



APRIL 2017

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**MCO GENERAL BULLETIN 17105**

## **MCO Reconsideration Process**

Effective May 1, 2017, KanCare providers will have the opportunity to dispute a denial of payment, in whole or in part, by a KanCare managed care organization (MCO) by submitting a Reconsideration or an Appeal or both to the MCO.

Submission of a Reconsideration request is optional. The Reconsideration process offers providers an opportunity to submit a request to the MCOs to review a denial of payment prior to requesting an Appeal. The Reconsideration process does not replace the Appeal process. Providers have the opportunity to submit an Appeal request to the MCO instead of submitting a Reconsideration request or after receipt of the Reconsideration resolution notice. A Reconsideration request must be submitted to the MCO no later than 120 calendar days from the date of the denial notice or Explanation of Payment (EOP). Once an MCO receives the Reconsideration request, it will review the payment denial and issue a Reconsideration resolution notice. An Appeal request must be submitted to the MCO no later than 60 calendar days from the date of the denial notice or EOP or no later than 60 calendar days from the date of the Reconsideration resolution notice. Completion of the Reconsideration process is not required prior to requesting an Appeal. Providers may terminate the Reconsideration process and file an Appeal within 60 calendar days of the date of the denial notice. Providers must complete the MCO's Appeal process prior to requesting a State Fair Hearing.