

KMAP GENERAL BULLETIN 18056

KMAP System Upgrade Completed

The Kansas Medical Assistance Program (KMAP) is pleased to announce that the Kansas Modular Medicaid System (KMMS) for Provider Enrollment (PE) and Automated Voice Response System (AVRS) is available for use starting today, **Monday, March 12, 2018.**

To access the Provider Enrollment Wizard for new enrollments, click [here](#). For revalidations, click [here](#). To access AVRS, call the KMAP Customer Service number at 1-800-933-6593.

The PE and AVRS new features are listed below.

KMMS FEATURE	PROVIDER IMPACT
AVRS VOICE RECOGNITION	AVRS will accept voice input in addition to the previous phone keypad input.
AVRS ROUTING CALL DATA	When a provider enters their valid identification number, and then chooses to speak with a customer service representative (CSR), the information entered into AVRS will auto-populate so the CSR can just confirm data rather than requesting duplicate data from the caller.
AVRS PROVIDER ENROLLMENT STATUS	After a provider has submitted an application through the new PE Wizard, they will be able to use AVRS to find out the status of their application using the application tracking number (ATN).
PROVIDER ENROLLMENT WIZARD HIGHLIGHTS	<ul style="list-style-type: none"> • There are no changes to how providers access the KMAP system to begin the PE process. • The ATN allows the user to save the data and then return to complete at their convenience. • The PE Wizard completes an address verification with the United States Postal Service. • The PE Wizard prompts users to upload the attachments required for the provider type and specialty of the enrollment. • The PE Wizard only presents questions that are necessary for the provider application.

KMAP

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Customer Service

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

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KMMS FEATURE	PROVIDER IMPACT
PROVIDER ENROLLMENT WIZARD HIGHLIGHTS	<ul style="list-style-type: none"> The PE Wizard includes a progress bar to show the status of the application process completion.
PROVIDER ENROLLMENT WIZARD BROWSER COMPATIBILITY	The PE Wizard is compatible with IE10, IE11, Chrome, Firefox, and Opera.
TAXONOMY	The PE Wizard will allow newly enrolling providers to indicate multiple taxonomies during the enrollment process. See associated billing instructions below.
TAXONOMY BILLING INSTRUCTIONS	<ul style="list-style-type: none"> Until the next KMMS stage is implemented for claims processing, all fee-for-service (FFS) claims must continue to include the taxonomy assigned to each provider in the KMAP welcome letter, not the taxonomy selected by the provider at the time of enrollment. Billing providers, clearinghouses, and billing agencies will continue to obtain the taxonomy required for claims processing from all KMAP enrolled providers. This will include providers who order, prescribe, refer, or sponsor. Failure to submit the KMAP assigned taxonomy could result in claim denials indicating EOB 1343 (DENIED. YOUR CLAIM CANNOT BE PROCESSED BECAUSE THE BILLING PROVIDER NPI YOU SUBMITTED COULD NOT BE CROSSWALKED TO A VALID KMAP ID. PLEASE CORRECT THE CLAIM AND RESUBMIT.)

Reference [General Bulletin 18003](#) on the [Bulletins](#) page of the KMAP website for additional information.

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DXC Technology is the fiscal agent of KMAP.