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KanCare Implementation Activity: Enrollment Verification
Date Posted: Nov. 23, 2012

State:

The State's enrollment broker provides multiple options for verification of eligibility and enrollment into a plan through the current Kansas Medical Assistance Program (KMAP) system. KMAP has been the system used by providers over the past decade to access information related to eligibility, managed care enrollment, claims status, and other information. KMAP will provide the following access points for entities to verify a beneficiary's eligibility and KanCare enrollment in absence of a Medicaid or KanCare MCO ID card. Different access points are available to different stakeholders such as MCOs, network/non-network providers or DHCF.

Access Point	Functionality	Availability	MCO	Enrollment		State	Equal Weight	
				Manual	None through			
KMAP Secure Web Site	Entities enrolled with KMAP have access to the Secure Web site. Through the site, a user can verify eligibility by keying a valid combination of the following: <ul style="list-style-type: none"> Beneficiary ID and date of birth Social Security No. and date of birth Name and date of birth 	22 hrs/day 7 days/week	X	X		N/A	N/A	
State Secure Web Site	Approved users have access to the KMAP Secure Web Site realm used by enrolled MCOs and provider by accessing a dedicated State Secure Web site. Through the site, a user can verify eligibility by keying a valid combination of the following: <ul style="list-style-type: none"> Beneficiary ID and date of birth Social Security No. and date of birth Name and date of birth 	22 hrs/day 7 days/week	N/A	N/A	N/A	X	X	
Automated Voice Response System	Entities enrolled with KMAP have access to the Automated Voice Response System by dialing 1-800-933-6593. Through the phone line, a user can verify eligibility by keying a valid combination of the following: <ul style="list-style-type: none"> Beneficiary ID and date of birth Social Security No. and date of birth 	22 hrs/day 7 days/week	X	X		N/A	N/A	
MMIS	Access to all Medicaid-related information by authorized users. Users would share information verbally with requesting entities.	22 hrs/day 7 days/week			N/A	N/A	X	X
KMAP Customer Service	All entities can reach a KMAP Customer Service agent by calling 1-800-933-6593 (provider) or 1-800-766-9012 (beneficiary).	8 am – 5 pm Monday - Friday	X	X	X	X	N/A	
MCO Processes	The MMIS provides each MCO eligibility and enrollment information via the 834 to allow the MCO to share through their own access points.		N/A	X	X			

Health Policy Oversight Committee
Date: 12-6-12
Attachment: 5

The following chart profiles the information returned by the various access points in response to eligibility or enrollment verification.

Access Point	KMAP Eligibility	WCS Enrollment		PDI Carrier			Medicare	
		Plan Name	Plan	Name	Address	Phone	Part A	Part B
KMAP Secure Web Site	X	X	X	X	X	X	X	X
State Secure Web Site	X	X	X	X	X	X	X	X
Automated Voice Response System	X	X	X	X	X	X	X	X
MMIS	X	X	X	X	X	X	X	X
KMAP Customer Service	X	X	X	X	X	X	X	X
MCO Processes	X	X	X	X	X	X	X	X

In addition, providers have the option of using MCO resources to verify enrollment. Please see below:

MCOs:

► **UnitedHealthcare:** There are several options available to members, providers or partners if a member's eligibility requires verification. UnitedHealthcare has developed a secure portal called www.MyUHC.com, available through a link on www.UHCCommunityPlan.com and available only to KanCare members, which includes functionality to check eligibility and view / print an ID card. United also maintains a provider website and provider portal, *UHOnline*, that gives all providers access to critical and timely information through a single source, facilitating better and more responsive care. Providers have round-the-clock access to the portal. Once the provider has completed registration, *UHOnline* provides access to a variety of comprehensive plan information, including functionality that allows providers to verify member eligibility and view member ID cards. Information and training is provided during educational tours.

Members are encouraged to contact the Kansas Member Services team for help with any questions, including inquiries about their eligibility. Member Services answers member calls live between the hours of 8 AM and 8 PM CST, Monday through Friday. Additionally, providers have the opportunity to contact Provider Services toll-free number 24 hours / 7 days a week to access the *Self Service* tool, which provides eligibility information over the phone through an automated system.

► **Sunflower Health Plan:** Sunflower providers and Non-Par providers can use the following methods to verify enrollees' eligibility if they present for services without an ID card or go to the wrong provider.

Network Providers can confirm eligibility in the following ways:

- Use automated IVR line
- Call Member Services Department
- Use Secure Provider Portal functionality
- Use the KMAP site

Non-Network Providers:

- Call Member Services Department
- Use IVR line
- Register on secure provider portal as a non-par
- Use the KMAP site

► **Amerigroup:** If the provider is attempting to verify if a member has coverage and the member does not have an ID card, the provider can a) contact the Amerigroup Provider Services team at 1-800-454-3730 and/or b) check the Amerigroup provider services web portal. To check eligibility on the website at providers.amerigroup.com/ks, providers can use the Amerigroup eligibility lookup tool to get the most up-to-date member information. The provider would log in to the provider self-service site, click on Eligibility & Panel Listings in the Tools menu and select Eligibility. Please see below **Amerigroup Check Eligibility Screen Shot** for a display of how the web page appears.

