



FEBRUARY 2024

KMAP GENERAL BULLETIN 24052

UPDATED - Change Healthcare Outage

Change Healthcare (CHC) is currently experiencing a system outage. Kansas Medical Assistance Program (KMAP) providers who use CHC to submit claims to KMAP or the KanCare Managed Care Organizations (MCOs) are unable to do so at this time.

Pharmacy

While CHC is unavailable, providers may dispense a 5-day emergency supply or one-month supply for the drugs that cannot be dispensed in a lesser quantity to members in need of medications. For covered outpatient drugs:

1. Verify member eligibility on the [Provider Secured Portal](#).
2. Search the National Drug Code (NDC) List for coverage based on member eligibility [here](#).

Billing for those medications should be done at a later date once Change Healthcare's service becomes available.

Ryan White Program

A one-month supply may be dispensed for medications that cannot be dispensed in a lesser quantity.

Other Electronic Claims Submission

While waiting for CHC to become available, providers have the following options:

- Hold claims until further notice
- Submit claims via the [Provider Secure Portal](#)
- Submit a paper claim (excluding Pharmacy)

Timely Filing

For Fee-for-Service: Providers should submit a bypass request if their claim exceeds timely filing limitations during this period. A cover letter to the attention of the Timely Filing Coordinator explaining the reason for the bypass request is **due to the Change Healthcare outage, referring to General Bulletin 24052**. Refer to the [General Billing Fee-for-Service Provider Manual](#) on the KMAP website for additional information on timely filing. For MCOs: Refer to the MCO's website for additional directions.

KMAP

[Kansas Medical Assistance Program](#)

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

Customer Service

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