



SUNFLOWER STATE
HEALTH PLAN

Sunflower State Health Plan

Our Website



Navigating Sunflowerstatehealth.com

The screenshot shows the Sunflower State Health Plan website home page. At the top left is the logo. Navigation links include Home, Careers, Contact Us, Search [español], Login, Find a Provider, For Members, and For Providers. The main content area is split into two columns: 'For Members' on the left and 'For Providers' on the right. The 'For Members' column lists: Login / Register, Join Our Plan, Find a Provider, Our Benefits, Rewards Program, and Member Resources. The 'For Providers' column lists: Provider Login, Join Our Network, Contract Request, Prior Auth Needed?, Pharmacy Program, and Provider Resources. A 'Featured Items' bar is at the bottom.

The screenshot shows the 'Provider Resources' page. The header includes the Sunflower State Health Plan logo and navigation links: Home, Careers, Contact Us, Search [español], Login, Find a Provider, For Members, and For Providers. The page title is 'Provider Resources'. A blue bar contains the title. Below is a list of resources: Become a Provider, Electronic Transactions, Eligibility Verification, Grievance Process, Health Home, Integrated Care, National Imaging Associates Inc. (NIA), PaySpan (EFT/ERA), Pharmacy Program, Prior Authorization, and Provider Login. A central text block says: 'Please view our listing on the left or below, that covers the following:'. To the right, there is a 'Secure Provider Portal' section with a 'Login' button and a 'Resources' section listing various manuals and guides. At the bottom right is a 'Contact Us' link.

The screenshot shows the 'For Providers' page. The header includes the Sunflower State Health Plan logo and navigation links: Home, Careers, Contact Us, Search [español], Login, Find a Provider, For Members, and For Providers. The page title is 'For Providers'. The main content area features a grid of links: Login / Registration, Become a Provider, Provider Resources, PaySpan (EFT/ERA), Prior Auth Needed?, Electronic Transactions, Eligibility Verification, and Pharmacy Program. A large image of a female doctor in a white coat is on the right side of the page.

The screenshot shows the 'Prior Authorization' page. The header includes the Sunflower State Health Plan logo and navigation links: Home, Careers, Contact Us, Search [español], Login, Find a Provider, For Members, and For Providers. The page title is 'Prior Authorization'. The main content area is divided into two columns. The left column lists: Become a Provider, Electronic Transactions, Eligibility Verification, Grievance Process, Health Home, Integrated Care, National Imaging Associates Inc. (NIA), PaySpan (EFT/ERA), Pharmacy Program, Prior Authorization, and Provider Login. The right column contains text explaining the prior authorization process, a 'Secure Provider Portal' section with a 'Login' button, and a 'Resources' section. At the bottom right is a 'Contact Us' link. A table at the bottom provides contact information for various services.

Inpatient Fax Form:	1-888-453-4316
Outpatient Medical Services:	1-888-453-4316
Concurrent Review - Clinicals:	1-877-213-7732
Admissions/Face Sheet/Census:	1-866-965-5433



Secure Web Portal

- Through the Secure Web Portal, Providers can:
 - Check Member Eligibility
 - Submit Prior Authorization Requests
 - View Patient Lists and Care Gaps
 - Submit, view and adjust claims
 - View Payment History



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Home Careers Search
For Providers

Who We Are

Sunflower State has been awarded a statewide contract to serve Medicaid beneficiaries in Kansas. Pending regulatory approval, Sunflower State will begin serving members on January 1, 2013 in the state's KanCare program. We are committed to deliver results for the people we serve and will partner with physicians, specialist, hospital and other providers to ensure each member receives the right care, at the right time, in the right setting.

If you are interested in partnering with us or would like more information about Sunflower State, please call 1-877-644-4623 or visit the [Become a Provider](#) section of our website.

For Providers

[Join Our Network](#)

[Contract Request](#)

Internet | Protected Mode: Off

Registration is **FREE** and easy!

- Must be participating. If you are non-participating, you must have submitted a claim

Providers Can Submit Claims in Multiple Ways:

- Electronically Via KMAP
- HCBS Providers: Electronically Via AuthentiCare
- Electronically Via Clearinghouse
 - Emdeon, SSI, Gateway EDI, Availity, Smart Data Solutions
 - One Payer ID – 68069
 - Communication ongoing with state partners about centralized clearinghouse
- Electronically via Secure Provider Web Portal
 - Individual claims via Direct Data Entry
 - Batch claim submission
- Paper Claims/Paper Adjusted or Corrected Claims
 - Mailed to KanCare, PO Box 3571, Topeka KS 66601-3571
 - Paper claims routed to the incorrect PO Box will be re-routed for 30 days, then after will be sent back to the provider

For Assistance With E-Claims
(not KMAP):

- Contact EDI Help Desk
1-800-225-2573 x25525
or at EDIBA@centene.com



How Do I Find Out the Status of My Contract?

- You can always contact your Provider Relations Representative (territory map on last slide)
- You can call our Internal Contracting Team by calling 1-877-644-4623 and following contracting prompts

How Do I Find Out the Status of My Claim?

- Visit your secure web portal
- Call your Provider Relations Representative
- Contact our claims department by calling 1-877-644-4623 and following the prompts to claims payable

Limited Authorization Requirements:

- Certain Ancillary Services – DME over certain dollar amounts, home health care, PT/OT/ST, Genetic Testing, Cochlear Implants
- Procedures/Services – all out of network, potentially cosmetic, bariatric surgery, high tech imaging, experimental/investigational, > 2 OB ultrasounds
- Home and Community Based Services
 - ❖ Adult day care, attendant care, etc.

Inpatient Authorizations including Observation

- Urgent/Emergent – 1 business day
- Elective/Scheduled – 5 business days
 - Medical inpatient
 - Hospice
 - Rehabilitation Facility
 - SNF
 - Nursing Facility
 - Acute Medical Detoxification
 - Transplants

Prior Authorization (cont.)



- Sunflower State utilizes InterQual® Criteria
- Urgent/Expedited Authorization requests will be turned around within 72 hours after all necessary clinical information is received
- Urgent/Concurrent decisions are made within 24 hours of receiving all necessary clinical information
- Written or electronic notification of the authorization request will be received by provider
- Be sure to request Authorizations using the NPI number that will be billed on the claim

Able to submit authorizations by:

Secure Web Portal at: www.SunflowerStateHealth.com

FaxMedical, Inpatient Admissions and Concurrent Review to: 888-453-4316

Phone – 877-644-4623

Setting Up Your EFT

Sunflower State partners with PaySpan Health to provide an innovative web-based solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs).

This service is provided at no cost to providers and allows online enrollment.

Providers are able to enroll with PaySpan after they have received their completed contract or submitted a claim.

How to Register for PaySpan® Health



- Call 1-877-331-7154 for your unique registration code.
- Go to www.payspanhealth.com and click the Register Now button.
- Enter Registration Code, Provider ID Number (PIN) and Tax ID Number (TIN) in the boxes provided.
- Click the Start Registration button to begin the registration process.

Your PayScan account will be activated within immediately following registration.

Who to Contact

Sunflower State employees and members of our subsidiaries are here for you and our members. If a member needs services from one of our partners, you can call us and we get them where they need to go.

Our partners:



One call, that's all!

**Call Provider
Services**

at 1-877-644-4623
for any service
needed by one of
our many partners.

Thank You

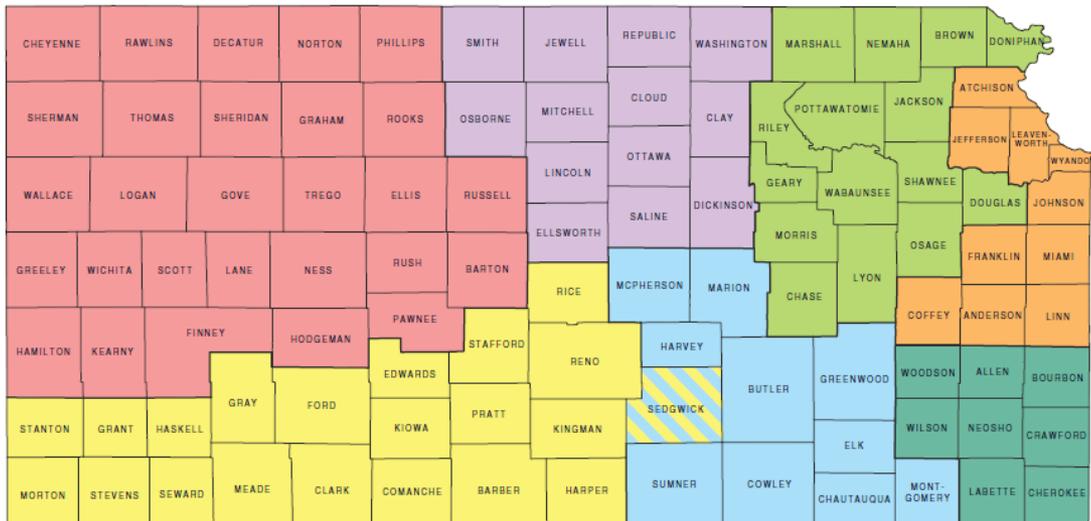


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We are proud to partner with you and KanCare to help Kansans get the care they need, when they need it.

www.sunflowerstatehealth.com/for-providers/provider-resources/

Sunflower State Representative Territories Map



- DAVE VOSS - davoss@sunflowerstatehealth.com
785-250-5532
- LISA CANTRELL - lcantrell@sunflowerstatehealth.com
- RICK BAILEY - ribailey@sunflowerstatehealth.com
913-217-0062
- CAMISH HATCHER - chatcher@sunflowerstatehealth.com
620-238-3696

- SALLY STEVENS - sstevens@sunflowerstatehealth.com
316-293-7430
- MARC MADDEN - mmadden@sunflowerstatehealth.com
316-680-8968
- DERRICK RICHARDSON - derichardson@sunflowerstatehealth.com
913-403-6854

For more information, visit our website or contact your provider relations representative.



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