

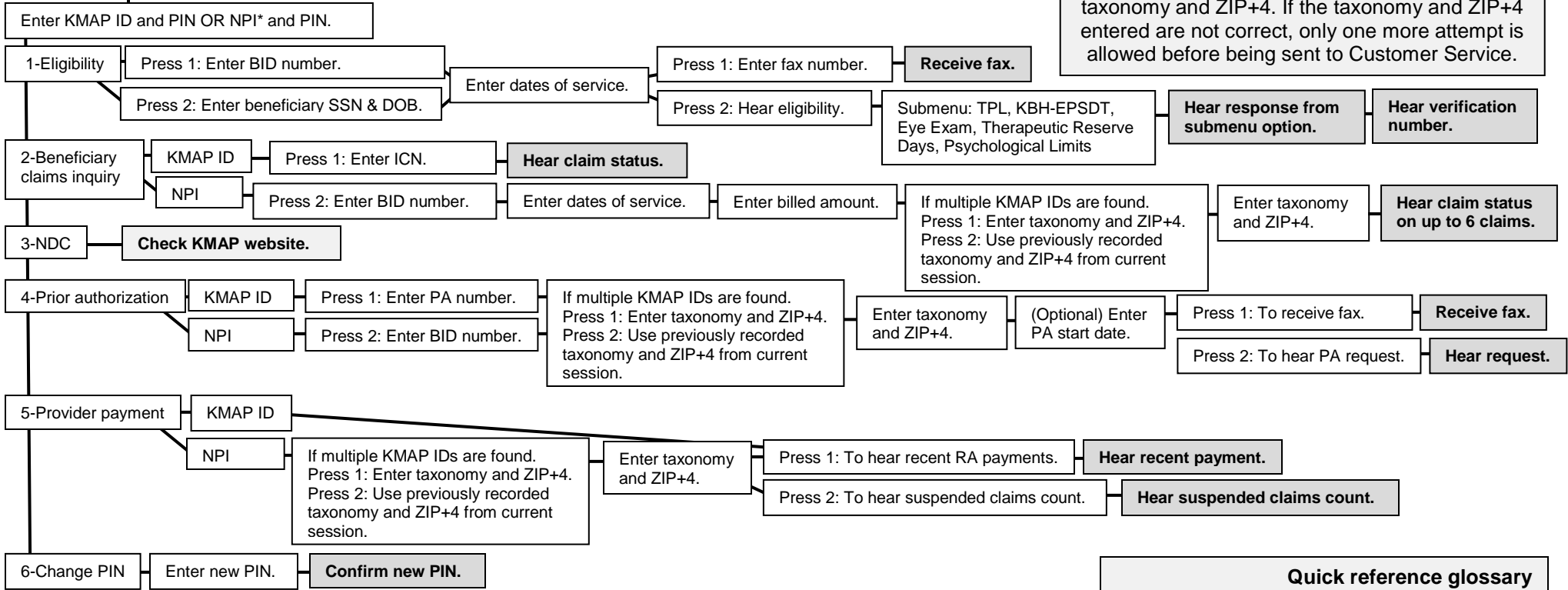
AVRS
1-800-933-6593

1-Log on to AVRS
2-Reset PIN
0-Customer service

1-Reset AVRS PIN.
2-Reset Internet PIN.
0-Customer Service

AVRS
Hours: 2 AM - 12 AM
EVERY DAY

***Notice**
When the NPI is used to long on to the AVRS and a direct match to your KMAP ID number is not found, you will be prompted to enter your taxonomy and ZIP+4. If the taxonomy and ZIP+4 entered are not correct, only one more attempt is allowed before being sent to Customer Service.



PIN alert
The PIN will expire every 180 days.

Common menu options
Press **# to repeat the last prompt.
Press *# to repeat the last response.
Press *99# to return to the main menu.
Press ** to void incorrect information.

Quick reference glossary
AVRS – Automated Voice Response System
BID – Beneficiary identification number
DOB – Date of birth
ID – Identification number
KMAP – Kansas Medical Assistance Program
NPI – National Provider Identifier
PA – Prior authorization
PIN – Personal identification number
RA – Remittance advice
SSN – Social Security number

A = *21	B = *22	C = *23	D = *31	E = *32	F = *33	G = *41	H = *42	I = *43	J = *51	K = *52	L = *53	M = *54
N = *62	O = *63	P = *71	Q = *11	R = *72	S = *73	T = *81	U = *82	V = *83	W = *91	X = *92	Y = *93	Z = *94