

JULY 2025

KMAP GENERAL BULLETIN 25176

Electronic Visit Verification Federated Authentication Live on July 23, 2025

Electronic Visit Verification (EVV) Federated Authentication will go live the evening of July 23, 2025, through Kansas Modular Medical Systems (KMMS) Single Sign On (SSO).

What to Expect:

EVV Providers: The web application of AuthentiCare will now require providers to sign onto KMMS SSO and move through to AuthentiCare for EVV services. This change is due to the multifactor authentication (MFA) requirements for KMMS SSO. See bulletin [25168](#) related to MFA requirements for KMMS SSO.

Users currently enrolled with KMMS SSO will have their AuthentiCare access added to their existing KMMS SSO accounts.

User who do not have a KMMS SSO account will have accounts created for them. An email will be sent to each new user as their accounts are set up in the KMMS SSO system. The email will include information about their new User ID and instructions on security verification.

Once logged in, provider portal administrators should validate their users and role assignments by accessing the KMMS SSO Provider Admin Access link on the KMMS SSO homepage. Provider portal administrators needing to add new user delegates to their account will need to complete a Kansas EVV Security Access Request form and email it to kmms.evvoimassoc@gainwelltechnologies.com. The form can be found here: <https://portal.kmap-state-ks.us/PublicPage/ProviderPricing/ProviderPublications#prvForms>

Caregivers/Workers: This change does not impact how visits are logged. Visits will continue to be logged through the AuthentiCare mobile application, the member's landline using the EVV Interactive Voice Response (IVR) system, approved third-party aggregator, or manual entry from the provider's team using the web application as necessary.

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Customer Service

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

Electronic Visit Verification Federated Authentication Live on July 23, 2025 continued

Impacts to Process:

Expanded Rights and Responsibilities

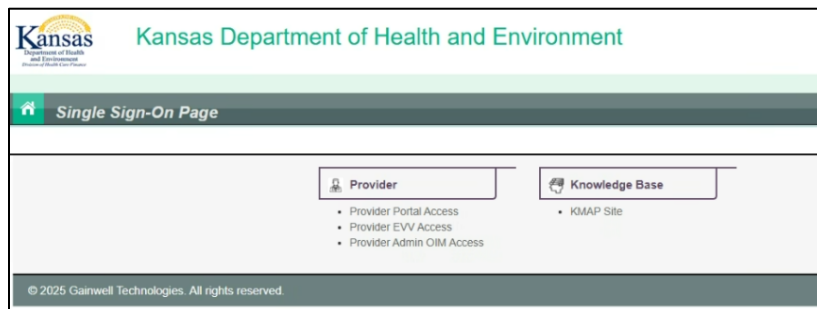
Provider administrators with delegates on their account will gain expanded rights and responsibilities with this change. New responsibilities include:

- Adding or modifying Technical Role Assignments for delegates
- Performing password resets
- Disabling users
- Unlocking users

Updated Webpage:

Portal users with EVV access will see the KMMS SSO landing page and a “Provider EVV Access” link to proceed to AuthentiCare.

Portal users with portal access only will see the link “Provider Portal Access” to reach the KMAP secure portal.



Contact Information:

If a user has access issues, call Gainwell Provider Help Desk at (800) 933-6593 and choose option “Portal” from the automated menu. The help desk is available Monday through Friday during the hours of 7:30 a.m. and 5:30 p.m.

If a user has application issues, call the AuthentiCare Help Desk at (800) 441-4667.

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