

Have questions about UnitedHealthcare Community Plan of Kansas?

We have care provider support teams and a library of online resources ready to assist you.

Call Center support	
Provider Services call center	Phone: 877-542-9235
Member Services call center	Phone: 877-542-9238
UnitedHealthcare Provider Portal help desk	Phone: 866-842-3278, option 1
Electronic Data Interchange (EDI)	Phone: 800-210-8315
Optum Pay™	Phone: 877-620-6194
Provider Express website help (behavioral health providers)	Phone: 866-209-9320
KanCare provider relations team	
Carrie Kimes, director of KanCare provider relations network and strategy	Email: ckimes@uhc.com Phone: 785-430-5717
Carolan Wishall, associate director of KanCare network and contracts	Email: carolan_m_wishall@uhc.com Phone: 913-333-4207
Erin Barrow, manager of provider appeals and grievances	Email: erin_barrow@uhc.com Phone: 913-333-4216
Home- and Community-Based Services (HCBS), home health, durable medical equipment, physical therapy/occupational therapy/speech therapy provider support	
Yvonne Cook, manager of HCBS and in-home services provider relations	Email: yvonne_cook@uhc.com Phone: 612-383-4173
Katie Rohlfig, HCBS credentialing/contracting	Email: katie.rohlfig@uhc.com Phone: 913-333-4244
Angela Collins, HCBS credentialing/contracting	Email: angela.collins18@uhc.com Phone: 913-333-4126
Jamie Horn, Kansas City Metro provider advocate	Email: jamie_horn@uhc.com Phone: 612-383-4027
Jennifer Crawford, Northeast Kansas provider advocate	Email: jennifer_crawford@uhc.com Phone: 952-406-4096
Marrievia Burnett, North Central Kansas provider advocate	Email: marrievia.burnett@uhc.com Phone: 763-361-2200
Alexandra Moth Iversen, Southeast Kansas provider advocate	Email: alexandra.mothiversen@uhc.com Phone: 952-202-9202
Emily Gagnebin, Western Kansas provider advocate	Email: emily.gagnebin@uhc.com Phone: 763-283-2997
Alana Dotson, Sedgwick area provider advocate	Email: alana.dotson@uhc.com Phone: 763-361-3478
HCBS provider support team	Email: ksunited_longtermcare@uhc.com



Kansas care coordination support team	
Topics: Authorization inquiries, submission of required clinical documents, AuthentiCare	Email: ksltssadminsupport@uhc.com Fax: 866-740-5114
Hospital, physician, ancillary, skilled nursing facility (SNF), hospice and behavioral provider support	
Michelle Cowen, manager of KanCare provider relations	Email: michelle.cowen@uhc.com Phone: 913-323-1037
Mallory Lauber, skilled nursing facility and hospice provider advocate	Email: mallory.lauber@uhc.com Phone: 612-383-4795
Open, hospital, physician, ancillary provider advocate, Northeast Kansas	Email: Phone:
Will Saye, hospital, physician, ancillary provider advocate, Kansas City Metro	Email: willis.saye@uhc.com Phone: 612-383-4406
Josh Hartman, hospital, physician, ancillary provider advocate, South Central Kansas	Email: joshua_j_hartman@uhc.com Phone: 952-251-5727
Brandi Frank, hospital, physician, ancillary provider advocate, Northwest, Southwest Kansas	Email: brandi_frank@uhc.com Phone: 913-333-4024
Laura Black-Johnson, hospital, physician, ancillary provider advocate, Southeast Kansas	Email: lbjohnson@uhc.com Phone: 952-251-3989
Jeri Roberts, Behavioral Health, provider relations advocate, Northwest, North Central, Northeast Kansas	Email: jeri_d_roberts@uhc.com Phone: 913-333-4134
Crystal Perry, Behavioral Health, provider relations advocate, Southwest, South Central, Southeast Kansas	Email: crystal.perry@uhc.com Phone: 763-361-2150
Behavioral health, substance use disorder network management team	
Prior authorization and provider concerns	Fax: 855-268-9392
Shannon Courto, Optum Behavioral Health, contracting and credentialing	Email: shannon.courto@optum.com Phone: 763-361-5434
Monica Nicol-Sturgeon, Optum Behavioral Health contracting and credentialing	Email: monica.nicol-sturgeon@optum.com Phone: 913-217-1687
Betsy Henderson, executive director	Email: betsy_henderson@uhc.com Phone: 763-348-0847
ALERT issues	Email: ks_alert@uhc.com Phone: 855-268-9392
Physician, hospital, ancillary network management team	
Contracting, credentialing network team	Email: ks.net.mgmt@uhc.com
Vision provider support	
MARCH® Vision Care	Online: marchvisioncare.com Phone: 844-506-2724
Pharmacy provider support	
Optum Rx® help desk for pharmacy claims resolution	Phone: 877-305-8952
Optum Rx network management	Phone: 800-613-3591
Open, Kansas pharmacy manager	Email: Phone:



Dental provider support	
Skygen (formerly known as Scion Dental) Dental call center	Online: UHCprovider.com Phone: 855-878-5372
Transportation provider support	
Modivcare provider support line	Online: modivcare.com Phone: 866-697-0492
UnitedHealthcare quick links	
UnitedHealthcare provider resources	UHCprovider.com
Provider Portal self-service tools	UHCprovider.com > Sign in
Electronic Data Interchange (EDI)	UHCprovider.com/EDI
Electronic payments options	UHCprovider.com/EPS
External resources	
AuthentiCare	Phone: 800-441-4667 Email: authenticare.support@firstdata.com Online: authenticare.com/kansas/login.aspx
Kansas Department for Aging and Disability Services (KDADS)	Phone: 800-432-3535 Online: kdads.ks.gov/home
Kansas Medical Assistance Program (KMAP)	Phone: 800-933-6593 Online: kmap-state-ks.us
KanCare Clearinghouse	Phone: 800-792-4884 Online: kancare.ks.gov
Kansas Department of Health and Environment (KDHE)	Phone: 785-296-1500 Online: kdheks.gov
Kansas Department for Children and Families (DCF)	Phone: 888-369-4777 Online: dcf.ks.gov

