

Paper claims submission process changes

Summary of change: Effective February 1, 2015, KanCare providers must submit claims directly to Amerigroup Kansas, Inc. On February 1, 2015, paper claims will no longer be accepted by the Kansas Medical Assistance Program (KMAP) through the front end billing process. This change impacts claims for Amerigroup Kansas, Ocular Benefits and Scion Dental.

✦ **What this means to you:** To ensure proper paper claims submission beginning February 1, 2015, please review the information in this bulletin and share it with office staff and other providers in your practice.

Will there be a transition period?

Yes. From February 1, 2015, through February 28, 2015, paper claims that can be identified as claims for services for Amerigroup members and that were submitted in error to KMAP will be forwarded by mail to Amerigroup Kansas. After this transition period, effective March 1, 2015, all paper claims submitted to KMAP will be returned to the provider.

What addresses should I use for claims submission?

Please use the addresses below for paper claim submission:

Amerigroup Kansas, Inc.
P.O. Box 61010
Virginia Beach, VA 23466

For vision claims only:

Ocular Benefits
Amerigroup Kansas Claims
P.O. Box 2163
Milwaukee, WI 53201

For dental claims only:

Scion Dental
Amerigroup Kansas Claims
P.O. Box 1223
Milwaukee, WI 53201

What if I need assistance?

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