

# Provider Update



## Clarification: Medicare crossover claim processing changes

**Summary of change:** The purpose of this notice is to provide clarification to the previous notice regarding crossover claim files and the submission of NPI. Amerigroup Kansas, Inc. does not need NPI information unless there are revisions or updates needed. When sending the Medicare NPI information to the Kansas Medical Assistance Program (KMAP), providers should include their KMAP Provider ID. This was omitted from the original publication.

### What is the impact of this change?

In order to facilitate a seamless transition, KMAP and Amerigroup are asking providers to submit a request to add or update their current Medicare NPI numbers with both KMAP and with Amerigroup. This will allow claims to process correctly when automatically crossing over from Medicare.

If there are additions or updates to the current Medicare NPI, please submit Medicare NPI information to KMAP provider enrollment at [LOC-KSXIX-Provider-Enrollment@groups.ext.hpe.com](mailto:LOC-KSXIX-Provider-Enrollment@groups.ext.hpe.com). The email should include the provider's telephone number, KMAP provider ID, Medicare NPI number and the effective date of the NPI. Providers with additional questions can contact KMAP at 1-800-933-6593, option 3.

Please also submit any additions or updates to current Medicare NPI information to Amerigroup by contacting Provider Services at 1-800-454-3730.

### What if I need assistance?

If you have any additional questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.