

## Talking Points for MCOs and Provider Associations

The provider revalidation process has resumed, with a portion of Kansas Medical Assistance Program (KMAP) providers revalidating each month. Providers may receive a revalidation notice in the coming months.

Remind providers to:

- Update contact information with KMAP through the provider portal. If contact information is outdated, KMAP may not be able to reach you.
- Watch their email or mailbox for a letter from KMAP reminding them to revalidate and follow the instructions to complete revalidation quickly.
- Pay an application or revalidation fee, if applicable.
- Complete revalidation timely or risk a lapse in Medicaid enrollment and claims payment.
- Direct questions to KMAP at 1-800-933-6593.
- Check the effective date of their revalidation in the KMAP provider portal.
- Note: A provider may be affiliated with multiple entities. The entity who originally enrolled the provider with KMAP will receive the revalidation. If a provider is unsure who the owner of their revalidation is, they should email KMAP at [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com) or call 1-800-933-6593.
- Note: The provider's name must be entered exactly the same during provider revalidation as it was entered during provider enrollment.

## Newsletter Drop-In

### **Stay Enrolled as a KanCare Provider – Don't Forget to Revalidate**

The Kansas Medical Assistance Program (KMAP) has resumed provider revalidations after a pause in the process due to the Public Health Emergency (PHE), which ended May 11.

Every KanCare provider must complete a revalidation to remain enrolled in the Kansas Medicaid program. Revalidations due during the PHE will be conducted over the course of about a year. A 60-day and a 30-day notice will be sent to each provider with their new due date and instructions on revalidating.

Providers with a due date of May 12, 2023, and beyond must revalidate by their due date or risk termination.

Revalidation ensures that a provider continues to be enrolled in the Kansas Medical Assistance Program (KMAP) and can receive proper claim payment. If a provider's enrollment is end-dated because they did not revalidate their enrollment, they may be able to re-enroll.

### **What do I need to do?**

Before revalidation, check to make sure your contact information is updated with KMAP by logging into the provider portal. Revalidation notices will be sent to the email and/or address

on file for each provider. If your contact information is outdated, KMAP might not be able to contact you.

Watch carefully for a revalidation notice in your email inbox or your mailbox. When you receive a notice, read it closely and follow the instructions to revalidate quickly. Failure to revalidate will result in termination of KanCare enrollment.

A provider may be affiliated with multiple entities. The entity who originally enrolled the provider with KMAP will receive the revalidation. If a provider is unsure who the owner of their revalidation is, they should email KMAP at [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com) or call 1-800-933-6593.

## Web Update

KanCare providers: Have you completed your provider revalidation? To make sure you stay enrolled in Medicaid and continue to receive claims payment, complete the following steps:

- 1.) Check that your contact information is correct and updated in the KMAP portal. Your revalidation notice(s) may have already been sent to outdated contact information.
- 2.) Email [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com) or call 1-800-933-6593 if you are unsure of the revalidation due dates for any enrollments you are responsible for.
- 3.) Watch your email or mailbox for a letter from KMAP about revalidation and follow the instructions quickly.
- 4.) Pay the application or revalidation fee, if applicable.

If you have questions about provider revalidation, contact KMAP at 1-800-933-6593. Remember that failure to revalidate will result in termination of KanCare enrollment.

## Banner Messages

- Don't forget to complete provider revalidation. Make sure your contact information is updated in the KMAP provider portal. Email [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com) or call 1-800-933-6593 for more information.
- Provider revalidation has started. Make sure your contact information is updated in the KMAP provider portal. Stay enrolled – email [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com) or call 1-800-933-6593 for more information.

## Email Template

### Email template 1

**Subject:** Make sure you receive your revalidation notice.

**Body:** KMAP provider revalidation has started. To complete your revalidation:

- 1.) Update your contact information in the KMAP provider portal.

- 2.) Watch your email or mailbox for a letter from KMAP about revalidation and follow the instructions quickly.
- 3.) Pay the application or revalidation fee, if applicable.

The provider's name must be entered exactly the same during provider revalidation as it was entered during provider enrollment. The entity that enrolled a provider will receive their revalidation. If a provider does not know which entity is responsible for their revalidation, they should call KMAP at 1-800-933-6593 or email [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com).

Stay enrolled in KMAP by completing your revalidation on time. Failure to complete revalidation by your deadline will result in termination of your KMAP enrollment. Contact KMAP with questions about provider revalidation at 1-800-933-6593.

### **Email template 2**

**Subject:** Have you revalidated your KMAP enrollment? You may be at risk for termination.

**Body:** KMAP providers must revalidate their enrollment in the Medicaid program. Revalidation notices are sent to each provider's email or mailing address on file with KMAP.

Notices are sent 60 days and 30 days before a provider's revalidation deadline. When you receive a revalidation notice, read it carefully and follow the instructions to complete the process quickly.

Note: The provider's name must be entered exactly the same during provider revalidation as it was entered during provider enrollment. The entity that enrolled a provider will receive their revalidation. If a provider does not know which entity is responsible for their revalidation, they should call KMAP at 1-800-933-6593 or email [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com).

If you have questions, call KMAP at 1-800-933-6593. Failure to complete revalidation risks a lapse in Medicaid enrollment and claims payment.

### **IVR Script**

KMAP providers: Have you completed your provider revalidation? To make sure you stay enrolled in Medicaid and continue to receive claims payment, check that your contact information is correct and updated in the KMAP provider portal. Watch your email or mailbox for a letter from KMAP about revalidation and follow the instructions quickly. You may have to pay an application or revalidation fee. If you have questions about provider revalidation, contact KMAP at 1-800-933-6593 or [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com).

### **Provider Bulletin**

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### **Provider Revalidation Tips**

- The provider's name must be entered exactly the same during provider revalidation as it was entered during provider enrollment.
- A provider may be affiliated with multiple entities. The entity that enrolled a provider will receive their revalidation. If a provider does not know which entity is responsible for their revalidation, they should call KMAP at 1-800-933-6593 or email [kansas-provider-enrollment@gainwelltechnologies.com](mailto:kansas-provider-enrollment@gainwelltechnologies.com).
- Providers can update contact information in the KMAP provider portal. They can also check the effective date of their revalidation in the provider portal.
- Not all revalidation notices have been sent yet.