



Pharmacy Guide

Resources for Patients with Enrollment Questions:

Enrollment Center: 8:00 a.m. to 5:00 p.m. Monday-Friday: 1-866-305-5147

- o Beneficiary eligibility verification
- o Managed care assignment confirmation
- o Changes to KanCare plan selection
- o Information for Members who have missed KanCare mailings

Provider Resources Available through KMAP:

KMAP website at <https://www.kmap-state-ks.us/> – 5:00 a.m. to 1:00 a.m. Daily

- o Eligibility verification
- o Managed care assignment confirmation

AVRS (Automated Voice Response System) & AVRS Faxback – 24 hours a day: 1-800-933-6593

- o Eligibility verification
- o AVRS personal identification number (PIN) update

KMAP Customer Service: 8:00 a.m. to 5:00 p.m. Monday-Friday: 1-800-933-6593

- o Eligibility verification

Please see each of the Individual MCO Go-Live Guides for More
MCO and PBM-Specific Information at:

<http://kancare.ks.gov/pharmacy.htm>