

# Chapter 24 – Provider Service

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**Important**            The required fields referenced in this chapter refer to system-required fields. These fields are required in order for the form to be saved in approved status.

                                 The information that is required due to policy may be different from those that are system required.

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# Accessing Provider Service

## Introduction

The Provider Service functions in KAMIS establish Service and Funding combinations, and when necessary, assign Service Unit Cost pricing, for each provider that provides services to an individual.

It is also used to terminate a provider's service/funding combinations and/or pricing if no longer providing the service, or if the provider is no longer in business.

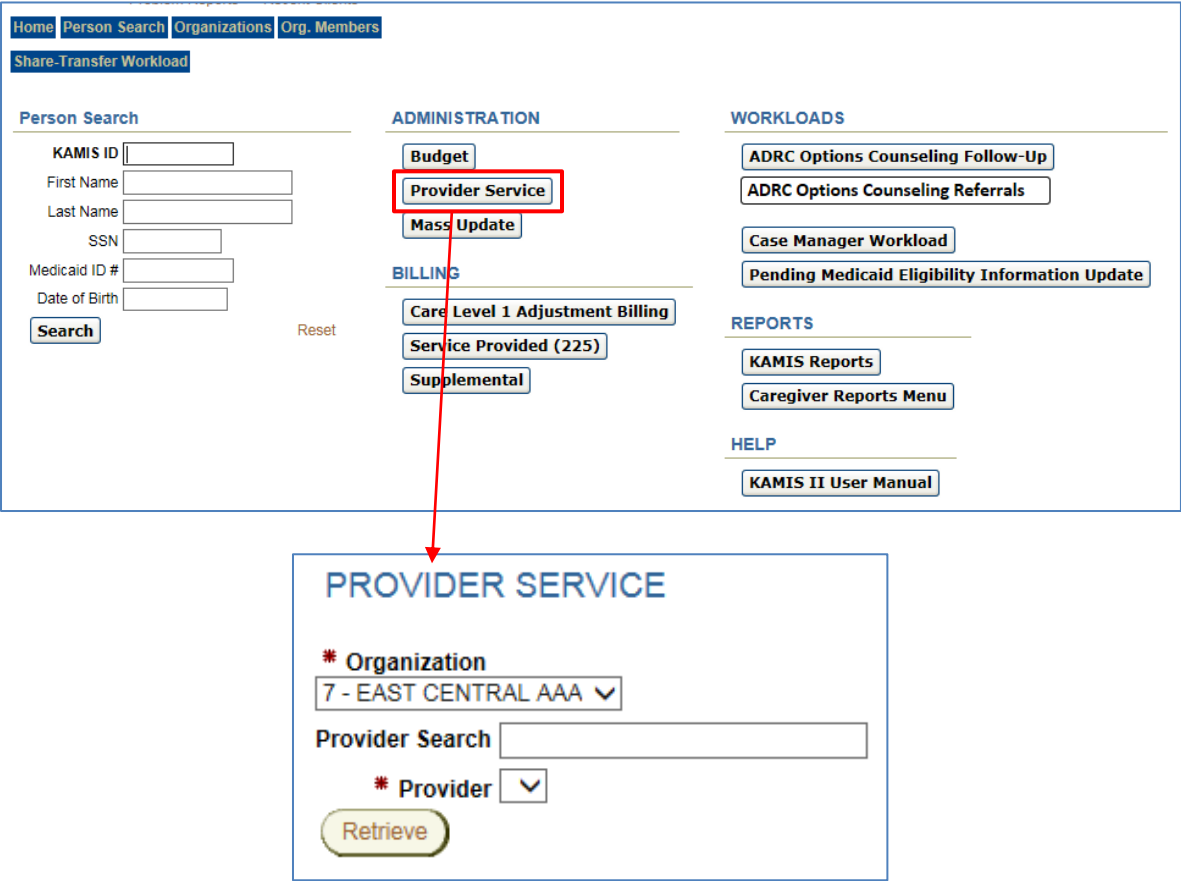
## Before you begin

The provider must already be set up in KAMIS through the Organization Maintenance process. See 'Chapter 22 – Organizations' for more information on setting up an organization.

## How To

Follow the steps in the table below to access Provider Service.

Step	Action	Result
1.	From the KAMIS Home Page, click on the <b>Provider Service</b> button, located in the ADMINISTRATION region.	The Provider Service page displays.



The screenshot shows the KAMIS Administration interface. The 'ADMINISTRATION' menu is expanded, and the 'Provider Service' button is highlighted with a red box. A red arrow points from this button to a separate window showing the 'PROVIDER SERVICE' page. This page includes a dropdown for 'Organization' (set to '7 - EAST CENTRAL AAA'), a 'Provider Search' text field, a dropdown for 'Provider', and a 'Retrieve' button.

**Note:** The logged-in user must have the proper security role assignments to access the Provider Service button and its functions.

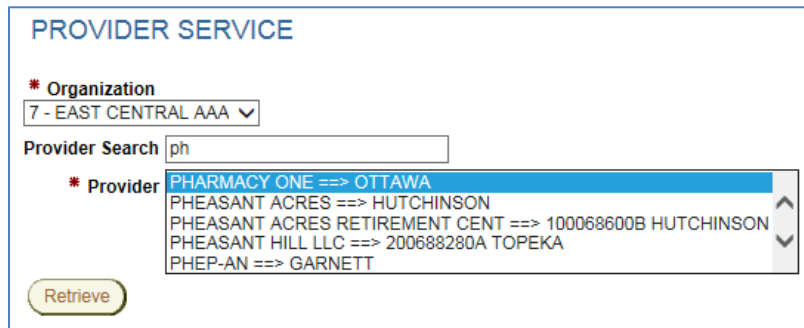
# Add Service/Funding Combinations for a Provider

**Introduction** Service and Funding combinations need to be associated to organizations that provide those services.

**Important** If a new service/funding combination is added for a provider, it may be necessary to do a Mass Update to update all customers' plans of care that are affected by the service/funding change. Refer to Chapter 23 – 'Mass Update' for instructions on this process.

**How To** Follow the steps in the table below to complete the Provider and Service Funding association process.

Step	Action	Result
1.	By default, the logged in user's organization displays in the Organization field.	The logged in user can only access and setup Provider Services for their own organization.
2.	In the <b>Provider Search</b> text box, type the name of the Provider for which the service/funding combination is being set up.  If unsure of the exact name, enter just the first few characters of the provider name.	Provider Search text must be entered to populate the Provider selection list.
3.	Press <b>Enter</b> to populate the Provider drop-down list.	All Providers that match the Search entry display.
4.	Click on a provider name to select the Provider	The provider name is highlighted.



**Note:** All KAMIS organizations that match the Provider Search entry appear in the Provider select list, not just ones in your area.

5.	Click on the <b>Retrieve</b> button	An additional search is done to find any service/funding combinations that have already been set up for this provider.
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*Continued on next page*

# Add Service/Funding Combinations for a Provider for a Provider, continued

## How To (continued)

Step	Action	Result						
5.	<p><i>continued</i></p> <table border="1" data-bbox="467 365 1479 583"> <thead> <tr> <th data-bbox="467 365 976 403">If 'Retrieve' returns...</th> <th data-bbox="976 365 1479 403">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="467 403 976 474">'No data found'</td> <td data-bbox="976 403 1479 474">Proceed to the next step to add a service/funding combination.</td> </tr> <tr> <td data-bbox="467 474 976 583">Active Service/Funding table</td> <td data-bbox="976 474 1479 583">See next section for instructions on how to modify or add pricing to an existing service/funding combo.</td> </tr> </tbody> </table>	If 'Retrieve' returns...	Then...	'No data found'	Proceed to the next step to add a service/funding combination.	Active Service/Funding table	See next section for instructions on how to modify or add pricing to an existing service/funding combo.	
If 'Retrieve' returns...	Then...							
'No data found'	Proceed to the next step to add a service/funding combination.							
Active Service/Funding table	See next section for instructions on how to modify or add pricing to an existing service/funding combo.							
6.	Click on the <b>Add</b> button.	The Service Details page displays.						
	<div data-bbox="467 659 1370 1087"> <p><b>PROVIDER SERVICE</b></p> <p>Provider: PHARMACY ONE Effective: 05/01/2015 NPI#:</p> <p>* AAA/CME 4</p> <p>* Service <input type="text" value="--Select Service--"/></p> <p>* Funding <input type="text" value="--"/></p> <p>* Provider Service Funding Effective Date (mm/dd/yyyy) <input type="text"/></p> <p><input type="button" value="Create"/></p> <p><b>NOTE:</b> Please modify pricing below. Only use this region if you are terminating a service for this Provider.</p> <p><input type="button" value="Back to Provider Services"/></p> </div>							
7.	<p>Select the Service from the <b>Service</b> drop down dialog box.</p> <p><b>Tip:</b> Type the first letter of the service, scroll to the specific service and click to select.</p>	The Service field populates with the selected service.						
	<div data-bbox="646 1306 1187 1829"> <p><b>PROVIDER SERVICE</b></p> <p>Provider: PHARMACY ONE Effective: 05/01/2015 NPI#:</p> <p>* AAA/CME 4</p> <p>* Service <input type="text" value="MOBL"/></p> <p>* Funding <input type="text" value="--"/></p> <p>* Provider Service Funding Effective Date (mm/dd/yyyy) <input type="text"/></p> <p><input type="button" value="Create"/></p> <p><b>NOTE:</b> Please modify pricing below. Only use this region if you are terminating a service for this Provider.</p> <p><input type="button" value="Back to Provider Services"/></p> <p><b>System Documentation</b></p> <p>NOTE: • For HCBS/FE funding, must check ORGANIZATION_SER</p> </div>							

Continued on next page

## Add Service/Funding Combinations for a Provider, continued




### How To (continued)

STEP	ACTION	RESULT
8.	Select the funding from the <b>Funding</b> drop down list.	Only funding that is associated with this service will display in the drop-down list.
<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: auto;"> <p><b>PROVIDER SERVICE</b></p> <p>Provider: PHARMACY ONE Effective: 05/01/2015 NPI#:</p> <p>* AAA/CME 4</p> <p>* Service MOBL</p> <p>* Funding SCA</p> <p>* Provider Service Funding Effective Date (mm/dd/yyyy)</p> <p>Create</p> <p>NOTE: Please modify pricing below. Only use this region if you are terminating</p> <p>Back to Provider Services</p> </div>		
9.	Enter the <b>Effective Date</b> that the service/funding combination is valid.	The service cannot be used prior to the date entered here.
<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: auto;"> <p><b>PROVIDER SERVICE</b></p> <p>Provider: PHARMACY ONE Effective: 05/01/2015 NPI#:</p> <p>* AAA/CME 4</p> <p>* Service MOBL</p> <p>* Funding SCA</p> <p>* Provider Service Funding Effective Date (mm/dd/yyyy) 07/01/2015</p> <p>Create</p> <p>NOTE: Please modify pricing below. Only use this region if you are terminating</p> <p>Back to Provider Services</p> </div>		
10.	Click on the <b>Create</b> button.	<p>The service/funding combination is saved.</p> <p>The Active Service/Funding table displays, with the newly created service/funding combination listed.</p>

*Continued on next page*

## Add Service/Funding Combinations for a Provider, continued

### How To (continued)

STEP	ACTION	RESULT										
10.	<i>Continued</i>											
	<div style="border: 1px solid black; padding: 10px;"> <p><b>PROVIDER SERVICE</b></p> <p>Provider: <b>PHARMACY ONE</b>            Effective: 05/01/2015            NPI#:</p> <p>* <b>AAA/CME</b>            4 - JAYHAWK AREA AGENCY ON AGING ▼</p> <p>Provider Search PHARMAC</p> <p>* <b>Provider</b> PHARMACEUTICAL SUPPLY INC ==&gt; 9130 - TOPEKA ▲            PHARMACY ONE ==&gt; 9129 - TOPEKA ▼</p> <p><input type="button" value="Retrieve"/></p> <p><b>Active Service/Funding</b></p> <table border="1"> <thead> <tr> <th>Service</th> <th>Funding</th> <th>Effective Date</th> <th>AAA/CME</th> <th>View/Modify</th> </tr> </thead> <tbody> <tr> <td>MOBL</td> <td>SCA - SENIOR CARE ACT</td> <td>07/01/2015</td> <td>4</td> <td></td> </tr> </tbody> </table> <p style="text-align: right;">1 - 1</p> <p><input type="button" value="Add"/></p> <p>☞ <b>Terminated Service/Funding</b></p> </div>	Service	Funding	Effective Date	AAA/CME	View/Modify	MOBL	SCA - SENIOR CARE ACT	07/01/2015	4		
Service	Funding	Effective Date	AAA/CME	View/Modify								
MOBL	SCA - SENIOR CARE ACT	07/01/2015	4									
11.	Repeat steps 6-10 for each service/funding combination to be added for the provider.	The Active Service/Funding table will update with each new service/funding combination added.										

# Add Pricing (Service Unit Cost)

## Introduction

Each Service/Funding combination that is created for a provider must have a service unit cost associated to it. Adding pricing to a service is what makes the provider of that service accessible in the Plan of Care.

## How To

Follow the steps in the table below to add pricing to a service.

Step	Action	Result
1.	From the Provider Service page, <b>Search</b> for the Provider, then select the correct provider from the Provider list.	The provider name is highlighted.
2.	Click the <b>Retrieve</b> button.	The existing service/funding combinations for the selected Provider will display in the Active Service Funding table.

**PROVIDER SERVICE**

Provider: PHARMACY ONE  
 Effective: 05/01/2015  
 NPI#:


\* AAA/CME  
 4 - JAYHAWK AREA AGENCY ON AGING ▾

Provider Search PHARMAC

\* Provider PHARMACEUTICAL SUPPLY INC ==> 9130 - TOPEKA ▲  
 PHARMACY ONE ==> 9129 - TOPEKA ▾

**Retrieve**

**Active Service/Funding**

Service	Funding	Effective Date	AAA/CME	View/Modify
MOBL	SCA - SENIOR CARE ACT	07/01/2015	4	

1 - 1

**Add**

Terminated Service/Funding

*Continued on next page*


# Add Pricing (Service Unit Cost), continued

How To

(continued)

Step	Action	Result
3.	Click on the <b>View/Modify</b> icon	The Service Details page displays.

**Active Service/Funding**

Service	Funding	Effective Date	AAA/CME	View/Modify
MOBL	SCA - SENIOR CARE ACT	07/01/2015	4	

**PROVIDER SERVICE**

Provider: PHARMACY ONE  
 Effective: 04/01/2015  
 NPI#:

- \* Organization 4
- \* Service MOBL
- \* Funding SCA

\* Provider Service Funding Effective Date (mm/dd/yyyy) 07/01/2015

**NOTE: Please modify pricing below. Only use this region if you are terminating a service for this Provider.**

**Active Pricing**

no data found

**Add Pricing**

**Terminated Pricing**

**Back to Provider Services**

4.	Click on <b>Add Pricing</b>	The Pricing Details page displays.
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**PROVIDER SERVICE**

[Provider Services](#) >> [Service Details](#) >> [Pricing Details](#)

Provider: PHARMACY ONE  
 Effective: 05/01/2015  
 NPI#:

Service/Funding MOBL - SCA -> Effective 07/01/2015

\* Unit Cost

\* Cost Effective Date (mm/dd/yyyy)

Cost Comment

Includes USDA? No ▾

**Create** **Back to Service Details**

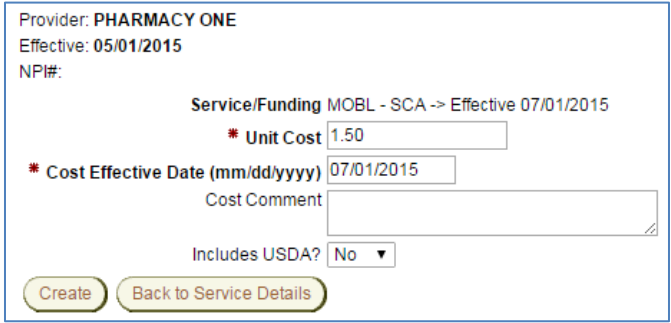
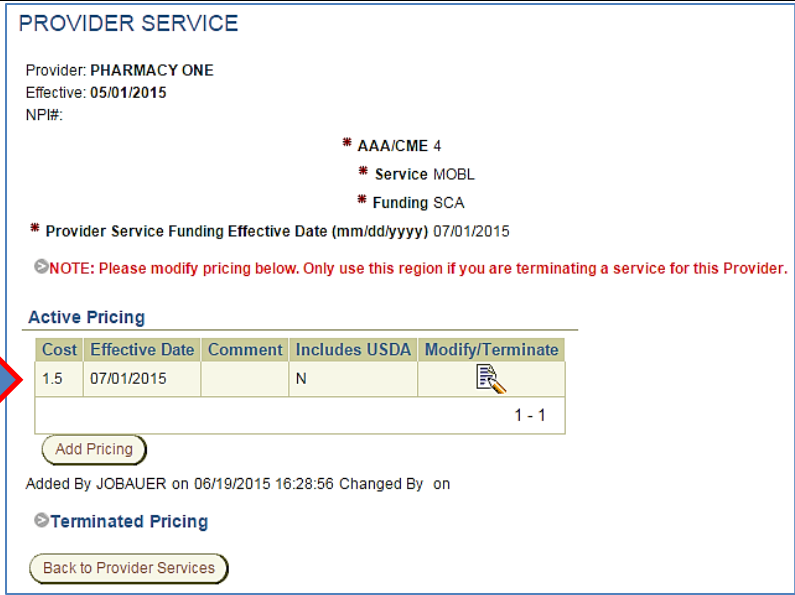
Continued on next page



# Add Pricing (Service Unit Cost), continued

## How To

(continued)

Step	Action	Result
5.	Enter the <b>Unit Cost</b>	Enter only numbers and a decimal point if needed. This is a required field.
6.	Enter the <b>Cost Effective Date</b>	Only POC service line start dates that are on or after the cost effective date will be able to use this unit cost. This is a required field.
7.	Enter any <b>Comments</b> as appropriate.	Optional
8.	If this entry is associated with the <b>USDA</b> , select "Yes" in the drop-down box.	If unknown, leave at "No."
		
9.	Click on the <b>Create</b> button.	The Service Details page displays again, now with the Active Pricing table, displaying the price information just entered.  Note: Any trailing zeros entered in the Unit Cost are dropped when displaying the cost in the Active Pricing table.
		
10.	Click on the <b>Back to Provider Services</b> button.	Returns to the Provider Service home page.

# Terminate Pricing (Service Unit Cost)

## Introduction

If a service/funding combination is no longer being used for a provider, or if there is a pricing change for a service, it is each organization's responsibility to terminate or update their unit cost associated with their service/funding combination in Provider Service. The new unit cost is added (if a unit cost change), and the current unit cost is terminated when no longer needed. The current unit cost must not be terminated until all Service Provided billing at that rate has been completed.

## Important


Whenever a pricing change is made to a service, a Mass Update must be processed to update all customers' plans of care with the new pricing. This should be done *before* terminating a price to ensure affected service lines do not end up with an error. Refer to the KAMIS chapter on Mass Update for detailed instructions.

## How To

Follow the steps in the table below to terminate pricing for a service/funding combination.

Step	Action	Result
1.	If the Provider Service home page is not already displayed, click on the <b>Provider Service</b> button on the KAMIS Home Page.	The Provider Service home page displays.
2.	Do a <b>Provider Search</b> to find and retrieve the appropriate provider information.	The Provider's active service/funding combinations display.
3.	Click on the <b>View/Modify</b> icon for the service/funding combination to be updated.	The Service Details page displays.

The screenshot shows the 'Active Service/Funding' table with the following data:

Service	Funding	Effective Date	AAA/CME	View/Modify
MOBL	SCA - SENIOR CARE ACT	07/01/2015	4	

The 'PROVIDER SERVICE' page displays the following information:


Provider: PHARMACY ONE  
 Effective: 05/01/2015  
 NPI#:

- \* AAA/CME 4
- \* Service MOBL
- \* Funding SCA

\* Provider Service Funding Effective Date (mm/dd/yyyy) 07/01/2015

NOTE: Please modify pricing below. Only use this region if you are terminating a service for this Provider.

**Active Pricing**

Cost	Effective Date	Comment	Includes USDA	Modify/Terminate
1.5	07/01/2015		N	

Buttons: Add Pricing, Back to Provider Services

Added By JOBAUER on 06/19/2015 16:28:56 Changed By on




Terminated Pricing

Continued on next page

# Terminate Pricing (Service Unit Cost), continued

## How To

(continued)

Step	Action	Result															
4.	Click on the <b>Modify/Terminate</b> icon on the cost line that will be terminated.	The Pricing Details page displays.															
<div style="border: 1px solid black; padding: 10px;"> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>Active Pricing</b></p> <table border="1"> <thead> <tr> <th>Cost</th> <th>Effective Date</th> <th>Comment</th> <th>Includes USDA</th> <th>Modify/Terminate</th> </tr> </thead> <tbody> <tr> <td>1.55</td> <td>04/01/2015</td> <td></td> <td>N</td> <td style="text-align: center;"></td> </tr> <tr> <td colspan="4"></td> <td style="text-align: right;">1 - 1</td> </tr> </tbody> </table> </div> <div style="border: 1px solid black; padding: 5px;"> <p><b>PROVIDER SERVICE</b></p> <p><a href="#">Provider Services</a> &gt;&gt; <a href="#">Service Details</a> &gt;&gt; <a href="#">Pricing Details</a></p> <p>Provider: PHARMACY ONE            Effective: 04/01/2015            NPI#:</p> <p style="text-align: center;">Service/Funding MOBL - SCA -&gt; Effective 04/01/2015</p> <p style="text-align: center;">* Unit Cost 1.55</p> <p>* Cost Effective Date (mm/dd/yyyy) 04/01/2015</p> <p>Cost Comment <input style="width: 100%;" type="text"/></p> <p style="text-align: right;">0 of 2000</p> <p>Includes USDA? No</p> <p>Cost Termination Date (mm/dd/yyyy) <input style="width: 50%;" type="text"/></p> <p style="text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Back to Service Details"/> </p> </div> </div>			Cost	Effective Date	Comment	Includes USDA	Modify/Terminate	1.55	04/01/2015		N						1 - 1
Cost	Effective Date	Comment	Includes USDA	Modify/Terminate													
1.55	04/01/2015		N														
				1 - 1													
5.	Enter any <b>Comments</b> as appropriate.	Optional															
6.	Enter the <b>Termination Date</b> that this price will no longer be valid.	Required.  Note: Once a termination date is entered, the price is no longer available in the plan of care, regardless of the actual date entered.															

*Continued on next page*

# Terminate Pricing (Service Unit Cost), continued

How To (continued)

Step	Action	Result
6.	(continued)	<div data-bbox="435 409 1360 972" style="border: 1px solid black; padding: 10px;"> <p>Provider: PHARMACY ONE            Effective: 04/01/2015            NPI#:</p> <p style="text-align: center;">Service/Funding MOBL - SCA -&gt; Effective 04/01/2015</p> <p style="text-align: center;">* Unit Cost 1.55</p> <p>* Cost Effective Date (mm/dd/yyyy) 04/01/2015</p> <p>Cost Comment <input type="text" value=""/></p> <p style="text-align: right;">0 of 2000</p> <p>Includes USDA? No</p> <p>Cost Termination Date (mm/dd/yyyy) <input type="text" value="06/30/2015"/></p> <p style="text-align: center;"> <input type="button" value="Save"/> <input type="button" value="Back to Service Details"/> </p> </div>
7.	Click on the <b>Save</b> button.	The Service Details page displays. If this was the only active pricing entry, a 'no data found' message displays in the Active Pricing region.
		<div data-bbox="402 1161 1398 1822" style="border: 1px solid black; padding: 10px;"> <p><b>PROVIDER SERVICE</b></p> <p>Provider: PHARMACY ONE            Effective: 04/01/2015            NPI#:</p> <p style="text-align: center;">* Organization 4            * Service MOBL            * Funding SCA</p> <p>* Provider Service Funding Effective Date (mm/dd/yyyy) 04/01/2015</p> <p><b>NOTE: Please modify pricing below. Only use this region if you are terminating a service for this Provider.</b></p> <p><b>Active Pricing</b></p> <hr/> <p>no data found</p> <p style="text-align: center;"><input type="button" value="Add Pricing"/></p> <p>Added By JOBAUER on 06/22/2015 09:25:39 Changed By KMSDBA on 06/22/2015 12:29:09</p> <p><b>Terminated Pricing</b></p> <p style="text-align: center;"><input type="button" value="Back to Provider Services"/></p> </div>

If a new price needs to be entered, it can be added now following the steps in the 'Add Pricing (Service Unit Cost)' section of this chapter.

Continued on next page

# Terminate Pricing (Service Unit Cost), continued

## How To

(continued)

Step	Action	Result
8.	To view the terminated pricing, click on the open region link next to the <b>Terminated Pricing</b> region heading:	The Terminated Pricing region expands to display any prices that have been terminated for this service.

Active Pricing

no data found

Add Pricing

Added By JOBAUER on 06/22/2015 09:25:39 Changed By

Terminated Pricing

Back to Provider Services

Provider: PHARMACY ONE  
 Effective: 04/01/2015  
 NPI#:

- \* Organization 4
- \* Service MOBL
- \* Funding SCA

\* Provider Service Funding Effective Date (mm/dd/yyyy) 04/01/2015

NOTE: Please modify pricing below. Only use this region if you are terminating a service for this Provider.

Active Pricing

no data found

Add Pricing

Added By JOBAUER on 06/22/2015 09:25:39 Changed By KMSDBA on 06/22/2015 12:29:09

Terminated Pricing

Cost	Effective Date	Termination Date	Comment	Includes USDA
1.55	04/01/2015	06/30/2015		N

1 - 1

Back to Provider Services

**IMPORTANT: If a price/unit cost is terminated by mistake, *do not* add the same price back in. Instead, contact the KDADS Help Desk and request the terminated pricing be made active again.**

# Terminating Provider Service/Funding Combinations

## Introduction

When a provider no longer provides a service, the service/funding combination needs to be terminated so the provider will no longer appear in the provider drop-down list for that service in the plan of care. All active pricing for the service/funding combination should be terminated before completing this task.

## Important

A Mass Update will need to be processed to update affected customers' plans of care. The service will need to be changed to a new provider, or the service itself ended.

## How to

Follow the steps in the table below to terminate the Service/Funding combination for a Provider.

Step	Action	Result
1.	In Provider Service, use <b>Provider Search</b> to retrieve the appropriate provider information.	The Provider's Active Service/Funding information displays.


Provider: PHARMACY ONE  
 Effective: 04/01/2015  
 NPI#:

\* Organization  
 4 - JAYHAWK AREA AGENCY ON AGING ▼

Provider Search

\* Provider  
 PHARMACEUTICAL SUPPLY INC ==> TOPEKA  
 PHARMACY ONE ==> TOPEKA

**Active Service/Funding**

Service	Funding	Effective Date	Organization	View/Modify
MOBL	SCA - SENIOR CARE ACT	04/01/2015	4	
				1 - 1

➤ **Terminated Service/Funding**

*Continued on next page*

# Terminating Provider Service/Funding Combinations, continued

How To (continued)

Step	Action	Result
2.	Click on the <b>View/Modify</b> icon for the service to be terminated.	The Service Details page displays. The Active Pricing region should show 'no data found.'  <b>Note:</b> If there is still active pricing, STOP and terminate the pricing per the steps provided in the previous section.

Click here to open the Service/Funding region.

**PROVIDER SERVICE**

Provider: PHARMACY ONE  
Effective: 04/01/2015  
NPI#:

- \* Organization 4
  - \* Service MOBL
  - \* Funding SCA
- \* Provider Service Funding Effective Date (mm/dd/yyyy) 04/01/2015

**NOTE: Please modify pricing below. Only use this region if you are terminating a service for this Provider.**

**Active Pricing**

no data found  
[Add Pricing](#)

Added By JOBAUER on 06/22/2015 09:25:39 Changed By KMSDBA on 06/22/2015 12:29:09

**Terminated Pricing**

[Back to Provider Services](#)

3.	Click on the open region link next to the note in red that states 'Please modify pricing below. Only use this region if you are terminating a service for this Provider.'  Note: To prevent a service from being accidentally terminated instead of the pricing for that service, the region has been hidden.	The region expands and the Provider Service Funding Termination Date field displays.
----	---	--

Provider: PHARMACY ONE  
Effective: 04/01/2015  
NPI#:

- \* Organization 4
  - \* Service MOBL
  - \* Funding SCA
- \* Provider Service Funding Effective Date (mm/dd/yyyy) 04/01/2015

**NOTE: Please modify pricing below. Only use this region if you are terminating a service for this Provider.**

Provider Service Funding Termination Date (mm/dd/yyyy)

[Save](#)

Continued on next page

# Terminating Provider Service/Funding Combinations, continued

## How To

(continued)

Step	Action	Result
4.	Enter the <b>Termination Date</b>	Required
5.	Click on the <b>Save</b> button.	<ul style="list-style-type: none"> <li>The service/funding combination is terminated and the Provider Service page displays.</li> <li>The Active Service/Funding region displays a 'no data found' message.</li> <li>The Terminated Service/Funding region is hidden.</li> </ul>

Provider: PHARMACY ONE  
 Effective: 04/01/2015  
 NPI#:

\* Organization  
 4 - JAYHAWK AREA AGENCY ON AGING

Provider Search pharmac

\* Provider  
 PHARMACEUTICAL SUPPLY INC ==> TOPEKA  
 PHARMACY ONE ==> TOPEKA

Retrieve

**Active Service/Funding**

no data found

Add

Terminated Service/Funding

6.	If desired, expand the <b>Terminated Service/Funding</b> region to see the terminated services.	Optional
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**Active Service/Funding**

no data found

Add

Terminated Service/Funding

Service	Funding	Effective Date	Termination Date	Organization
MOBL	SCA - SENIOR CARE ACT	04/01/2015	06/30/2015	4

1 - 1