



## KanCare Provider Education Tour February 2013



# Achievements: First 30 Days

- Handled over 33,000 calls
- Visited over 1,400 of our waiver and Nursing Facility members
- Made contacts with all of our Autism members and 983 of our Serious Emotional Disturbance (SED) members
- Paid over 250,000 claims
- Entered over 13,000 authorizations
- Trained over 2,000 providers

# Contracting and Credentialing

- To check status, call 1-877-434-7579
- Credentialing takes 20 days after a complete application is received
- Providers are not considered par until they receive notification that both contracting and credentialing are complete
- No limit to the number of providers that can join network
- Doctors do not need privileges at a par hospital to join
- Recredentialing occurs every three years or sooner if required by state law
- Please notify us if you have any changes in licensure, demographics or participation status

# Kansas Provider Website

- Provider Resources and Tools:
  - Screening Tools
  - Clinical Practice Guidelines
  - Frequently Asked Questions
  - Additional Training Programs
    - KAN Be Healthy
    - Cultural Competency

## Provider Resources & Documents

- Behavioral Health Screening Tools
- Claims Submission and Reimbursement
- Clinical Practice Guidelines
- Disease Management Centralized Care Unit
- EPSDT
- Forms
- Frequently Asked Questions
- ICD-10
- Known Issues Log
- Manuals & QRCs
- Maternal Child Program
- Medical Management Model
- Pharmacy
- Quick Tools
- Referral Directories
- Training Programs
- Tutorials
- Vendor/Partner Links & Information

# Kansas Provider Website (continued)

- To access: [providers.amerigroup.com/KS](http://providers.amerigroup.com/KS)
- Register to access transaction and secure information
  - Identify/establish delegated administrator
  - Call **1-800-454-3730** to obtain registration code
  - Click registration button and follow prompts
- Website help:
  - Tutorials available on website
  - Call Technical Support at **1-800-454-3730**
  - Training available through provider representative

# Precertification and Notification

- Beginning April 5, continuity of care period comes to an end and prior authorization requirements apply for all providers
- The website and your provider manual list services requiring precertification and/or notification, or:
- Log in to website to:
  - Access Precertification Lookup tool to determine if precertification is needed
  - Submit precertification requests
  - Check status of precertifications
- Or call 1-800-454-3730

# Submit Claims and Check Status

- Four options to submit
  - On the website
  - Batch 837
  - Via clearinghouse (Emdeon, Capario, Availity)
  - By mail to KMAP
- To check status
  - Log in to website and use claims status tool
  - Call **1-800-454-3730**, select claims prompt
- Calls are handled by a specially trained call agent in Provider Services

# Electronic Claims Processing

- Sign up for Electronic Data Interchange (EDI)
  - Direct with Amerigroup – instructions on website
  - Through Clearinghouse – contact directly
  - EDI Hotline: 1-800-590-5745
- Sign up for Electronic Funds Transfer (EFT)
  - Contact PaySpan or Emdeon and complete the EFT and ERA registration processes. The average implementation timeframe is 5 days.
  - Provides online access to ERAs and imports the information directly into your patient management or patient accounting system
  - Route EFTs to the bank account of your choice
  - Create your own custom reports within your office
  - Access reports 24 hours a day, 7 days a week

# Claims Payment

- Timely Filing: Claims must be filed within:
  - 90 calendar days for PCPs, Specialists, Medical Ancillary, and HCBS/LTSS
  - 180 calendar days for NF, Hospitals, IHS, FQHC, CMHC, RHC
  - Requirements may vary, please refer to your provider contract; however, the above standards generally apply
- Amerigroup has four payment cycles per week
- Claims processing standards (paid or denied):
  - 100% of clean claims within 30 days of receipt
  - 99% of nonclean claims within 60 days of receipt
  - 100% of all claims within 90 days of receipt
  - NF: 90% of clean claims within 14 days; 99.5% of clean claims within 21 days

# Contact

Issue	Contact	Website	Phone
Provider Support	Amerigroup	<a href="http://providers.amerigroup.com/KS">providers.amerigroup.com/KS</a>	1-800-454-3730
Behavioral Health	Amerigroup		
Vision	Ocular Benefits	<a href="http://www.eyecoverage.com">www.eyecoverage.com</a>	1-866-416-0150
Dental	Scion	<a href="http://www.sciondental.com">www.sciondental.com</a>	1-855-812-0206
Transportation	Access2Care	<a href="http://www.a2ctp.emsc.net">www.a2ctp.emsc.net</a>	1-866-410-0002
Laboratory	Quest Diagnostics	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>	1-866-697-8378
Laboratory	LabCorp	<a href="http://www.labcorp.com">www.labcorp.com</a>	1-888-522-4452
Pharmacy	Caremark	<a href="http://www2.caremark.com">www2.caremark.com</a>	1-855-323-4696
Radiology	NIA	<a href="http://www1.radmd.com">www1.radmd.com</a>	1-800-642-7565
EDI Hotline	Amerigroup		1-800-590-5748