

Compliance Corner

2025 HCBS Provider Averifi Audit Updates

Averifi, the vendor for provider qualification audits and audit processes, consulted with all MCOs on the 2025 audit status. **As of March 31, 2025, 42% of all HCBS providers failed the 2025 audit.** The #1 reason for audit failures is ongoing confusion for the Nurse Aid Registry background checks.

Additional information on audits and audit requirements for each HCBS service is available on the [Averifi](#) website.

Quick Facts:

- KDADS [Nurse Aid Registry Check](#) is NOT completed during the RN/LPN license process. This must be completed on all employees providing HCBS services, including non-licensed staff.
- [KMAP General Bulletin 24271](#) has the most recent state guidance to background checks and prevent audit failures.
- KDADS requires all background checks to be completed **PRIOR** to serving HCBS participants.
- Background checks must be completed within two years from the date of the last result.

Annual training will be offered on August 13, 2025, and August 28, 2025.

Nursing Home to Community Transition Supports Team

Skilled Nursing Facility and Rehabilitation providers frequently have members who wish to return home but require additional support to ensure their safe transition. Sunflower’s Community Transition Supports Team assists members understand their options for living their most independent lives in the community. Our team can participate in transition meetings to ensure safety, share and coordinate resources for members transitioning to their preferred supportive living setting. This provides reassurance and peace of mind for family members, caregivers—and our partners as well!

Additional information, including a brochure to share with members, can be found at [Nursing to Community Transition](#) on the Sunflower website. You can reach one of our team members about assisting in transition supports by sending an email to KSLifeshare@sunflowerhealthplan.com.

Resources for Revalidation and Recredentialing

KanCare holds quarterly “All MCO Training” sessions that help providers navigate revalidation including the KMAP registration portal. These sessions include important information for new and seasoned HCBS providers and are a one-stop resource that can assist you with common questions and needs. This training also includes topics related to specialty provider groups such as Behavioral Health and refresher information that ranges from checking eligibility and coverage, coordination of benefits, to a cultural competency overview. If you are signed up to receive KMAP Bulletins, they will include the quarterly training notifications. The training notifications are shared approximately one week before the scheduled event.

Revalidation – Completed at the state level through the KMAP portal. This is required to do business with selected MCOs.

Rec credentialing is required to ensure that you are listed in the “Find A Doctor” directory on the Sunflower Health Plan website and considered as an “in-network provider.” Sunflower requires your TIN and NPI to be validated with the state through the KMAP portal to receive payments. If for any reason you miss the revalidation date, your claims reimbursement may be denied until Sunflower receives updates that you are validated.

Rec credentialing – Completed with each selected MCO and determines the in-network status.

Connect with your HCBS provider relations representative to verify either of these dates!

Resources & Links

General outreach to Provider Relations: providerrelations@sunflowerhealthplan.com
Get the latest Sunflower News: [Sunflower Health Plan Provider Newsletter](#)

General outreach to Authorizations Team: hcbsauthorizations@sunflowerhealthplan.com
Provider Resources & Territory Maps: [Sunflower Health Plan Provider Resources](#)

<div><div>Electronic Visit Verification</div><div>March 2025 an update was made to KMAP Bulletin 23349 with the following information “Effective March 1, 2025, “original” claims for EVV covered services not submitted by AuthentiCare will be rejected by the payors/Managed Care Organizations (MCOs).” Any claims that include the service codes that were not billed prior to March 1, 2025, will be rejected. <u>A new claim must be submitted through AuthentiCare.</u></div><div>AuthentiCare offers support for any identified issues with the AuthentiCare system. Contact FiServ by phone at 1-800-441-4667 (Monday – Friday, 7:00 AM to 7:00 PM CT) or by email at: authenticare.support@fiserv.com</div></div>	<div><div>Provider Training Opportunities with SHP “Office Hours”</div><div>Sunflower offers small group and individualized support for navigating the Sunflower Health Plan website and Provider Portal. These are led by Jenny Davis, Sunflower’s Provider Engagement Communications & Training Specialist. Additional training can be found under the Provider Training section of the Sunflower website. Any requests for additional training can be made by contacting your relations representative. <u>Sign up by using the links below:</u><ul style="list-style-type: none">• April 24 Cultural Competency Webinar• May 15 HCBS/LTSS Provider Review• June 4 Medicaid new provider orientation New Provider Orientation</div><div><div>Availity Essentials Now at Sunflower Health Plan</div><div>Sunflower Health Plan announced that it would be working with Availity Essentials starting October 21, 2024. Availity Essentials provides free webinar training in the transition from the Sunflower Provider Portal.</div><div>If you already work in Essentials, you can use your existing account login. If you are new to Essentials, your organization’s representative with legal authority to sign agreements can sign up for a new account online or contact Availity Client Services at 1-800-AVAILITY (282-4848), Monday through Friday, from 7:00 AM to 7:00 PM CT.</div></div></div>																								
<div><div>Community Events</div><table><tr><td>May 7, 2025 – 10:00 AM</td><td>Kansas Person Centered Transformation Regional Event (pre-registration required)</td><td>Southeast Kansas Impact Center, Chanute, KS</td></tr><tr><td>May 10, 2025 – 4:00 -7:00 PM</td><td>Kicking Off Summer</td><td>Thomas Park, 1525 N. 9th St., Salina, KS</td></tr><tr><td>May 17, 2025 – 9:00 AM</td><td>Cowley County Health & Safety Fair</td><td>Barn 4 Winfield Fairgrounds, Winfield, KS</td></tr><tr><td>June 5, 2025 – 11:00 AM-4:00 PM.....</td><td>Ellis County Community Fair 2025</td><td>Big Creek Crossing, 2918 Vine St., Hays, KS</td></tr><tr><td>June 6, 2025 – 9:00 AM.....</td><td>Family Fun-N-Fit Day</td><td>Playground Park, 1001 W. 5th St., Junction City, KS</td></tr><tr><td>June 7, 2025 – 10:00 AM-1:00 PM.....</td><td>McPherson Resource Fair</td><td>McPherson Health Department, McPherson, KS</td></tr><tr><td>July 27, 2025 – 8:00 AM</td><td>Sunday Funday</td><td>Hiawatha Aquatic Park, 201 E. Iowa, Hiawatha, KS</td></tr><tr><td>August 20-21, 2025 – 8:00 AM</td><td>Kansas Adult Care Executives Convention</td><td>Mariott Hotel, Wichita, KS</td></tr></table><div><div>For more information on these events and others, please sign up for Sunflower Provider News Alerts.</div><div>To coordinate an event contact: SM_CommunityRelationsSunflowerHealthPlancom@sunflowerhealthplan.com</div></div></div>		May 7, 2025 – 10:00 AM	Kansas Person Centered Transformation Regional Event (pre-registration required)	Southeast Kansas Impact Center, Chanute, KS	May 10, 2025 – 4:00 -7:00 PM	Kicking Off Summer	Thomas Park, 1525 N. 9th St., Salina, KS	May 17, 2025 – 9:00 AM	Cowley County Health & Safety Fair	Barn 4 Winfield Fairgrounds, Winfield, KS	June 5, 2025 – 11:00 AM-4:00 PM.....	Ellis County Community Fair 2025	Big Creek Crossing, 2918 Vine St., Hays, KS	June 6, 2025 – 9:00 AM.....	Family Fun-N-Fit Day	Playground Park, 1001 W. 5th St., Junction City, KS	June 7, 2025 – 10:00 AM-1:00 PM.....	McPherson Resource Fair	McPherson Health Department, McPherson, KS	July 27, 2025 – 8:00 AM	Sunday Funday	Hiawatha Aquatic Park, 201 E. Iowa, Hiawatha, KS	August 20-21, 2025 – 8:00 AM	Kansas Adult Care Executives Convention	Mariott Hotel, Wichita, KS
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Did you know?

Adverse Incident Reports are required after critical incidents or events occur. Care Managers will contact the provider for follow-up support to decrease the likelihood of AIR occurring again. Training can be found on the [KDADS website](#) or for specific member outreach, connect with us at KSLifeshare@sunflowerhealthplan.com



Scan to access the newsletter and links.