Sunflower Health Plan
KanCare Education Meeting Fall 2018

Topics:
Secure Provider Portal
Value Added Benefits for 2019
Contacting Sunflower Health Plan
Secure Provider Portal: Features and Functionality
Secure Provider Portal

The Tools You Need Now!
Our site has been designed to help you get your job done.

Check Eligibility
Find out if a member is eligible for service.

Authorize Services
See if the service you provide is reimbursable.

Manage Claims
Submit or track your claims and get paid fast.

Login
User Name (Email)

Password

Login
Forgot Password / Unlock Account

Need To Create An Account?
Registration is fast and simple, give it a try.

Create An Account

How to Register
Our registration process is quick and simple. Please click the button to learn how to register.

Provider Registration Video
Provider Registration PDF
<table>
<thead>
<tr>
<th>Eligible</th>
<th>Date of Service</th>
<th>Patient Name</th>
<th>Date Checked</th>
<th>Care Gaps</th>
<th>Lock In</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓</td>
<td>08/03/2018</td>
<td>Jannie A. Doe</td>
<td>08/03/2018</td>
<td>Immunizations not current for age Non-compliant for EPSDT well-child visits.</td>
<td></td>
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<tr>
<td>Eligible</td>
<td>Preferred Language</td>
<td>Member Name</td>
<td>Member ID</td>
<td>Date of Birth</td>
<td>Phone Number</td>
</tr>
<tr>
<td>---------</td>
<td>-------------------</td>
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<td>-----------</td>
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<td></td>
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<td>Doe, Jane A.</td>
<td>1000000001</td>
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<td>SPANISH</td>
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<td>Doe, Jordan O.</td>
<td>1000000009</td>
<td>01/08/1991</td>
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</tbody>
</table>
Claims Submissions

Saved: Claims that have been entered and not yet submitted will be stored in the “Saved” tab for you to review and submit when you are ready.

Submitted: Insert a date range and/or confirmation number to view claims submissions and their status.

Batch: The last 24 months of batch claims submission data is available online.

Recurring: Multiple LTC Claim Submission claim wizard feature developed to allow Sunflower Health Plan LTC providers to submit multiple recurring claims easily. The wizard saves time and reduces errors.

Payment History: See your transaction history – check number, check date, mailing address and payment amount – downloadable option available also!

Can void and recoup a claim on the portal

Perk of the Portal: Submit recurring claims for your members with ease and no error.
Create Authorization: After using the “Prior Auth Needed?” tool on the www.sunflowerhealthplan.com website, request prior authorization for member procedures.

Please call the health plan for questions regarding voided authorization submissions. The authorization page is updated every 24 hours.
Value Added Benefits
New for 1/1/2019
## 2019 Value Added Benefits

All Value Added Benefits for 2018 and 2019 are on our website: https://www.sunflowerhealthplan.com/members/medicaid/benefits-services/extra-services.html

<table>
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<tr>
<th>Service Name</th>
<th>Description of Service</th>
</tr>
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</table>
| Employment Support & Transportation              | • Sunflower Transition to Employment Program (STEP) workforce development and employment support resource program  
|                                                  | • Help members identify and remove employment barriers  
|                                                  | • Benefits include enhanced transportation coverage, GED prep test vouchers, and assistance with career counseling services  
|                                                  | • Members are connected with a benefits specialist to learn how their income may impact their benefits, as well as to learn about the STEP Scholarship program |
| Parent Management Training – Oregon Model (PMTO) | • Extra support to Foster Care families and agencies through nationally recognized Parent Management Training program  
|                                                  | • Goal is to enhance stability in the home  
|                                                  | • Strengthens interventions that address conduct, social behavior and other associated symptoms                                                                                                                      |
## 2019 Value Added Benefits

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| Nursing Home-to-Community Transition support | Partnering with providers to provide:  
- Pre-placement transition meetings and activities  
- Follow-up visits to ensure member’s needs are met  
- 1 week of home delivered meals  |
| Foster Care - “Care Grants”               | • Children in foster care  
  • Person-specific resources that are not covered by Medicaid (i.e. hypoallergenic sheets for those with asthma, art supplies, clothing, camp fees or other personal items)                                                                                                                                                                                                                           |
| Caregiving Collaborations®                | • Caregiver support through various channels  
  • Available to one primary, informal support caregiver per member  
  • Benefits include the Caregiver Resource Center and a Caregiver Journal  
  • Each member and caregiver will continue to receive coordination of respite services available through the individual care plan |

Contacting Sunflower Health Plan
Medical Management Department

Utilization Management (UM)

Prior Authorization

Inpatient and Outpatient Medical Services Forms:
1-888-453-4316 (fax)
Admissions/Face Sheet/Census:
1-866-965-5433 (fax)
Concurrent Review – Clinical:
1-877-213-7732 (fax)
Behavioral Health:
1-844-824-7705 (fax)

Care Management (CM)

By Region

1 Region1CM@sunflowerhealthplan.com
2 Region2CM@sunflowerhealthplan.com
3 Region3CM@sunflowerhealthplan.com
4 Region4CM@sunflowerhealthplan.com
5 Region5CM@sunflowerhealthplan.com
6 Region6CM@sunflowerhealthplan.com
Contracting & Network Development Department

Provider Relations

Provider Network Specialist

- Onsite trainings
- Clarification of policies
- Secure Portal Help
- Bulletin education
- General questions/concerns

General Email

Practitioner changes such as:
- Roster submissions
- Demographic updates
- Panel/member assignment and general questions

Contracting

General Email

Provider changes such as:
- Name, NPI/TIN changes
- Mergers or acquisitions
- License
- Suspension/terminations
- Lapse in insurance
- Additional services being added

General Emails for:

Provider Relations: providerrelations@sunflowerhealthplan.com
Contracting: sunflowerstatehealth@centene.com
Sunflower Provider Relations
Territory Map

1. DAVE VOSS 785-250-5532
davoss@sunflowerhealthplan.com

2. DERRICK RICHARDSON 913-403-6854
derichardson@sunflowerhealthplan.com

3. TAMMY ADAMS 785-207-4926
tamadams@sunflowerhealthplan.com

4. MICHELLE SWAIN 913-305-7654
mswain@sunflowerhealthplan.com

5. MARC MADDEN 316-680-8968
mmadden@sunflowerhealthplan.com

6. LAURA BLACK-JOHNSON 620-212-8802
lbjohnson@sunflowerhealthplan.com
Sunflower Provider Relations
LTSS/HCBS Territory Map

EMILY GAGNEBIN 316-218-2019
egagnebin@sunflowerhealthplan.com

ALANA DOTSON 316-249-2172
adotoson@sunflowerhealthplan.com
Sunflower Health Plan - Behavioral Health Provider Relations Territory Map

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Leon.R.Frankiewicz@sunflowerhealthplan.com

Kate McLaughlin
Katherine.W.McLaughlin@sunflowerhealthplan.com