&A only, no formal presentation*

For questions or assistance, providers can contact one of their MCO representatives who will be happy to assist.

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