

JUNE 2021

KMAP GENERAL BULLETIN 21124

External Independent Third-Party Review

Effective **July 1, 2021**, the following will be required for External Independent Third-Party Review (EITPR) requests. These changes ensure providers are aware of the requests submitted and agree to the payment requirements if the decision of the Managed Care Organization (MCO) is upheld. Cost information may be found [here](#).

Request Forms: All requests for an EITPR must be submitted on each MCO EITPR Request Form. Requests for EITPR that are not submitted on an MCO EITPR Request Form will not be approved. The EITPR Request Forms may be found using the links below:

- [Aetna Better Health](#)
- [Sunflower Health Plan](#)
- [United Healthcare](#)

Signature: A signature line has been added to each MCO Request Form. The requesting provider signature will be required for all EITPR requests and requests not signed by the requesting provider will not be approved.

Reminder: In each request, providers must:

1. Identify each issue the provider is disputing that is directly related to the MCO adverse decision.
2. State the specific reason the provider believes the MCO adverse decision is wrong.
 - Submitting a copy of an MCO Appeal Notice or a copy of an MCO Remittance Advice with the EITPR request does not provide the reason.
 - Providers should submit any documentation the independent external reviewer may need to understand or support the reason.
 - The supporting documentation should be submitted to the MCO **at the time of the appeal**. The MCO will forward only the documents submitted for the provider appeal to the external reviewer.
 - Example: Providers stating an MCO did not pay at the contracted rate should not assume the MCO will forward copies of the provider contract with the appeal documents.

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Customer Service

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



External Independent Third-Party Review continued

- Example: Providers stating an authorization was submitted within the required time frame should not assume the MCO will forward copies of the authorization requirements with the appeal documents.
- 3. Submit the requesting provider contact information that includes name, mailing address, phone number, fax number and e-mail address.

More information regarding the EITPR process may be found [here](#).

Note: The effective date of the policy is July 1, 2021. The implementation of State policy by the KanCare Managed Care Organizations (MCOs) may vary from the date noted in the Kansas Medical Assistance Program (KMAP) bulletins. The **KanCare Open Claims Resolution Log** on the KMAP [Bulletins](#) page documents the MCO system status for policy implementation and any associated reprocessing completion dates, once the policy is implemented.

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