UPDATED KanCare All MCO Spring 2019 Training

This will be an all managed care organization (MCO) collaborative training for all providers with four separate sessions per day. For the morning sessions, each MCO will provide separate updates and training. For the afternoon general session, all the MCOs will collaborate to provide additional training for providers. Providers are encouraged to attend both the MCO-specific morning sessions as well as the general afternoon session. In addition to the training, each MCO will have staff available for questions at breakout tables throughout the day.

Topics for the general session include:

- KDHE policy
- KAN Be Healthy (KBH)
- Provider enrollment and credentialing process
- Eligibility verification
- Coverage determination
- Prior authorization
- Claims billing and management (top five denials)
- Third-party liability (TPL)
- Coordination of benefits (COBs)
- Medicare crossovers
- Reconsideration process
- Appeal and grievance process

Providers must register separately for EACH morning and afternoon session. Space is limited so early registration is encouraged. The maximum capacity for each session is listed. Providers can register on the Workshop Schedule page of the KMAP website.

The training materials will be available on the Training Materials page of the KMAP website for providers to review prior to the sessions. Providers can print a copy and bring it with them if they would like to have a copy to use while attending the training.
**UPDATED** KanCare All MCO
Spring 2019 Training

*Note: Preregistration for EACH session is required.*

### KanCare All MCO Training – Hays
**Date:** Tuesday, April 23, 2019  
**Training site:** Rose Garden Banquet Hall  
2350 East 8th Highway 40  
Hays, KS 67601  
**Capacity:** 150 participants per session*  
**Morning Session 1**  UHC  
8:30 – 9:15 a.m.  
**Morning Session 2**  Sunflower  
9:30 – 10:15 a.m.  
**Morning Session 3**  Aetna  
10:30 – 12:00 p.m.  
**Lunch**  *On your own*  
12:00 – 1:30 p.m.  
**Afternoon Session**  General Training  
1:30 – 4:30 p.m.

### KanCare All MCO Training – Wichita
**Date:** Wednesday, April 24, 2019  
**Training site:** Eugene M. Hughes Metropolitan Complex  
5015 East 29th Street North  
Wichita, KS 67260  
**Capacity:** 250 participants per session*  
**Morning Session 1**  Sunflower  
8:30 – 9:15 a.m.  
**Morning Session 2**  UHC  
9:30 – 10:15 a.m.  
**Morning Session 3**  Aetna  
10:30 – 12:00 p.m.  
**Lunch**  *On your own*  
12:00 – 1:30 p.m.  
**Afternoon Session**  General Training  
1:30 – 4:30 p.m.

### KanCare All MCO Training – Olathe
**Date:** Wednesday, May 1, 2019  
**Training site:** Ball Conference Center  
21350 West 153rd Street  
Olathe, KS 66061  
**Capacity:** 215 participants per session*  
**Morning Session 1**  UHC  
8:30 – 9:15 a.m.  
**Morning Session 2**  Sunflower  
9:30 – 10:15 a.m.  
**Morning Session 3**  Aetna  
10:30 – 12:00 p.m.  
**Lunch**  *On your own*  
12:00 – 1:30 p.m.  
**Afternoon Session**  General Training  
1:30 – 4:30 p.m.

For questions or assistance, providers can contact one of their MCO representatives who will be happy to assist.

Thank you in advance for your attendance and participation.

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**KMAP**  
Kansas Medical Assistance Program  
- **Bulletins**  
- **Manuals**  
- **Forms**

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

DXC Technology is the fiscal agent of KMAP.