



# Have questions about UnitedHealthcare Community Plan of Kansas?

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

CALL CENTER SUPPORT	
Provider Services Call Center	<b>Phone:</b> 877-542-9235
Member Services Call Center	<b>Phone:</b> 877-542-9238
UHCprovider.com and Link Help Desk	<b>Phone:</b> 866-842-3278, option 1
Electronic Data Interchange (EDI)	<b>Phone:</b> 800-210-8315
Electronic Payments & Statement (EPS) Support	<b>Phone:</b> 877-620-6194
HOME- AND COMMUNITY-BASED SERVICE PROVIDER SUPPORT	
Dalia Aguilar, HCBS Credentialing/Contracting	<b>Email:</b> <a href="mailto:dalia_aguilar@uhc.com">dalia_aguilar@uhc.com</a> <b>Phone:</b> 913-333-4244
Eric Rholes, Northeast	<b>Email:</b> <a href="mailto:eric.rholes@uhc.com">eric.rholes@uhc.com</a> <b>Phone:</b> 913-333-4028
Jennifer Crawford, North Central/Northwest	<b>Email:</b> <a href="mailto:jennifer_crawford@uhc.com">jennifer_crawford@uhc.com</a> <b>Phone:</b> 952-406-4096
Melissa Shumaker, Southeast	<b>Email:</b> <a href="mailto:melissa_shumaker@uhc.com">melissa_shumaker@uhc.com</a> <b>Phone:</b> 417-553-3145
Jessica Cook, South Central/Southwest	<b>Email:</b> <a href="mailto:jessica_cook@uhc.com">jessica_cook@uhc.com</a> <b>Phone:</b> 763-283-4479
HCBS Provider Support Team	<b>Email:</b> <a href="mailto:ksunited_longtermcare@uhc.com">ksunited_longtermcare@uhc.com</a>
KANSAS CARE COORDINATION SUPPORT TEAM	
Topics: Authorization inquiries, submission of required clinical documents, AuthentiCare	<b>Email:</b> <a href="mailto:ksltssadminsupport@uhc.com">ksltssadminsupport@uhc.com</a> <b>Fax:</b> 866-740-5114
Topics: Waiting list choice forms, extraordinary funding documentation, requests for UnitedHealthcare to assess a member for crisis	<b>Email:</b> <a href="mailto:uhcksltss@uhc.com">uhcksltss@uhc.com</a>
NURSING FACILITY, HOSPICE AND INTERMEDIATE CARE FACILITY PROVIDERS	
Michelle Cowen, Senior Provider Advocate	<b>Email:</b> <a href="mailto:michelle.cowen@uhc.com">michelle.cowen@uhc.com</a> <b>Phone:</b> 913-323-1037
Emily Ramsey, Provider Advocate	<b>Email:</b> <a href="mailto:emily_ramsey@uhc.com">emily_ramsey@uhc.com</a> <b>Phone:</b> 763-283-4011
BEHAVIORAL HEALTH/SUBSTANCE USE DISORDER PROVIDERS	
Customer Care Professional Call Center	<b>Phone:</b> 877-542-9235
Prior Authorization and Provider Concerns	<b>Fax:</b> 855-268-9392
Monica Nicol-Sturgeon, Provider Relations Lead	<b>Email:</b> <a href="mailto:monica.nicol-sturgeon@optum.com">monica.nicol-sturgeon@optum.com</a> <b>Phone:</b> 913-217-1687

<b>BEHAVIORAL HEALTH/SUBSTANCE USE DISORDER PROVIDERS (continued)</b>	
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Sandra K. Hashman-Evans, Executive Director	<b>Email:</b> <a href="mailto:sandra.hashman@optum.com">sandra.hashman@optum.com</a> <b>Phone:</b> 913-333-4051
<b>PHYSICAL HEALTH PROVIDER SUPPORT</b>	
Contracting/Credentialing Network Team	<b>Email:</b> <a href="mailto:ks.net.mgmt@uhc.com">ks.net.mgmt@uhc.com</a>
Provider Advocate team for physicians, hospitals and durable medical equipment	<a href="mailto:kansas_pr_team@uhc.com">kansas_pr_team@uhc.com</a>
<b>VISION PROVIDER SUPPORT</b>	
MARCH Vision Care	<b>Online:</b> <a href="http://marchvisioncare.com">marchvisioncare.com</a> <b>Phone:</b> 844-506-2724
<b>PHARMACY PROVIDER SUPPORT</b>	
OptumRx Help Desk for Pharmacy Claims resolution	<b>Phone:</b> 877-305-8952
OptumRx Network Management	<b>Phone:</b> 800-613-3591
Jennifer Murff, Kansas Pharmacy Manager	<b>Email:</b> <a href="mailto:jennifer.murff@uhc.com">jennifer.murff@uhc.com</a> <b>Phone:</b> 913-333-4002
<b>DENTAL PROVIDER SUPPORT</b>	
Scion Dental Call Center	<b>Online:</b> <a href="http://UHCproviders.com">UHCproviders.com</a> <b>Phone:</b> 855-878-5372
<b>TRANSPORTATION PROVIDER SUPPORT</b>	
LogistiCare Provider Support Line	<b>Online:</b> <a href="http://logisticare.com">logisticare.com</a> <b>Phone:</b> 866-697-0492
<b>UNITEDHEALTHCARE QUICK LINKS</b>	
UnitedHealthcare Provider Resources	<a href="http://UHCprovider.com">UHCprovider.com</a>
UnitedHealthcare Community Plan	<a href="http://UHCCommunityPlan.com">UHCCommunityPlan.com</a> > For Health Professionals > Kansas
Link Self-Service Tools	<a href="http://UHCprovider.com/Link">UHCprovider.com/Link</a>
Electronic Data Interchange (EDI)	<a href="http://UHCprovider.com/EDI">UHCprovider.com/EDI</a>
Electronic Payments & Statement (EPS)	<a href="http://UHCprovider.com/EPS">UHCprovider.com/EPS</a>
<b>EXTERNAL RESOURCES</b>	
AuthentiCare	<b>Phone:</b> 800-441-4667 <b>Email:</b> <a href="mailto:authenticare.support@firstdata.com">authenticare.support@firstdata.com</a> <b>Online:</b> <a href="http://authenticare.com/kansas/login.aspx">authenticare.com/kansas/login.aspx</a>
Kansas Department for Aging and Disability Services (KDADS)	<b>Phone:</b> 800-432-3535 <b>Online:</b> <a href="http://kdads.ks.gov/home">kdads.ks.gov/home</a>
KMAP	<b>Phone:</b> 800-933-6593 <b>Online:</b> <a href="http://kmap-state-ks.us">kmap-state-ks.us</a>
KanCare Clearinghouse	<b>Phone:</b> 800-792-4884 <b>Online:</b> <a href="http://kancare.ks.gov">kancare.ks.gov</a>
Kansas Department of Health and Environment (KDHE)	<b>Phone:</b> 785-296-1500 <b>Online:</b> <a href="http://kdheks.gov">kdheks.gov</a>
Kansas Department for Children and Families (DCF)	<b>Phone:</b> 888-369-4777 <b>Online:</b> <a href="http://dcf.ks.gov">dcf.ks.gov</a>