

**KMAP GENERAL BULLETIN 17061**



**UPDATED KanCare All MCO Training**

This will be an all managed care organization (MCO) collaborative session providing training for Medical and Institutional providers. In addition to the training, each MCO will be available in a breakout room all day.

**Topics include:**

- Eligibility and MCO assignment via the KMAP website
- How to determine covered benefits via the KMAP website
- Review of top denials and how to resolve them
- Common billing issues and how to resolve them
- Overpayment and credit balance resolution with MCOs
- Appeals and grievances
- Upcoming changes to the provider enrollment and credentialing process

*Note:* This session will not cover specific items for Home and Community Based Services (HCBS). However, HCBS providers may want to attend for other areas.

Register on the [Workshop Schedule](#) page of the KMAP website.

*Note:* The morning and afternoon sessions are identical. Please select the time that works best for you.

**KanCare All MCO Training – Wichita**

Date: **Tuesday, May 16, 2017**

Training Site: DoubleTree by Hilton Wichita Airport  
2098 Eisenhower Airport Parkway,  
Wichita, Kansas 67209

Capacity: 250 participants

**Option 1\*:** Morning session 8:00 a.m. - 11:45 a.m.

**Option 2\*:** Afternoon session 1:00 p.m. - 4:45 p.m.

**\*Preregistration for one option required.**

**KanCare All MCO Training – Topeka**

Date: **Thursday, May 18, 2017**

Training Site: Capital Plaza Hotel and Convention Center  
1717 Southwest Topeka Boulevard,  
Topeka, Kansas 66612

Capacity: 250 participants

**Option 1\*:** Morning session 8:00 a.m. - 11:45 a.m.

**Option 2\*:** Afternoon session 1:00 p.m. - 4:45 p.m.

**\*Preregistration for one option required.**

For questions or assistance, contact one of your MCO representatives who will be happy to assist you. Thank you for your participation.

KMAP  
[Kansas Medical Assistance Program](#)

- [Bulletins](#)
- [Manuals](#)
- [Forms](#)

Customer Service  
• 1-800-933-6593  
• 7:30 a.m. - 5:30 p.m.  
Monday - Friday