

Provider Update



Changes to home and community-based services client obligation process

Summary of change: Effective for dates of service on and after June 1, 2016, the state enrollment files sent from the state of Kansas to the managed care organization, showing changes in enrollment, client profiles and other pertinent information, will be reviewed by the Long-Term Services and Supports department for Client Obligation Changes.

✦ **What this means to you:** Beginning with client obligation assignments effective June 1, 2016, the Long-Term Services and Supports department will review the state enrollment files daily and process client obligation changes within five business days of notification by the state of Kansas. This will include member letters sent to members and a copy of member letters sent to providers.

What if I need assistance?

If you have any questions, contact the Long-Term Services and Supports department at 1-877-434-7579, ext. 50103 or email kscasespec@amerigroup.com.