Member Portal Reference Guide

Table of Contents

Registering for the KMAP Member Portal

If you are new to the Member Portal, you will receive a letter with a Member ID, Member PIN, and a link to the Registration Page. You cannot complete your registration without this information. If you are already registered in the current Member Portal, view the **Re-Registering** section.

Complete these steps to register for the KMAP Member portal: https://portal.kmap-state-ks.us/PublicPage
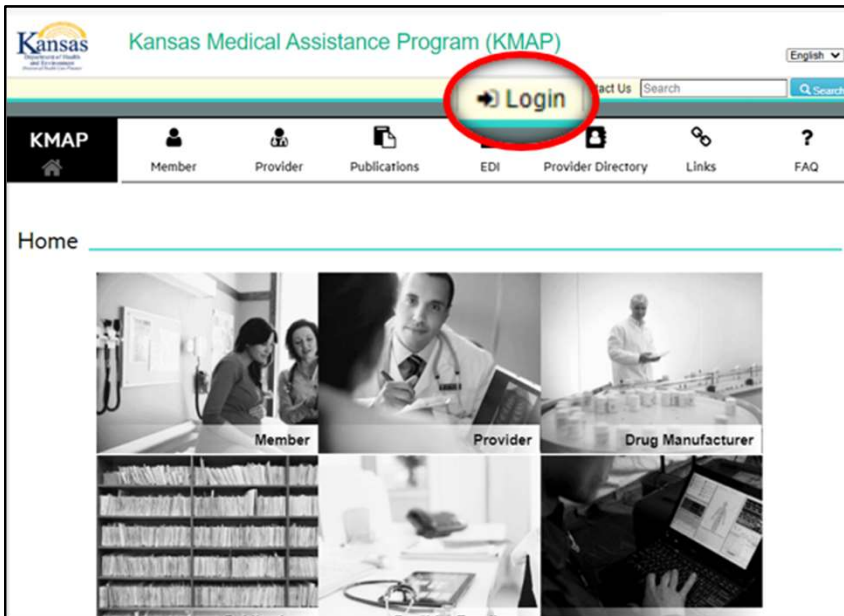
- From the **KMAP landing page**, click **Login**.
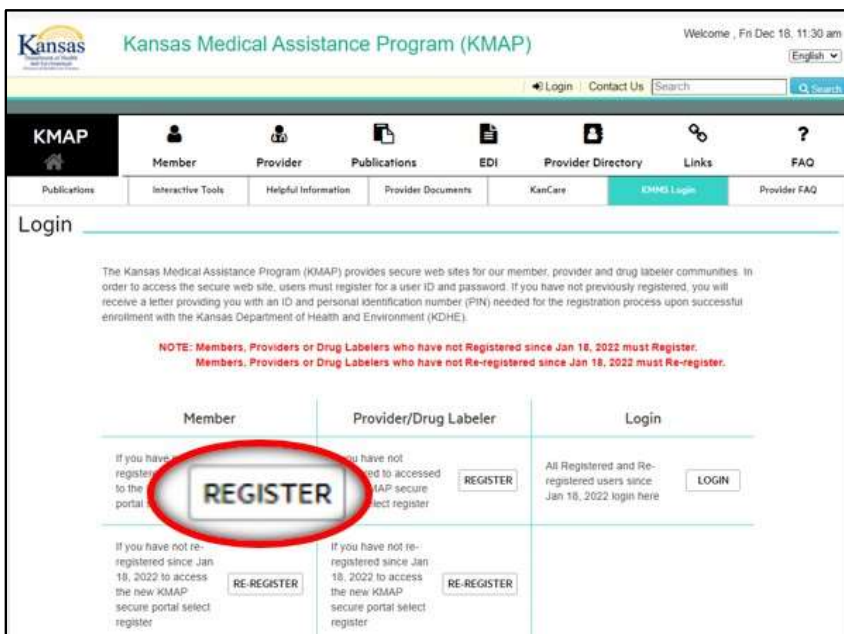
- From the **KMAP Landing** page click **REGISTER**.

- Choose **Member** in the dropdown.

Registering for the KMAP Member Portal – Continued

- Enter your **Member PIN**, **Case Number**, **Member ID**, and **Date of Birth**.

- Click **Submit.**

- Complete the **Member Registration** form.
- Select the "I'm not a robot" Captcha box.
- Click **SUBMIT**.

If you have not received your letter or if you have any technical issues, please contact: 1-800-766-9012.

Re-registering for the KMAP Member Portal

If you are a registered member in the previous **Member Portal**, use your existing username and password to register for the new portal.

Complete these steps to re-register for the KMAP Member portal: https://portal.kmap-state-ks.us/PublicPage

- From the **KMAP Landing** page click **Re-Register**.

- Choose Member in the dropdown.

- Enter your **Case Number**, **User Name**, and **Password**.
- Click **Submit.**

- Complete the **Member Registration** form.
- Check the Captcha box.
- Click **SUBMIT**.

If you have any technical issues, please contact: 1-800-766-9012.

Logging Into and Logging Out of the KMAP Member Portal
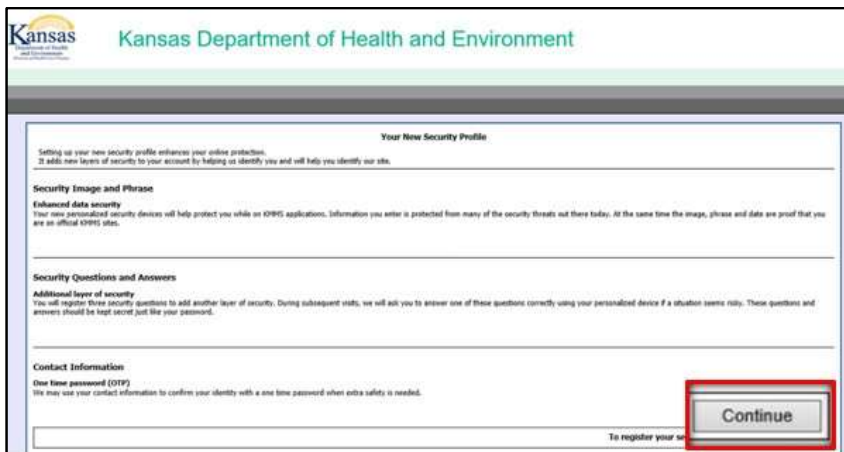
Complete these steps to login to the KMAP Member portal: https://www.kmap-state-ks.us/Public/homepage.asp

- Enter your **User Name.**

- Click **Continue**.

- Enter your **Password**.

- Click **enter**.

- Click **Continue**.

If you have not received your letter or if you have any technical issues, please contact: 1-800-766-9012.

Kansas Department of Health and Environment **Your Security Device** This is your personalized virtual authentication device. From now on, never enter your password unless you see this exact device. Password: Preview ORACLE [enter] ← Your personal security image ← Your personal security phrase Learn more about your device Get a new image and phrase To accept this security device, image and phrase, click >> [Continue]	The system provides a personal security image and phrase. • Click **Continue**.
Kansas Department of Health and Environment **Security Questions** We will use your security questions and answers to confirm your identity at times when extra safety is needed. **Questions** (Choose a question from each list below.) 1) Select One 2) Select One 3) Select One Answers [enter]	• Choose three security questions. • Type the answers into the secure text pad and click **enter** after each question. • Click **enter.**
Kansas Department of Health and Environment **One-Time Password (OTP) Registration** For your protection please enter your email address so we may use it to verify your identity in the future. Please ensure this email address is valid that you receive emails. Email Address [____] * [Continue]	• Enter your email address. • Click **Continue**.

- The system displays the **Member Portal Home** page.

If you have not received your letter or if you have any technical issues, please contact: 1-800-766-9012.
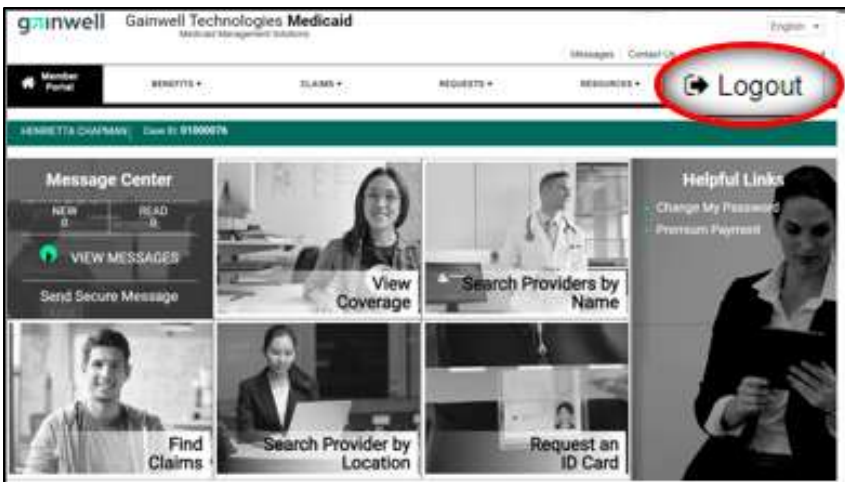
Viewing Broadcast Messages

Once you are logged into the **Member Portal**, you have the option to use the following features and functions. The **Messages** panel is displayed when you have unread messages. Some messages will need to be viewed before you can close the **Messages** tab.
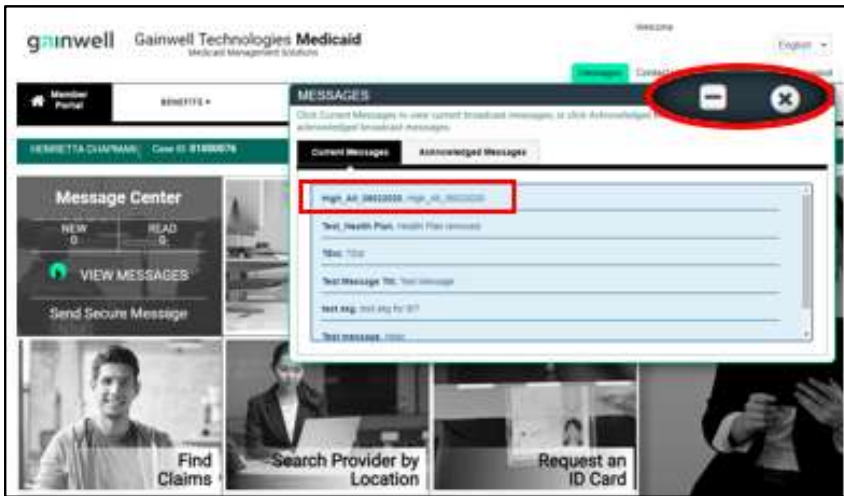
Unread messages are automatically displayed when you log into the **Member Portal**.

- Click **X** to close the panel.

- The **Acknowledged** tab will show messages that you have seen.

The panel's **X (close)** icon will remain inactive until the messages that have to be acknowledged are viewed.

- Click **Read** once the acknowledgeable messages have been read.

- Click **X** to close the panel.

Once read, the message is moved to the acknowledged tab

If you have any technical issues, please contact: 1-800-766-9012.

Contact Us

The **Contact Us** tab displays the mailing address, phone number, and hours of operation for customer service.
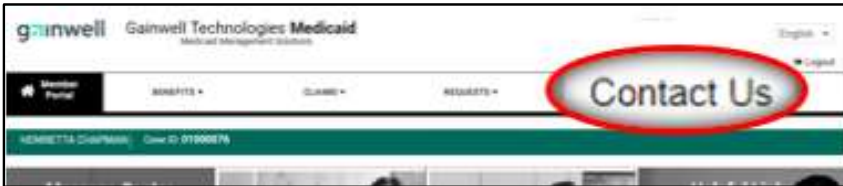
- Click **Contact Us.**
- The **Contact Us** panel will display.
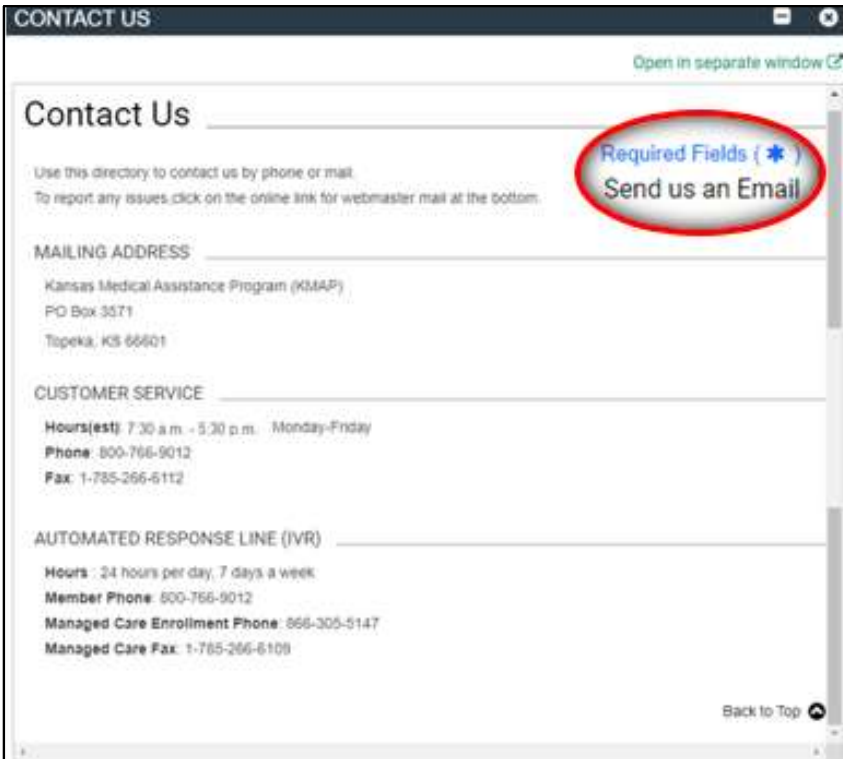
- Click **Send us an Email** link to send an email to customer service.

Required fields are indicated with a blue asterisk throughout the portal.

The Comments section has a 1000-character limit.
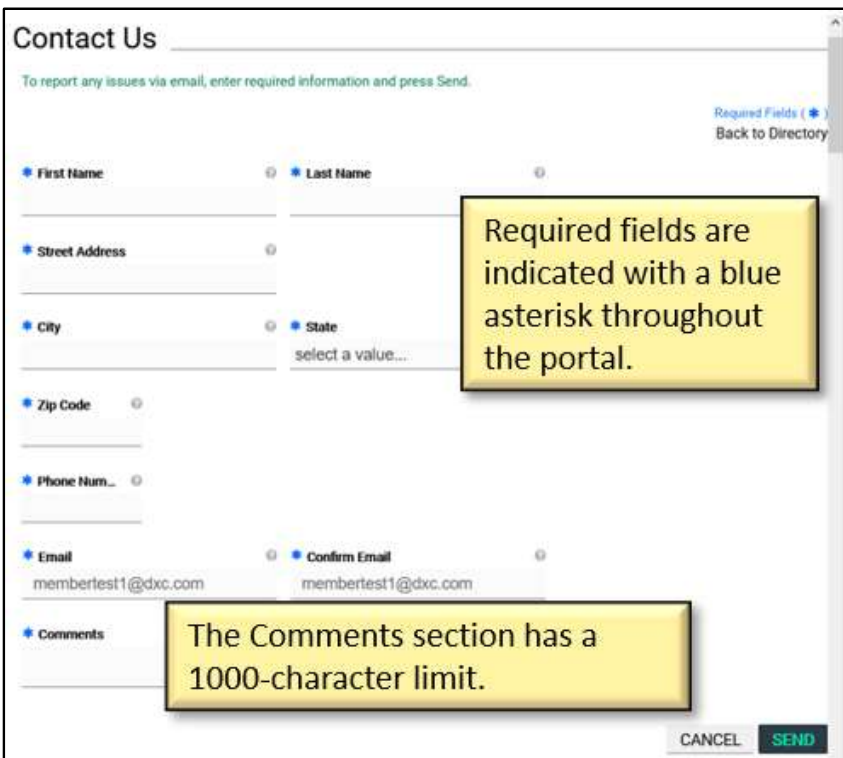
- Complete the required fields.
- Click **SEND**.

If you have any technical issues, please contact: 1-800-766-9012.

FAQs

The **FAQ** tab displays questions and answers related to bills, coverage, medical cards and member information.
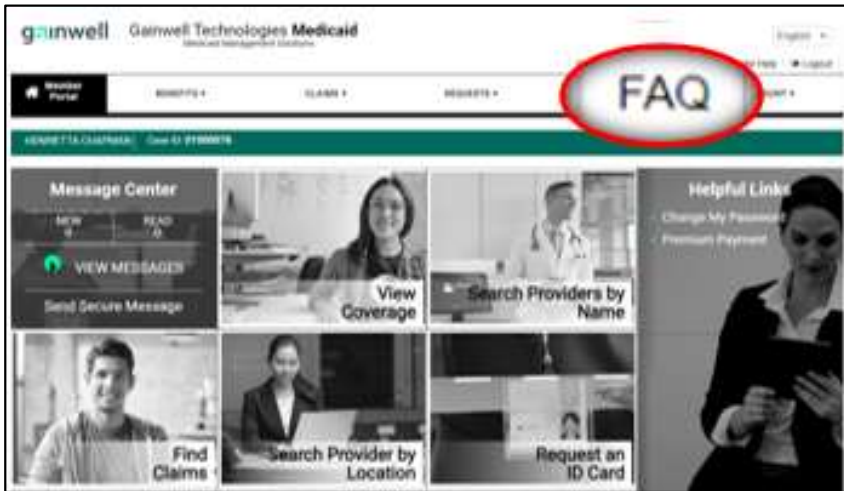
- Click the **FAQ** tab.

- The system will display the **FAQ** panel.

Choose a topic from the Member Portal **TOPICS** list to view related Frequently Asked Questions or select the **Search** tab to locate specific FAQs using key words or phrases.

If you have any technical issues, please contact: 1-800-766-9012.

Portal Help

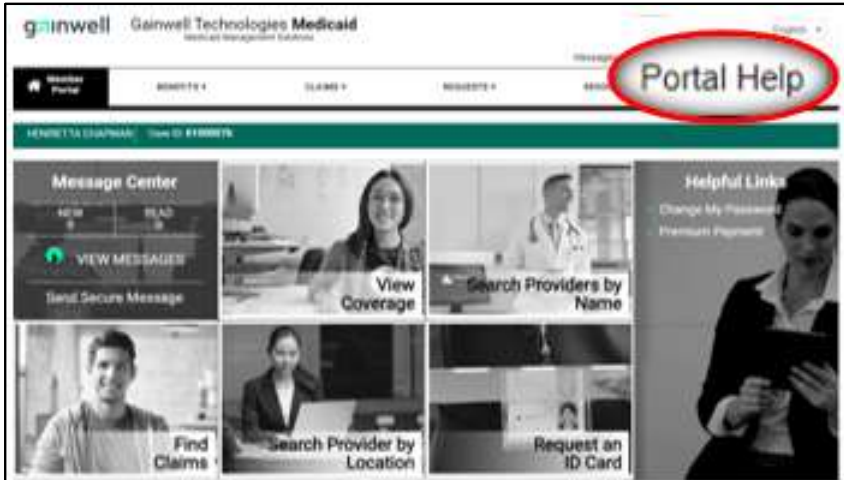The **Portal Help** tab helps you answer additional questions about the Member Portal.

- Click the **Portal Help** tab.
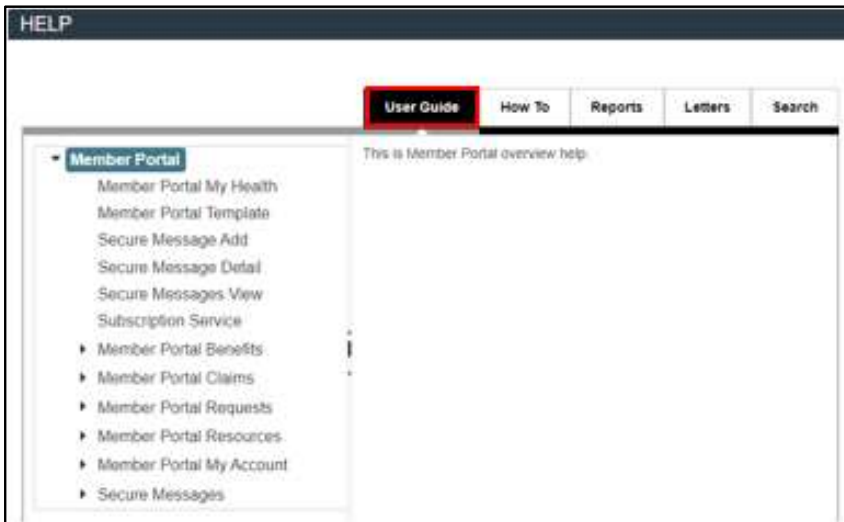
The system displays the **HELP** window.

- The **User Guide** tab displays a list of portal areas containing a user guide.

- Click the **Search** tab to search for and view specific topics within the user guides.

If you have any technical issues, please contact: 1-800-766-9012.

Changing Your Language Setting

You can change the language setting from English to Spanish at any time.

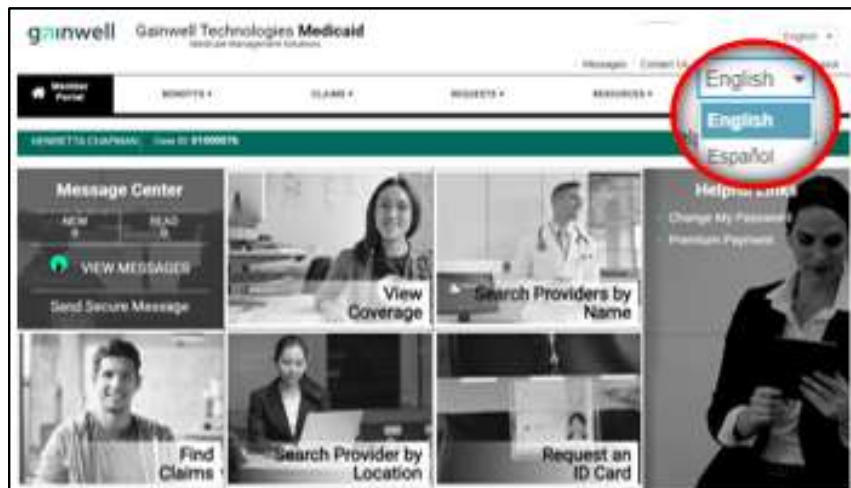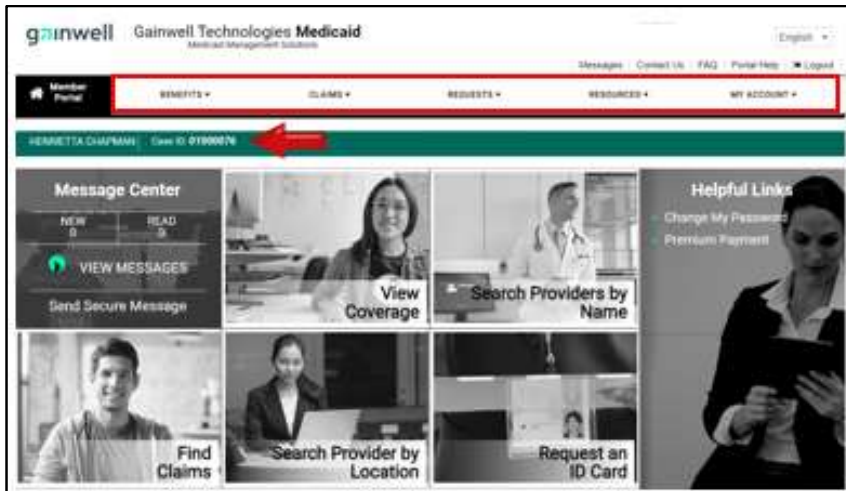- Click the drop-down arrow (image) to select either **English** or **Español** (Spanish).

If you have any technical issues, please contact: 1-800-766-9012.

Navigating the Home Page

The navigation menu provides easy access to the various areas of the Member Portal.

- Click each topic to view the sub-menu topics.

- The information panel displays the name and case ID of the user logged into the portal.

- If there is only 1 member in the case, the Member ID will display.
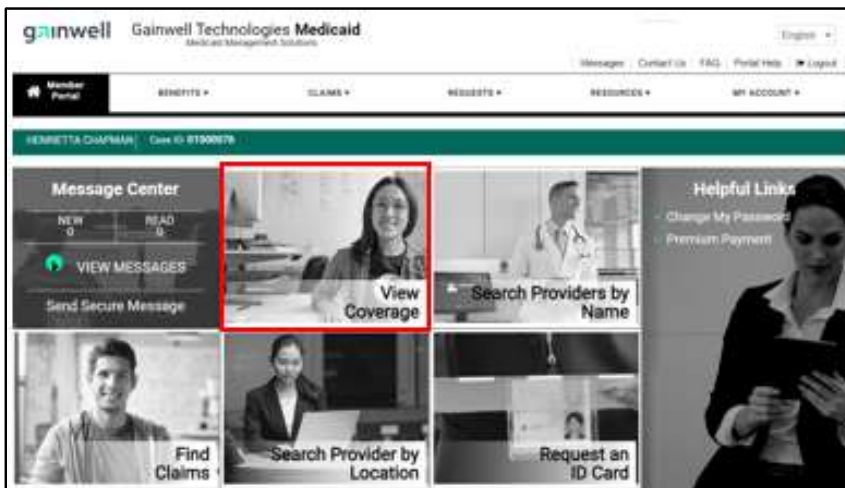
- Hover the mouse cursor over a panel to reveal its quick link options.
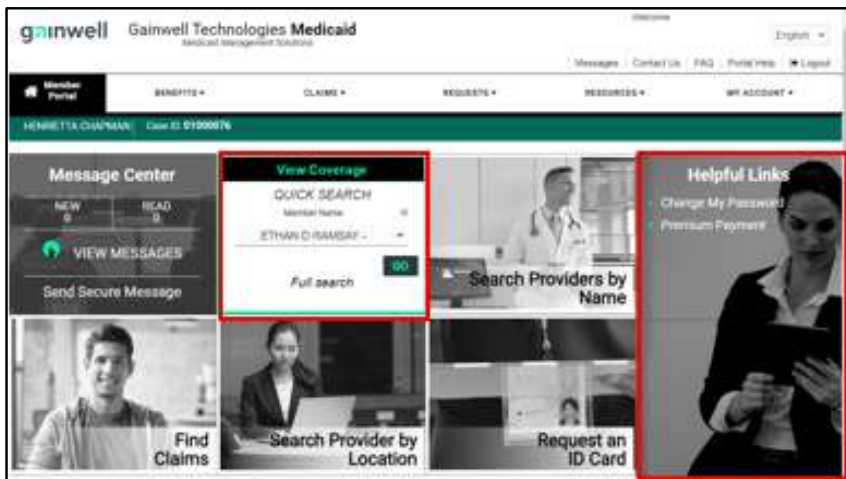
- Complete a **Quick Search** or a **Full Search**.

If **Full Search** is chosen, the system navigates to the **Coverage & Benefits** page.

- Choose a link from the list of **Helpful Links** to navigate to the desired topic.
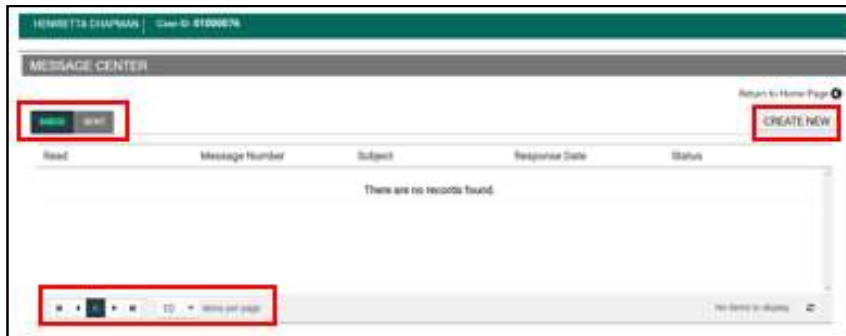
Viewing Secure Messages

Within the **Message Center**, the **VIEW MESSAGES NOW** allows you to quickly access messages with a single click.


- Click **VIEW MESSAGES NOW**.

- Click **INBOX** to view current messages.

- Click **SENT** to view sent messages.

- When there are more than 10 items on a page the Navigation controls become active.

- Click **CREATE NEW** to send a new message.

If you have any technical issues, please contact: 1-800-766-9012.

Sending a Secure Message from the Home Page

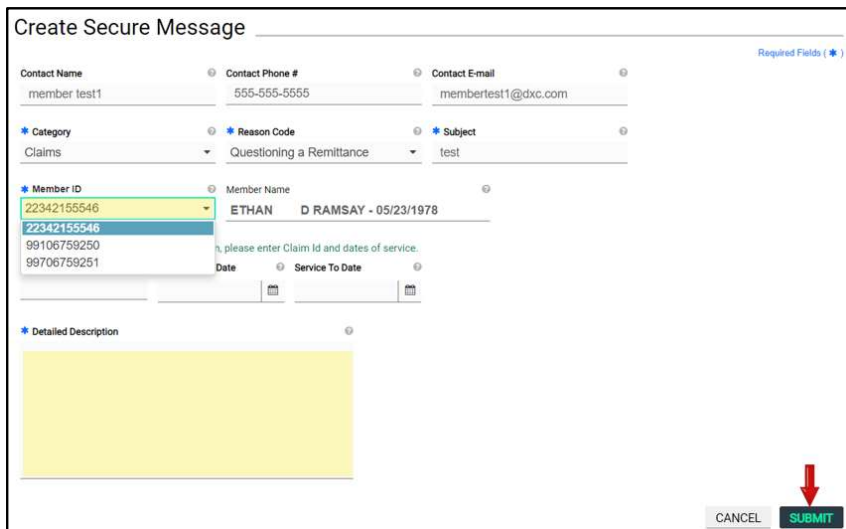The portal allows you to create and send a secure message from the Home page.

- Click **Send Secure Message** in the **Message Center** tile on the **Home** page.
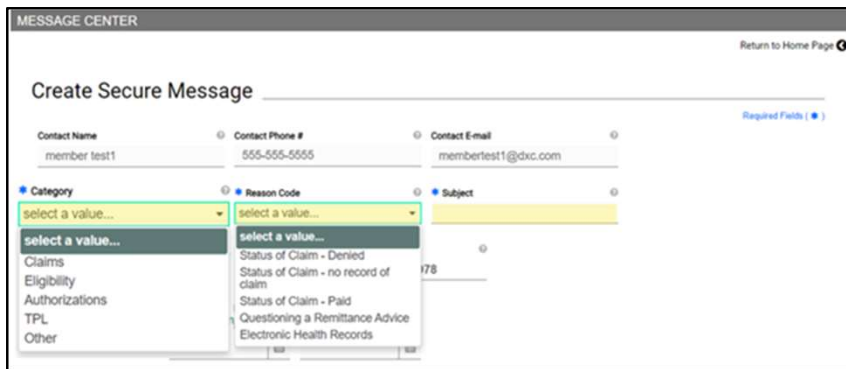
The Member information is pre-populated in the **Create Secure Message** page.

- Select a **Category**.

- Select a **Reason Code**.

- Enter a **Subject**.

- Choose a **Member ID**.

- Enter a **Detailed Description**.

- Click **Submit**.

The message is sent to Customer Service. You will receive the response in your Secure Messages Inbox in the Portal.
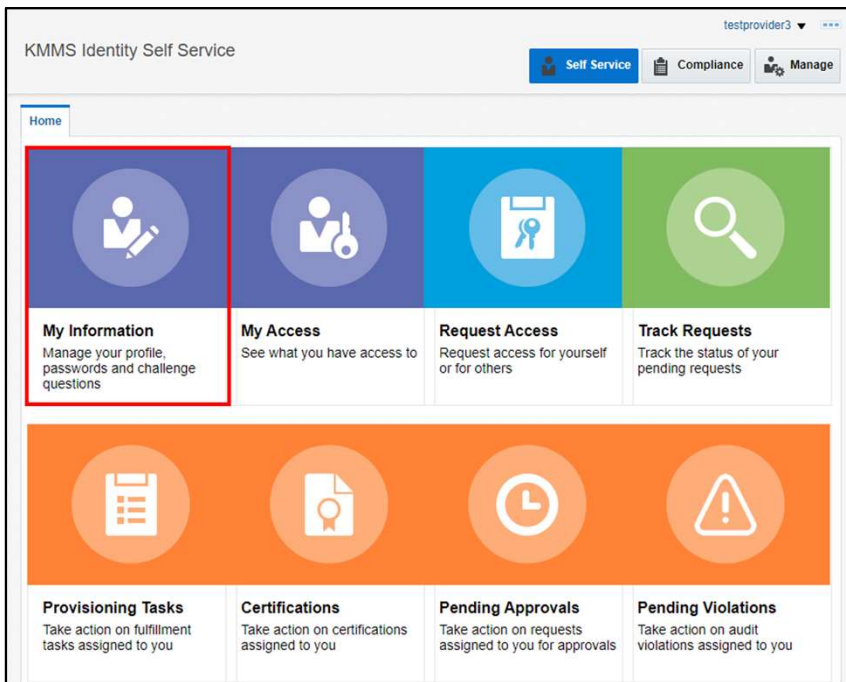
If you have any technical issues, please contact: 1-800-766-9012.
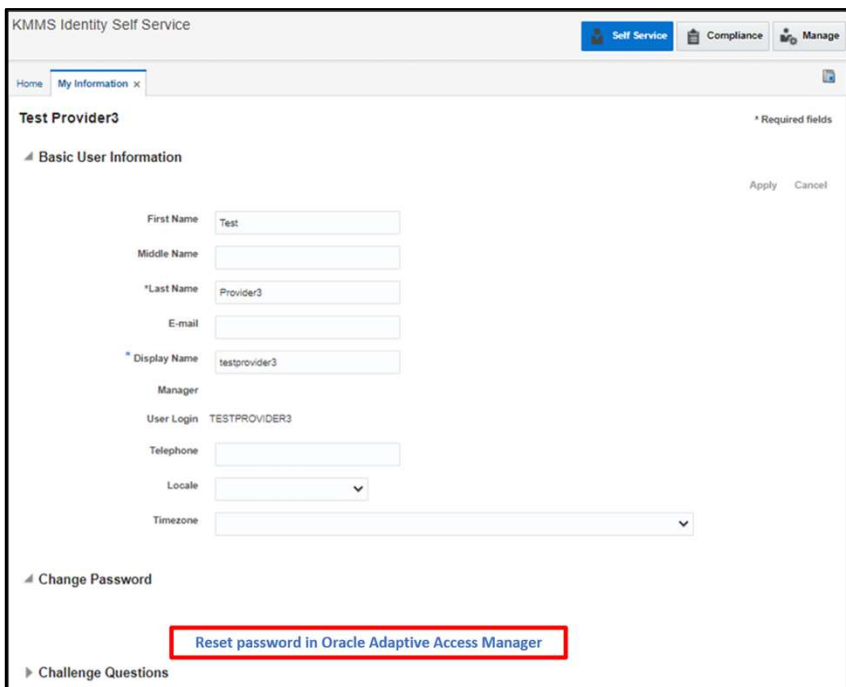
Changing Your Password

The **Helpful Links** tile on the Member Portal provides instant access to different resources.
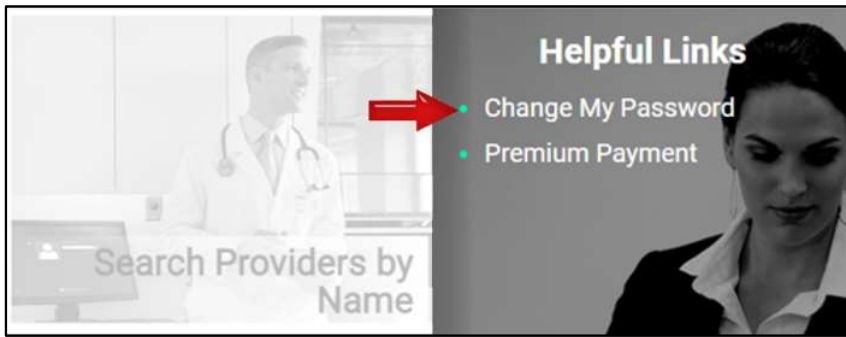
- Choose the **Change My Password** link from the list of **Helpful Links.**

- Click the **My Information** tab to change your password.

- Click the link to change your password.

If you have any technical issues, please contact: 1-800-766-9012.

Changing Your Password – Continued

The system displays the **Change Your Password** page.

- Complete the required steps.

- Click **enter**.

The system provides a personal security image and phrase.

- Click **Continue**.

If you have any technical issues, please contact: 1-800-766-9012.

Changing Your Password – Continued

Continue these steps to change your password.

Once your password has been updated the system returns to the **KMMS Identity Self Service** page.

To return to the Member Portal Home page, login and enter the updated information.

If you have any technical issues, please contact: 1-800-766-9012.

Viewing Your Coverage Information

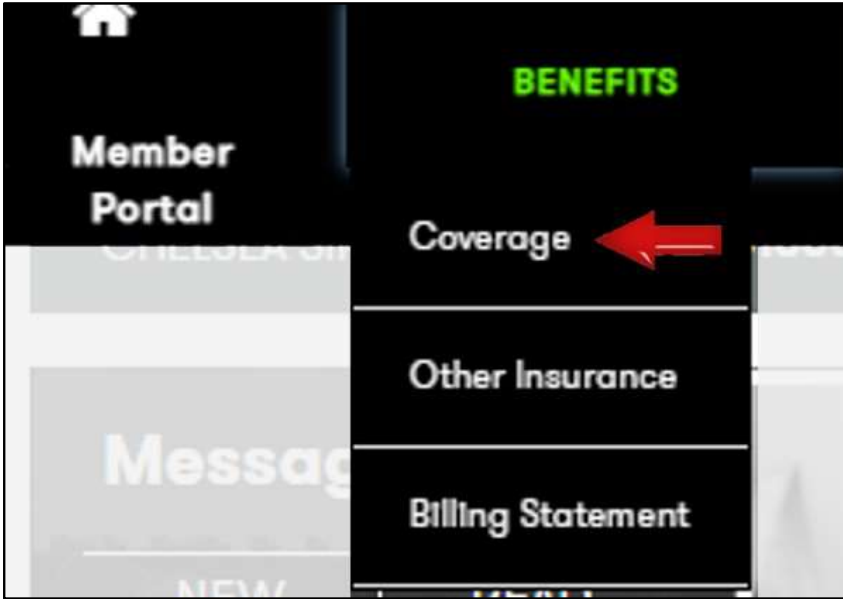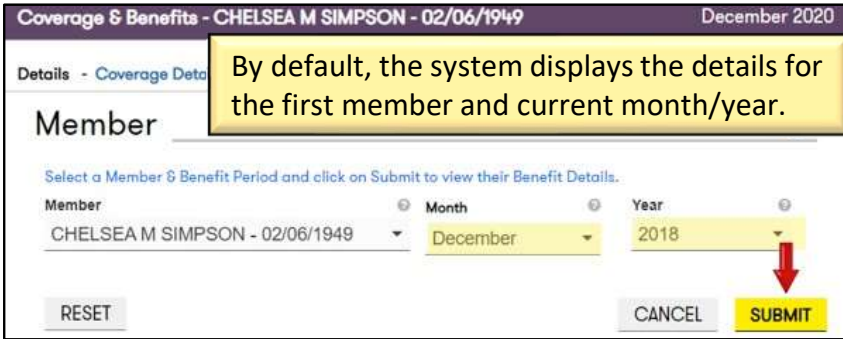The **Benefits** tab displays three options: **Coverage**, **Other Insurance**, and **Billing Statement**.
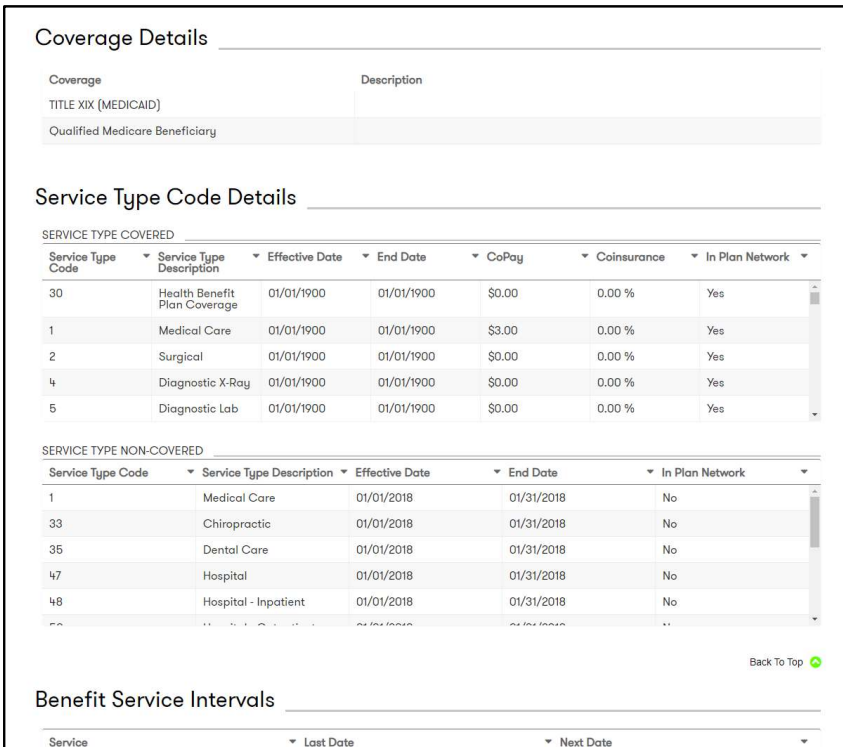

- Click **BENEFITS**.
- Click **Coverage.**

By default, the system displays the details for the first member and current month/year.

The system displays the **Coverage & Benefits** page.

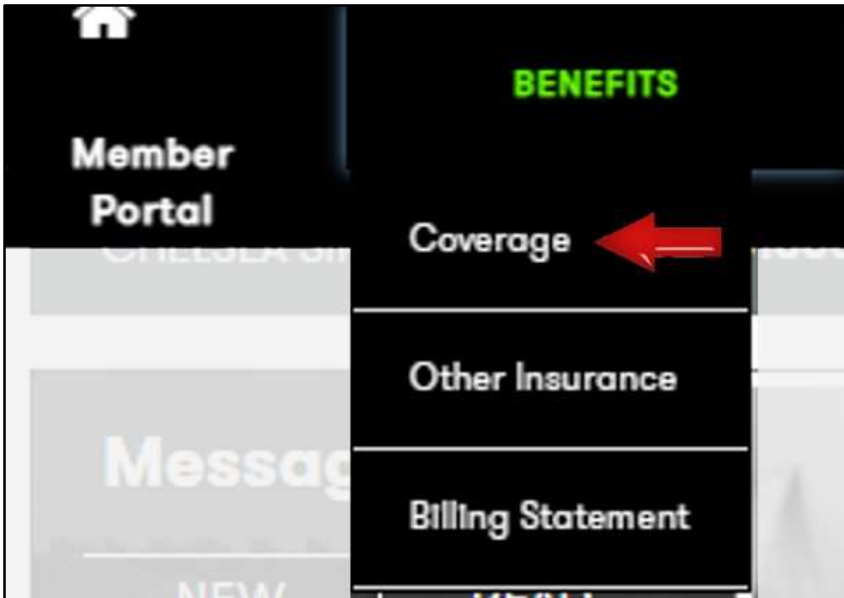- Choose a **Month**.
- Choose a **Year**.
- Click **SUBMIT**.

The system returns the **Coverage Details** for the selected date.

Coverage Details

Coverage	Description
TITLE XIX (MEDICAID)	
Qualified Medicare Beneficiary	

Service Type Code Details

SERVICE TYPE COVERED

Service Type Code	Service Type Description	Effective Date	End Date	CoPay	Coinsurance	In Plan Network
30	Health Benefit Plan Coverage	01/01/1900	01/01/1900	$0.00	0.00 %	Yes
1	Medical Care	01/01/1900	01/01/1900	$3.00	0.00 %	Yes
2	Surgical	01/01/1900	01/01/1900	$0.00	0.00 %	Yes
4	Diagnostic X-Ray	01/01/1900	01/01/1900	$0.00	0.00 %	Yes
5	Diagnostic Lab	01/01/1900	01/01/1900	$0.00	0.00 %	Yes

SERVICE TYPE NON-COVERED

Service Type Code	Service Type Description	Effective Date	End Date	In Plan Network
1	Medical Care	01/01/2018	01/31/2018	No
33	Chiropractic	01/01/2018	01/31/2018	No
35	Dental Care	01/01/2018	01/31/2018	No
47	Hospital	01/01/2018	01/31/2018	No
48	Hospital - Inpatient	01/01/2018	01/31/2018	No

Back To Top

Benefit Service Intervals

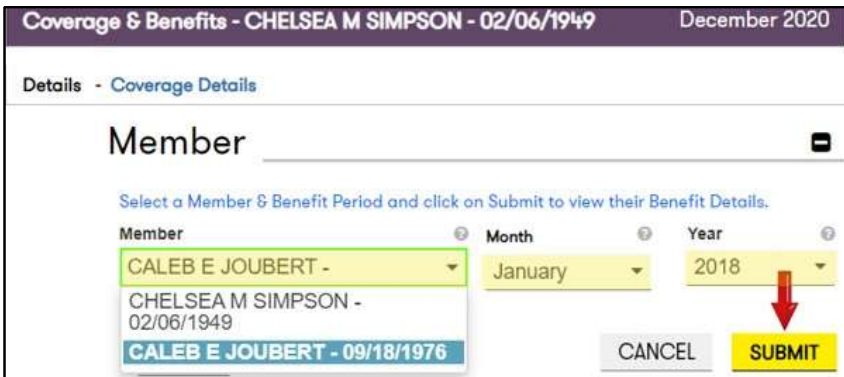| Service	Last Date	Next Date

If you have any technical issues, please contact: 1-800-766-9012.

Viewing Your Dependent's Coverage Information

The **Benefits** tab displays three options: **Coverage**, **Other Insurance**, and **Billing Statement**.
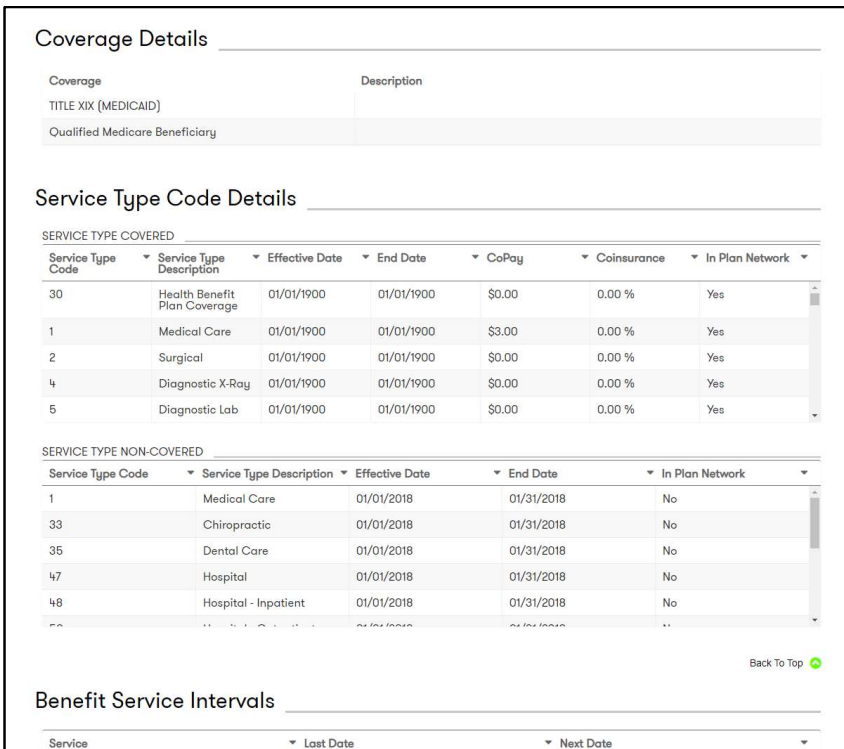

- Click **BENEFITS**

- Click **Coverage.**

- Choose a member from the **Member** drop-down list.

The drop-down list is only available if there is more than one member on the case.

- Choose a **Month**.

- Choose a **Year**.

- Click **SUBMIT**.

The system returns the **Coverage Details** for the selected date.

You can find more information on your coverage details in the **Beneficiary Booklet** located on the **KMAP Home** page.

If you have any technical issues, please contact: 1-800-766-9012.

Enrolling in a Managed Care Organization (MCO)

The **Managed Care Assignment** panel displays a list of the Managed Care plans you are assigned to or have selected.

- Click **Managed Care Plan Enrollment** to change plans.

- Select a **Managed Care Organization**.
- Click **SUBMIT**.

A completion panel will display to confirm your plan enrollment.

- Click **OK** or the **X** icon to close the confirmation panel.

If the Member is not in a choice period, the system displays a message stating you are not in an open enrollment period.
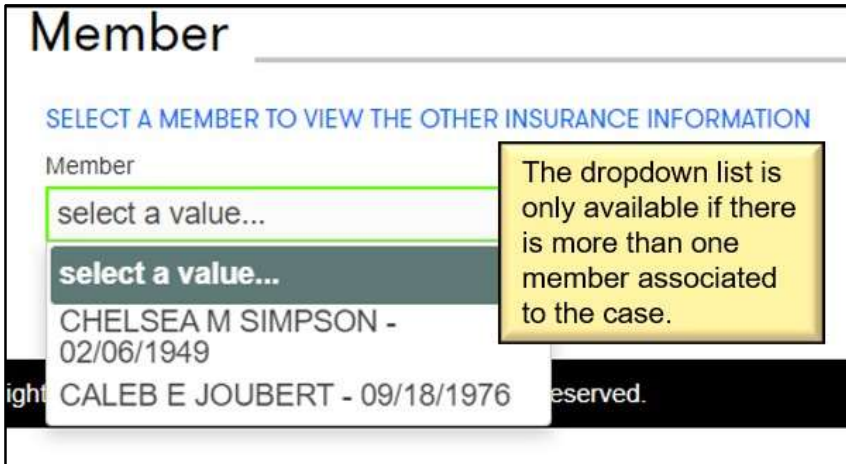

If you have any technical issues, please contact: 1-800-766-9012.

Viewing and Editing Your Other Insurance Information

The Member Portal gives you the ability to view and edit your other health related insurance information.
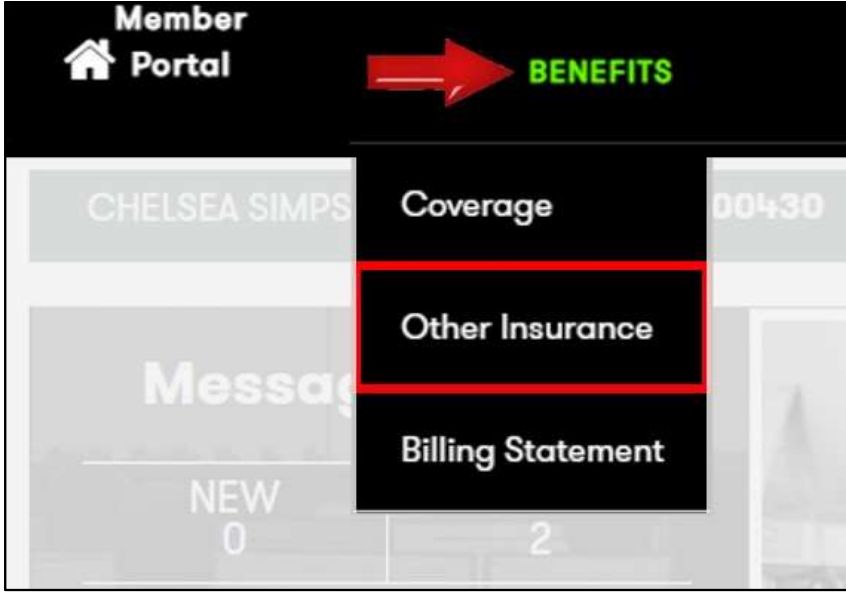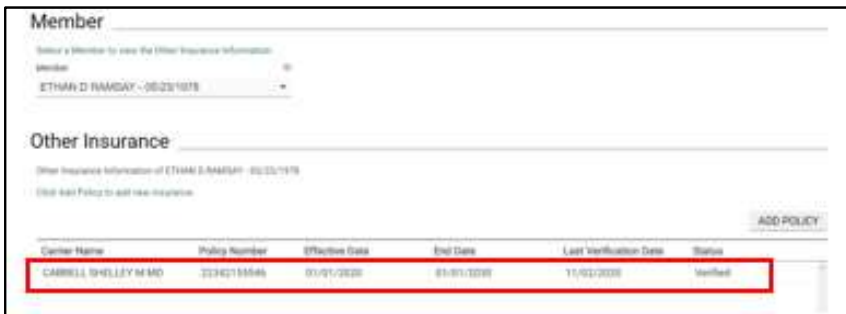

- Click **BENEFITS**.

- Click **Other Insurance**.

The system displays the **Member** page.

- Select a **Member**.

- Double-click a row to view Carrier details.

If you have any technical issues, please contact: 1-800-766-9012.

Viewing and Editing Your Other Insurance Information

VIEW OTHER INSURANCE DETAILS

Verfication Code	Verification Date
Verified	11/02/2020

Carrier Information

Carrier Name
CABBELL SHELLEY M MI

Address Line 1	Address Line 2	City	State
2580 LAKEWOOD SQUAF		KANSAS CITY	Missouri

Zip Code	Phone
64111-0000	

Policy Information

Policy Number	Group Number	Effective Date	End Date
22342155546		01/01/1900	12/31/9999

Policy Type
Medical or comprehensive health insurance plan (e.g. HMO)

Member Information

Member ID	Member Name		Relationship to the Policyhold...
22342155546	RAMSAY, ETHAN	D	Self

Policyholder Information

Member Type
Member

Member ID	Member Name	Birth Date	Social Security Number
22342155546	RAMSAY, ETHAN D	05/23/1978	XXX-XX-3089

Address Line 1	Address Line 2	City	State
5 CHERRINGTON AVENU		OTTAWA	Kansas

Zip Code	Phone
66067-0000	

Member Coverage Information

Coverage Type	Effective Date	End Date
Hospitalization	01/01/2020	01/01/2030
Medical	01/01/2020	01/01/2030
Major Medical	01/01/2020	01/01/2030
Dental	01/01/2020	01/01/2030

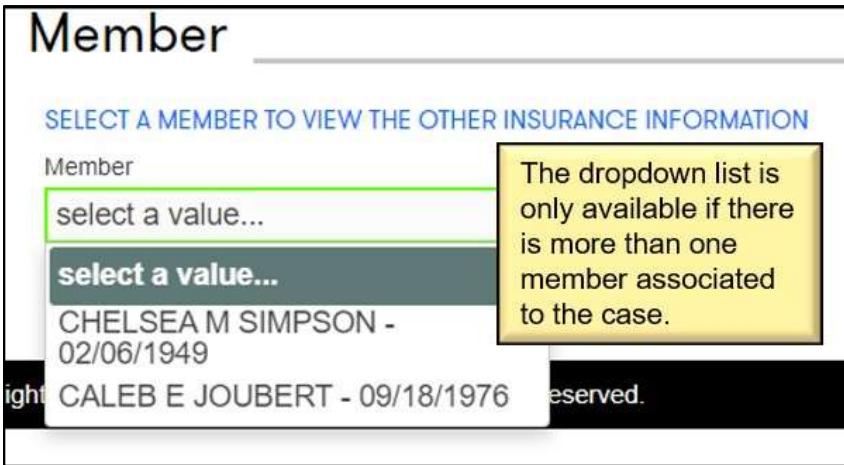**EDIT**   **CLOSE**

- Click **Edit** to modify your insurance information.

- Click **Close** to return to the **Coverage Details** page.

Adding Other Insurance Information

The **Other Insurance** option under **Benefits** also allows you to add coverage for a Member.
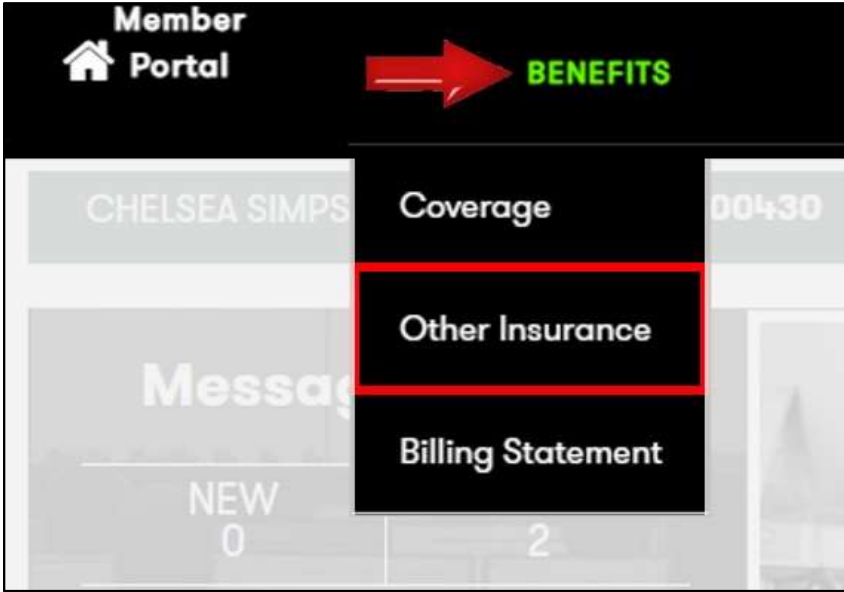
- Click **BENEFITS**.

- Click **Other Insurance**.

The system displays the **Member** page.

- Select a **Member**.

- Click **ADD POLICY**.

If you have any technical issues, please contact: 1-800-766-9012.

Adding Other Insurance Information – Continued

The system displays the **ADD OTHER INSURANCE DETAILS** panel.

- Enter the name of your Carrier.

The system will auto-populate matching carriers.

- Select the appropriate carrier.

- Enter your **Policy Number**.

- Choose a **Policy Type**.

- Choose a **Relationship to Policyholder**.

- Select whether or not the Policyholder is also a Medicaid member.

If you have any technical issues, please contact: 1-800-766-9012.

If you selected **No**, enter the policyholder details.

If **Yes**, the system displays a **Member** field.

- Choose the name of the Policyholder who is also a Medicaid **Member**.

- Click **ADD COVERAGE**.

The **ADD MEMBER COVERAGE** page displays.

- Select the **Coverage Type**.

- Enter an **Effective Date**.

- Enter an **End Date**.

- Click **ADD & CLOSE**.

If you have any technical issues, please contact: 1-800-766-9012.

Adding Other Insurance Information – Continued

The system displays the **ATTACHMENT INFORMATION** section.

- Click **UPLOAD FILE**.

Member Coverage Information

Click Add Coverage to add Coverage details.

ADD COVERAGE

Coverage Type	Effective Date	End Date
Medical	01/01/2020	12/31/9999

This is not a requirement.

ATTACHMENT INFORMATION

Click Upload File to upload other insurance information, i.e., a scanned copy of insurance card.

UPLOAD FILE

New Attachment

Attachment Type
Copy of Insurance Coverage

Upload File
SELECT FILE

Description

RESET   CANCEL   ADD ANOTHER   ADD & CLOSE

- Click **SELECT FILE**.

- Enter a short **Description**.

- Click **ADD & CLOSE**.

Repeat these steps when adding Other Insurance information for each person in the case.

If you have any technical issues, please contact: 1-800-766-9012.

Viewing HIPP Billing Statement Information

The **Billing Statement** option under the **Benefits** tab allows you to view Health Insurance Premium Payment (HIPP) billing information. This only applies to those who have a HIPP approval.
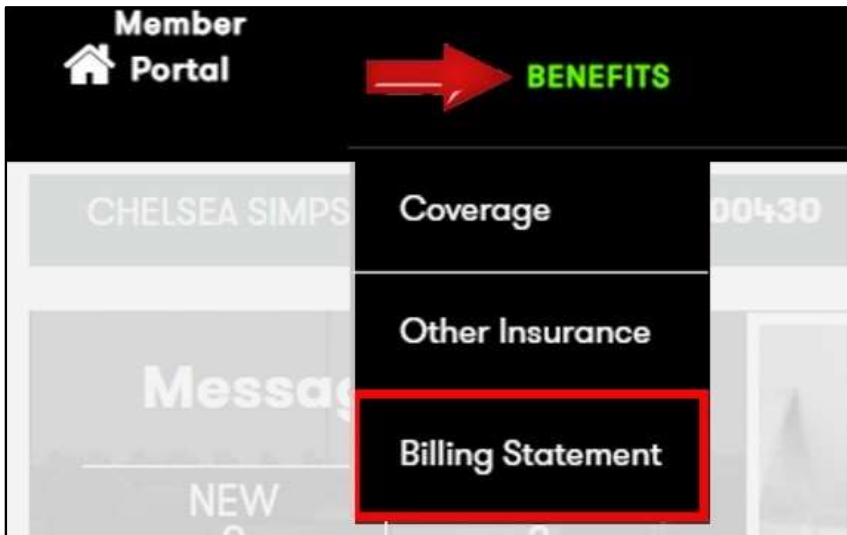
- Click **BENEFITS**.
- Click **Billing Statement**.
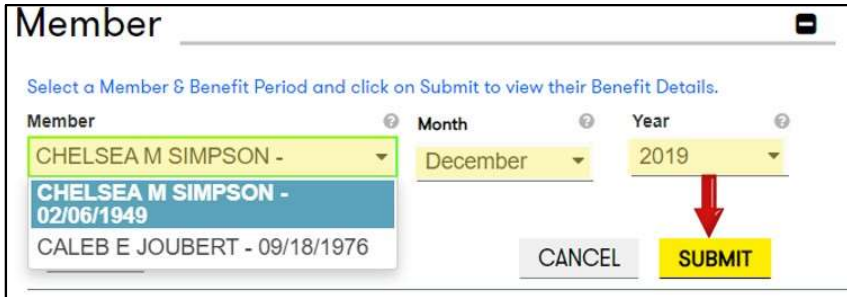
- Choose a **Member**.
- Choose a **Month**.
- Choose a **Year**.
- Click **SUBMIT**.

The system displays a list of HIPP payments made during the specified time.

- Double-click a row to view details.

Use the navigation icons to move through pages when search results exceed 10 items.

Increase the number of items shown per page by selecting the drop-down arrow.

The system displays the **View Billing Statement Details** page.

KMAP funds are used to purchase employer-based group health insurance through the Health Insurance Premium Payment (HIPP) program when it is determined to be cost effective. KMAP costs are reduced, since the private health carrier becomes the primary payer of medical expenses incurred by the participating members.

If you have any technical issues, please contact: 1-800-766-9012.

Viewing Claims Information

The **Claims** tab allows you to search for and view claims information received by KMAP for the Member. The claims information displayed are only Fee For Service (FFS).

- Click **CLAIMS**.
- Click **Search Claims**.

- Choose a **Member**.
- Enter a date range.
- Click **SEARCH CLAIMS**.

The system displays claims for the selected member.

- Double Click a row to view the details.
- Click **Refresh** to refresh the search.
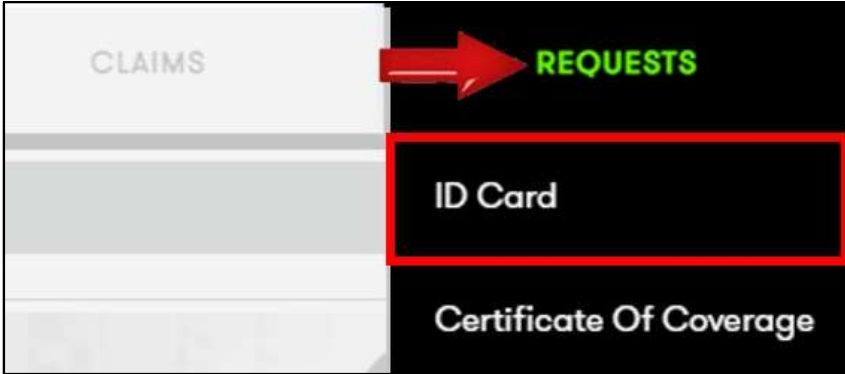

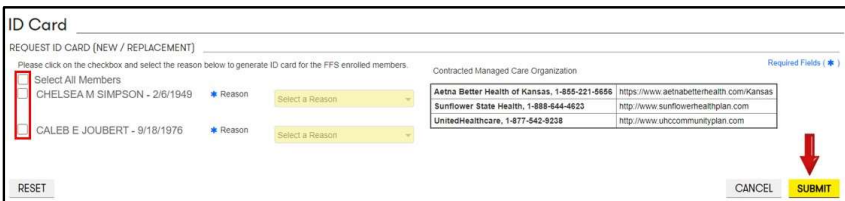The system displays the **Claim Details** page for the selected claim.

If you have any technical issues, please contact: 1-800-766-9012.

Requesting an ID Card

The **ID Card** option under the **Requests** tab allows for quick access to request an ID card.

- Click **REQUESTS**.
- Click **ID Card**.

- Click the check box next to the desired member(s) needing a new card.
- Choose a reason for the request from the **Reason** field next to the Member name.
- Click **SUBMIT**.

If you are assigned to a Managed Care plan, you will need to request a card from your plan.

- Click the link of the Managed Care plan displayed next to your name to be routed to the plan website to request a replacement ID card.
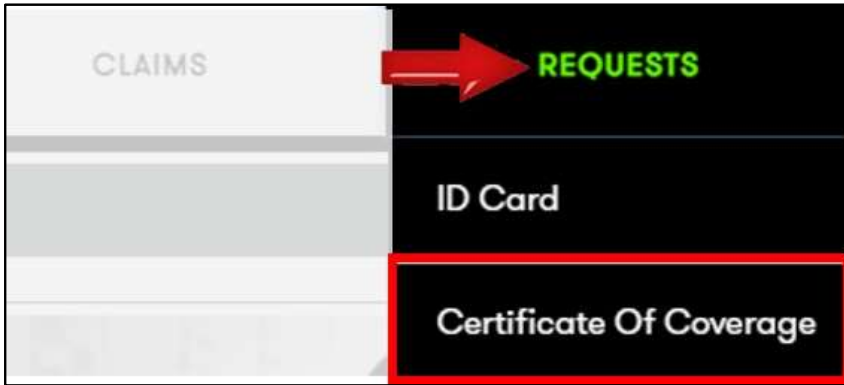
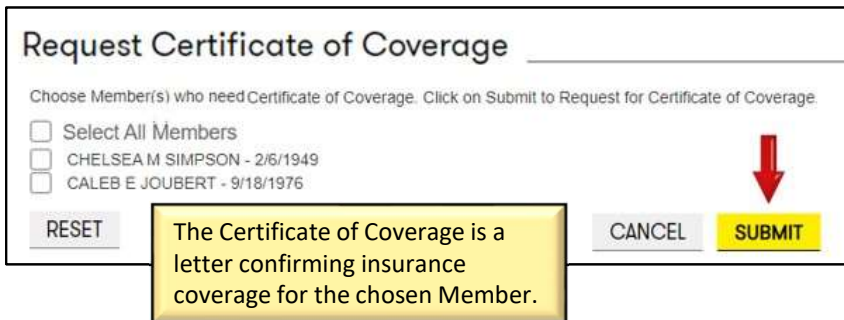The system displays an alert message letting you know your request has been received.

Your ID Card Request has been received.

If you have any technical issues, please contact: 1-800-766-9012.

Requesting a Certificate of Coverage

The **Certificate Of Coverage** option under the **Requests** tab allows quick access to request a certificate of coverage.

- Click **REQUESTS**.

- Click **Certificate Of Coverage**.

- Click the desired Member(s).

- Click **SUBMIT**.

- The Certificate of Coverage will be mailed to the Member.

If you have any technical issues, please contact: 1-800-766-9012.

Searching for a Provider

The **Resources** tab on the Member Portal navigation bar allows quick access to Search Providers.

- Click **RESOURCES**.

- Click **Search Providers**.

- Choose **Individual Name** or **Business Name**.

OR

- Click the **+** icon to expand either the **SEARCH CRITERIA** or **ADDITIONAL SEARCH CRITERIA** sections.

- Enter additional search criteria.

- Click **SEARCH**.

If you have any technical issues, please contact: 1-800-766-9012.

Searching for a Provider – Continued

The system returns a list of providers matching the search criteria in the **SEARCH RESULTS** section.

- Double-click a row to view the Provider's information.

The system displays the **View Provider Details** page.

- Click the map icon to view a map for the Provider.
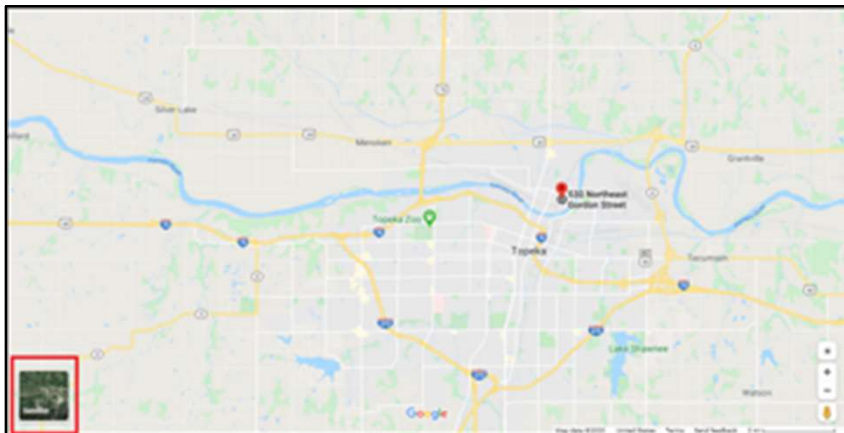
The map will open in a new window.

- Click the satellite image in the bottom left corner of the page to view a satellite image.

- Close the window to return to the portal.

- Click the **Back To Search Results** hyperlink to view the **SEARCH RESULTS** page.
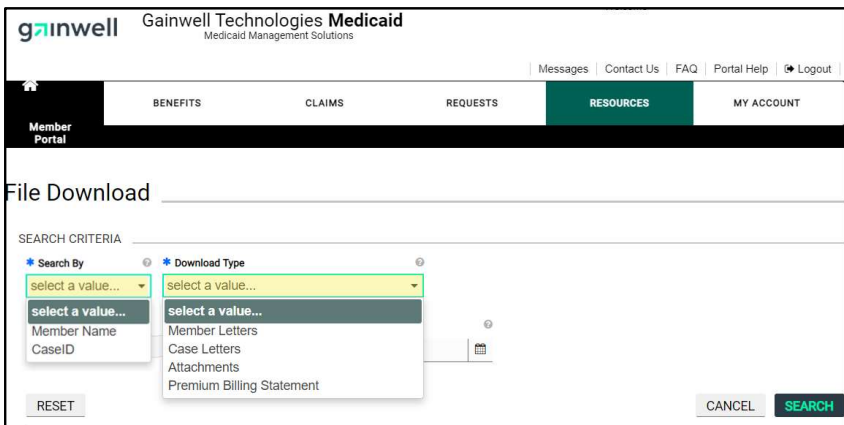

If you have any technical issues, please contact: 1-800-766-9012.
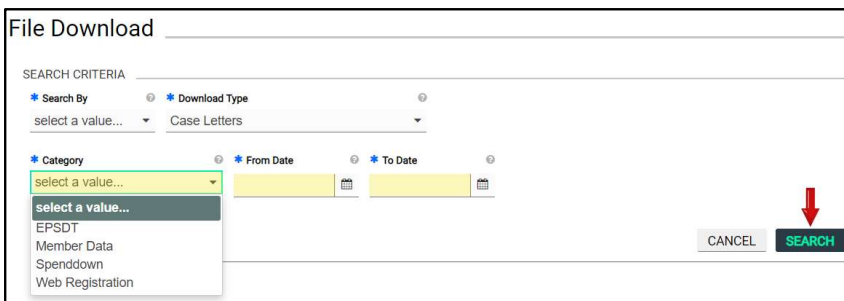
Downloading Letters and Reports

The **Resources** tab allows for easy access to download letters and reports associated with your account.
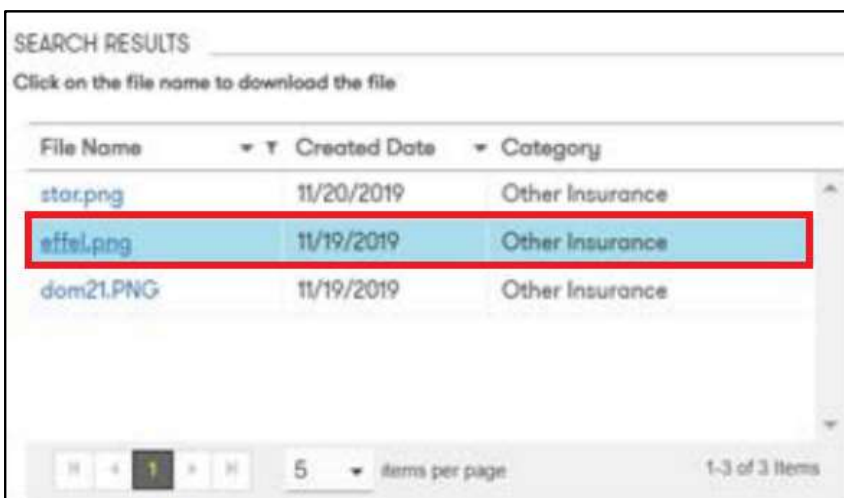

- Click **RESOURCES**.

- Click **File Download**.

- Choose a **Search By** option.

- Choose a **Download Type**.

- Choose a **Category**.
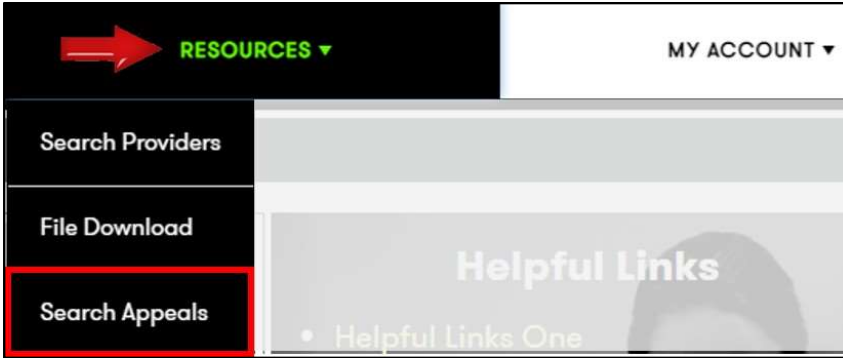
- Enter date range.

- Click **SEARCH**.

The **SEARCH RESULTS** displays matching names.

- Click the desired **File Name** to download the file.

Viewing Appeals Information

The **Resources** tab on the Member Portal navigation bar allows for easy access to search Appeals.

- Click **RESOURCES**.

- Click **Search Appeals**.
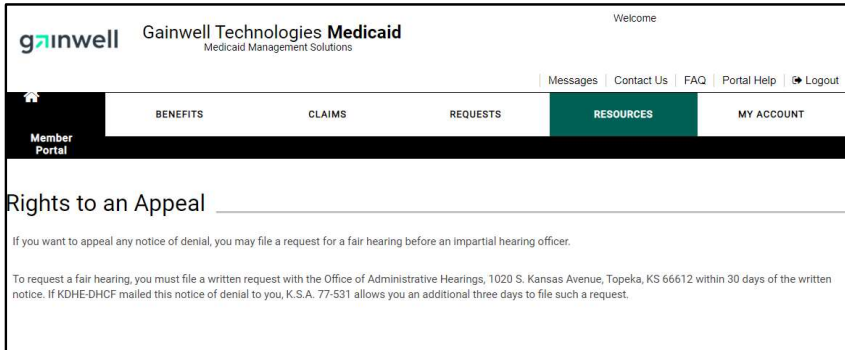
The system displays the **Rights to an Appeal** page.

This page explains the process of submitting an appeal.

If you have any technical issues, please contact: 1-800-766-9012.

Viewing Your Account Profile Information

The **My Account** tab on the Member Portal navigation bar allows for quick access to your profile.

- Click **MY ACCOUNT**.

- Click **Profile Maintenance**.

The system displays the **MY ACCOUNT PROFILE.**

MY ACCOUNT PROFILE

CONTACT INFORMATION

User ID
membertest2

First Name
member

Middle Name

Last Name
test2

Display Name
member test2

Phone Number
555-555-5555

Current Email
membertest2@dxc.com

Birth Date

Last 4 of SSN

This is a READ ONLY page.

ROLES

Current Roles
Member

PREFERENCES

Primary Language
English

Viewing Your Account Information

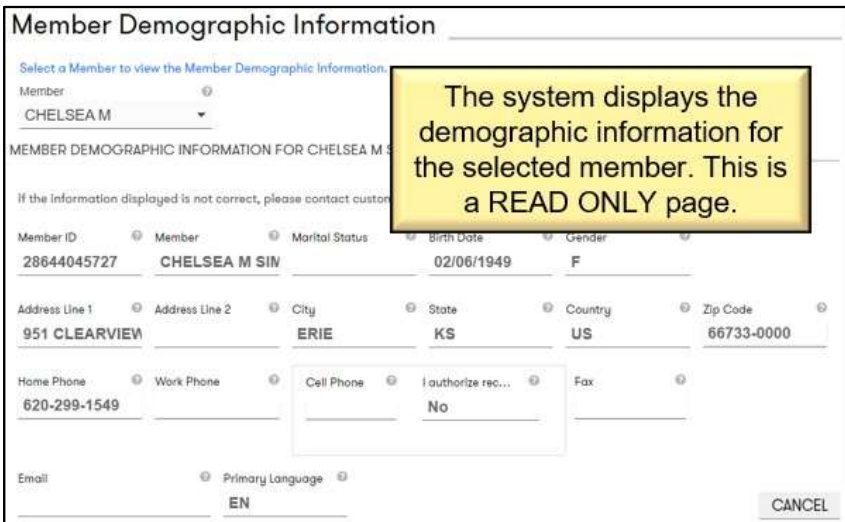The **My Account** tab on the Member Portal navigation bar allows for quick access to help you manage your information.

- Click **MY ACCOUNT**.
- Click **Manage My Information**.

- Choose a **Member**.

The system displays the demographic information for the selected member. This is a READ ONLY page.

If you have any technical issues, please contact: 1-800-766-9012.