

**KMAP GENERAL BULLETIN 13004**

**Pharmacy Prior Authorization**

With the implementation of KanCare on January 1, 2013, Xerox State Healthcare, LLC, will no longer be responsible for processing pharmacy-related prior authorizations (PAs). This includes PAs established through point-of-sale transactions and the enhanced PA call center.

Beginning January 1, 2013, most PAs must be requested through the beneficiary’s designated health plan. For those few populations that remain traditional fee-for-service, HP will process the PA requests.

KanCare assignments and beneficiary eligibility can be verified using:

- Automated Voice Response System (AVRS)  
1-800-933-6593
- [KMAP secure website](#)
- Eligibility Verification System (EVS)  
Online or POS available (Emdeon, NDC, QSI, and ERX)

Reference the *General Introduction Provider Manual* on the [Provider Manuals page](#) of the KMAP website for more information about how to use these tools.

The following table provides contact information for each health plan, as well as the fee-for-service program. Click the name to access the corresponding website.

	<b>Phone &amp; Hours (CST)</b>	<b>Fax</b>
<a href="#">Amerigroup of Kansas, Inc.</a>	1-855-323-4696 Monday – Friday 8:00AM – 6:00PM	1-855-384-4873
<a href="#">Sunflower State Health Plan</a>	1-877-397-9526 Monday – Friday 9:00AM – 7:00PM	1-866-399-0929
<a href="#">UnitedHealthcare</a>	1-800-310-6826 Monday – Friday 7:00AM – 7:00PM	1-866-940-7328
<a href="#">Traditional fee-for-service KDHE</a>	1-800-285-4978 Monday – Friday 7:30AM – 5:30PM	1-800-913-2229

Additional manual updates have been made in keeping with current policies and procedures. Unless otherwise noted, they are effective upon publication.

For the changes resulting from this provider bulletin, view the updated *General Special Requirements Provider Manual*, Section 4300, pages 4-4 through 4-11; *Pharmacy Provider Manual*, Section 7010, pages 7-4 and 7-5, Section 8400, pages 8-11 through 14; *Professional Provider Manual*, Section 8400, page 8-41.

HP Enterprise Services is the fiscal agent of KMAP.

**KMAP**  
[Kansas Medical Assistance Program](#)

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

**Customer Service**

- 1-800-933-6593 (in-state)
- 785-274-5990  
8:00 a.m. - 5:00 p.m.  
Monday - Friday