



MAY 2019

KMAP GENERAL BULLETIN 19080

Amerigroup Update

The State of Kansas contract with Amerigroup expired December 31, 2018. Amerigroup maintained a local office to assist with the transition out of the Kansas market through March 31, 2019. As of April 1, 2019, all Kansas emails and phone numbers are no longer in service. Providers must call the national provider assistance line at 1-800-454-3730 for assistance.

Providers have an ongoing contractual relationship which survives the KanCare contract termination. Providers should use the terms of that contract for resolution of any issues or disputes. Depending upon the contract, normal provider disputes would follow the reconsideration, appeal, and fair hearing pathway to resolve issues. Important to note, Amerigroup will consider a group appeal for the same issue. Providers can reference the claims appeal form on the website below for instructions on how to do multiple claim appeals.

The bottom of the following website displays Amerigroup guidelines, as well as any forms which may be required:
<https://www.kancare.ks.gov/providers/health-plan-information>.

If a provider has followed these procedures and still needs assistance, they can email KanCare at KDHE.KanCare@ks.gov with appeal/fair hearing information, the amount in dispute, and a description of the issue.

KMAP

[Kansas Medical Assistance Program](#)

- [Bulletins](#)
- [Manuals](#)
- [Forms](#)

Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
Monday - Friday