

## **Aetna Better Health® of Kansas**

### **Non-Registered Provider Return Claim Notification**

**As of July 1, 2019, Aetna Better Health of Kansas began denying payments for providers who are not actively enrolled with KMAP. Effective November 1, 2019, claims will be returned with a copy of this notice to providers who have not enrolled with KMAP according to KMAP provider registration guidelines.**

The Centers for Medicare and Medicaid Services (CMS) Medicaid Managed Care Final Rule 2390F and 42 CFR 438.602(b)(1) requires all KanCare managed care organization (MCO) network providers, who receive payment for KanCare members, to be screened and enrolled in the Kansas Medical Assistance Program (KMAP).

To enroll with KMAP, providers may access the Provider Enrollment Wizard [here](#). Providers may contact KMAP at **1-800-933-6593** with any questions or to obtain details regarding their current KMAP status.

**If you are currently registered but have not registered with the Tax Identification Number (TIN)/National Provider Identifier (NPI) through which you render or bill services, a maintenance request must be submitted to KMAP to update your provider information.**

#### **Instances where a maintenance request is required rather than submitting a new enrollment (or MCO Contract Request Form)?**

- Demographic update (such as address or phone number)
- Addition of a provider specialty
- Group association
- NPI update
- Name update
- License update

#### **How to complete a maintenance request?**

Submit a written maintenance request to KMAP by:

- Fax at 785-266-6112
- Email to [Kansas-Provider-Enrollment@dxc.com](mailto:Kansas-Provider-Enrollment@dxc.com)

- Mail to:
  - PO Box 3571 Topeka, KS 66601, or
  - 6511 SE Forbes Ave. Topeka, KS 66619

**Who should the maintenance request be submitted to?**

Until further notice, all providers should direct any changes to their provider record to KMAP. KMAP is the main point of contact for these updates. Once the updates are received, KMAP will forward the requested updates to the MCOs. The MCOs will then update their records accordingly. Reference KMAP General Bulletin 19064.

**Please ensure your registration with KMAP is up to date and or maintenance request is completed prior to the resubmission of claims.**

**Questions?**

If you have general questions about this communication, please contact Aetna Better Health of Kansas Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: **[providerexperienceks@aetna.com](mailto:providerexperienceks@aetna.com)**