

JULY 2025

KMAP GENERAL BULLETIN 25168

*****IMPORTANT*****

Multi-factor authentication (MFA) will be required in the Kansas Medicaid Modular System (KMMS) after Friday, July 11, 2025, to prepare for Federated Authentication with the Electronic Visit Verification (EVV) program. A one-time password (OTP) will be required with EVERY Single Sign On (SSO) log-in to the system.

What to Expect:

On the evening of Friday, July 11, 2025, KMMS user profiles will be reset, which will require users to update their profiles the next time they log into KMMS. Users will need to complete the following to ensure their profile is up to date:

- Log into KMMS and confirm a security photo and phrase.
- Select security questions and provide answers.
- Enter an email to receive their one-time password (OTP) verification code. This email will be saved to receive the OTP email each time the user signs in to KMMS.

When the user next logs into KMMS SSO, an OTP code will be sent to the email previously saved. Once the OTP is received, the user will enter it as prompted to proceed to the next page. After successfully logging in, the user can move through KMMS or on to the EVV system as expected.

When It Happens:

User profiles will be reset starting on Friday, July 11, 2025, at 5 p.m. The OTP process will be active immediately following this change.

Why It Is Needed:

Security is paramount to successful systems. Federal Centers for Medicare and Medicaid Services (CMS) requires MFA validation for Medicaid Information systems.

Who to Contact if Issues:

Please contact the Kansas Medical Assistance Program (KMAP) customer service team at 1-800-933-6593, choosing option “Portal”.

KMAP

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Customer Service

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