



KanCare Provider Frequently Asked Questions

What if I don't sign a contract with an MCO?

If you don't sign a contract with a specific MCO, you would be considered an "out-of-network" provider.

If I don't sign up with any MCO, can I still be a Medicaid provider?

Yes, you can; however, the services you provide may be limited to a very small Medicaid population or be considered "out-of-network" by the MCOs.

Do all the MCOs have to contract with me?

The State requires each MCO to offer contracts to all existing providers.

What if the MCO doesn't pay my claim quickly?

The contract with the MCO requires payment of all "clean claims" within 30 days. There is also a performance incentive payment for paying claims more quickly.

What is a "clean claim"?

A clean claim means one that can be processed without obtaining additional information from the provider of the service or from a third party.

If a claim is denied by an MCO, can I bill fee-for-service Medicaid?

No. You are responsible for obtaining authorization (if the MCO requires it for the service) and billing the KanCare health plan the member is enrolled in.

What if an MCO wants to pay me less than I was paid in the fee for service program?

The MCO must pay you at least the fee for service rate in effect November 9, 2012.

Will there be training for providers about KanCare?

Yes. Each of the MCOs will offer training to providers who sign contracts with them and State staff will provide some educational sessions in July, September and October 2012.

Will all three MCOs have the same prior authorization requirements?

Each may have different requirements, but the State is requiring them to have transparent requirements so that providers will easily know what the requirements are.

Will each MCO have different medical necessity requirements?

All three must use the State definition outlined in Attachment C of the KanCare RFP, which is incorporated by reference into the contract with each MCO.

Will providers who submit in-home service claims through Authenticare continue to do so?

Yes. Providers will work with Authenticare.

I provide services to someone who self-directs. What changes for me?

You will continue to work with an FMS agency and report your hours through Authenticare.



Will each MCO have its own preferred drug list (PDL)?

No. The State will maintain the PDL.

Are the MCOs incentivizing mail order pharmacy?

No, although they may offer it as an option for members.

What are my options to file a grievance or appeal?

You must file your grievance or appeal with the MCO involved. Each of them has established processes that must meet federal regulations and will be described in their contract with you or their provider manual.

Will providers have any input into how KanCare operates?

Yes. The MCOs have committees that will have provider representatives. Providers are also represented on the Governor's KanCare Advisory Council. There are four external workgroups that will help the State implement KanCare; providers are represented on each of those workgroups.

Will I submit claims to the three MCOs or continue to submit them to the State's MMIS?

The State will maintain a single, front-door billing interface where providers can submit claims. You can also submit claims to each health plan directly, or use an established commercial clearinghouse.

		
<p>Dental care for people 21 and over:</p> <ul style="list-style-type: none"> • Two free exams (cleaning and scaling) per year • Free teeth whitening for certain conditions 	<p>Dental visits for adults -- 2 routine dental check-ups per year</p>	<p>Adult dental services will be a benefit. People over 21 can get an exam, x-ray, and teeth cleaning.</p>
<p>Members can earn between \$10 and \$50 in debit card credits each time they get certain health checkups and screenings (up to \$200 of credits can be earned).</p>	<p>Members can earn rewards on our CentAccount debit card when they get health checkups and screenings. Members can get \$20 for the first health screening and \$20 a year for annual checkups.</p>	<p>Adults can earn between \$5 and \$15 in gift cards to help them become and stay healthy. They can earn the gift cards by going to health screenings and checkups.</p>
<p>We help certain members get free cell phones through SafeLink® and up to 250 minutes of service each month plus:</p> <ul style="list-style-type: none"> • 200 bonus minutes when you agree to get texts from us • Wellness texts and reminders to renew your benefits on time • Unlimited minutes to call our Member Services line 	<p>SafeLink® and Connections Plus are programs that provide a free cell phone to members. SafeLink® provides up to 250 free minutes of service per month, with free calls to and from Sunflower State Health Plan. Members will be able to have telephone access to their health care providers.</p>	<p>Some members will receive a cell phone to help them keep in touch with their doctors and Care Coordinator. We also have Smartphone applications to help members keep track of their medical appointments.</p>
<p>Taking Care of Baby and Me® prenatal and postnatal program with health resources, coaching, a special self-care book and more debit card credits.</p>	<p>Start Smart for Your Baby - This program gives support and education for moms, babies, and families. The program includes the services below. There is no cost to member.</p> <ul style="list-style-type: none"> • Start Smart home visits for new mothers • Start Smart baby showers for pregnant mothers • Start Smart birthday programs for children 	<p>Baby Blocks is a program to help those that are pregnant. Baby Blocks uses online tools so new moms can track their appointments. If they go to all of their appointments they can earn gifts for themselves or their baby.</p>
<p>Free programs for adults to:</p> <ul style="list-style-type: none"> • Stop smoking 	<p>Community Programs for Healthy Children: Sunflower offers free services, such as</p>	<p>We have great Sesame Street programs. Learn from Sesame Street friends about going to the</p>

		
<ul style="list-style-type: none"> • Lose weight • Get a GED • Improve relationships <p>Free healthy living coaching for preteens</p>	<p>membership fees to Boys & Girls Clubs and Brownie Badge Programs to promote healthy lifestyles for kids.</p>	<p>doctor for checkups. Learn about asthma and lead tests. We have help for families to teach them how to eat better without much cost. We also send Sesame Street and Dr. Health E. Hound birthday cards for all kids.</p>
<p>Extra over-the-counter medicines through mail order for all waiver groups and members receiving SSI.</p> <p>\$120 annually (\$10 monthly) towards the purchase of over-the-counter products.</p>	<p>We can send someone with members with a developmental disability or mental illness for support at doctor visits. We also have practice visits to OB/GYNs and dentists for members with a developmental disability so members are more comfortable with preventive care visits.</p>	<p>Our adult members can go to free Weight Watchers classes. You can also earn workout gear for finishing the program.</p>
<p>Free rides to community health events and free caregiver transportation to doctor visits for all waiver groups and members receiving SSI.</p>	<p>Peer and family support services for members with mental illness or disabilities to help them live in their community.</p>	<p>Kids age 10 to 17 who are watching their weight can earn a \$50 gift card. They earn the gift card by finishing a healthy weight program. The family also helps them to develop a healthy lifestyle.</p>
<p>Career development help and money to buy professional clothes for job interviews.</p>	<p>Healthy Schools & Adopt-A-School Program: Sunflower provides hands-on education and outreach to local community schools.</p>	<p>We will give all children the chance to join a youth organization. This can be a group like the YMCA, Boys and Girls Clubs, and 4-H.</p>
<p>Free in-home pest control for all waiver groups and members receiving SSI (excludes members residing in ICF/MR, assisted living and nursing facilities, group homes, or similar settings).</p>	<p>Pet therapy visits are offered. Members must be in an assisted living or nursing facility for this. Members on an HCBS waiver also have the chance for this visit.</p>	<p>We will provide more vision services. The services will include a better choice of eyeglass frames. It also includes replacement if your glasses are lost or stolen. Some members could get contact lenses.</p>
<p>Respite care for caregivers of Frail Elderly waiver members and extra respite care for members of Autism, Developmental Disability, and Serious Emotional Disturbance waiver groups (excludes members living alone or residing in ICF/MR, assisted living and nursing facilities, group homes, or similar settings)</p>	<p>In-home telemonitoring is available. It helps members be able to be more independent. This is offered to those that are aged, blind, and/or disabled.</p>	<p>Members can get more foot doctor visits. They need to be over 21 and get approval from their Care Coordinator. This could include up to two visits per year.</p>



KANCARE HEALTH PLANS' SUBCONTRACTORS

	Amerigroup	Sunflower	United
Pharmacy Benefits Manager (PBM)	CVS Caremark	US Script	OptumRX
Behavioral Health	Amerigroup will not use a behavioral health subcontractor	Cenpatico	Optum Behavioral Health (also known as United Behavioral Health)
Dental Services	Scion Dental	DentaQuest	Scion Dental
Vision Services	Occular Benefits	Opticare	VSP
Non-emergency Medical Transportation (NEMT)	Access2Care	Medical Transportation Management (MTM)	Logisticare



Contacts List

In January 2013, Medicaid and HealthWave will become KanCare. KanCare will improve the care that is provided to eligible Kansans and add new covered services. The state agencies and managed care organizations associated with this project are listed below.

Kansas Department of Health and Environment

<http://www.kancare.ks.gov/>

Email: KanCare@kdheks.gov

Mail: KDHE-DHCF, Rita Haverkamp, 900 SW Jackson, Room 900, Topeka, KS 66612

Kansas Department for Aging and Disability Services

<http://www.kdads.ks.gov/>

Email: KanCare@kdheks.gov

HP

Provider: 1-800-933-6593

Beneficiary: 1-866-305-5147

MANAGED CARE ORGANIZATIONS

AmeriGroup Kansas, Inc.

<http://kansas.joinagp.com/>

1-888-821-1108

Sunflower State Health Plan

<http://www.sunflowerstatehealth.com/>

Email: SunflowerStateHealth@centene.com

1-877-644-4623

United Healthcare of the Midwest, Inc.

<http://www.uhcommunityplan.com/kansas>

Email: ks.net.mgmt@uhc.com or

ksunited_longtermcare@uhc.com (for nursing facility and home/community based care)

1-913-217-3532