

**Aetna Better Health® of Kansas**  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210



July 16, 2019

## Weekly Newsletter

A weekly newsletter will be produced and posted to our website informing of updates on key provider issues. Please look to our website every week for updates, which is <https://www.aetnabetterhealth.com/kansas/providers/notices>

The following provides information related to being registered as an active KMAP provider, claims payment and how to update your information with KMAP:

## Claim Denials – not an active KMAP provider

Effective 7/1/2019, all participating providers must be enrolled with KMAP prior to receiving payments from a MCO. If you received a claim denial from Aetna Better Health of Kansas due to not being an active KMAP provider, you will need to contact KMAP at 800-933-6593 or enroll with KMAP by accessing the Provider Enrollment Wizard <https://portal.kmap-state-ks.us/ProviderEnrollment/EnrollmentCreate>. If you are already an enrolled KMAP provider, but still received a claim denial for not being an active KMAP provider, please contact your Provider Experience Liaison or email [ProviderExperience\\_KS@AETNA.com](mailto:ProviderExperience_KS@AETNA.com)

## Provider Updates

When updating information you will need to submit a maintenance request in writing to KMAP by fax 785-266-6112, email to [Kansas-Provider-Enrollment@dxc.com](mailto:Kansas-Provider-Enrollment@dxc.com), or mail to PO Box 3571 Topeka, KS 66601 or 6511 SE Forbes Ave. Topeka, KS 66619. A few instances for a maintenance request are:

- Demographic update (such as address or phone number)
- Name update
- Addition of provider specialty

Once KMAP receives and accepts the updates, they will forward the information to Aetna Better Health of Kansas to update our system accordingly. You will not send any updates directly to Aetna Better Health of Kansas.