Contracting

Who should a provider reach out to if they are interested in contracting with United Healthcare?

Medical
Sabrina Wegener – sabrina_wegener@uhc.com or 913802-5631
or ks.net.mgmt@uhc.com or 866-612-4259

Behavioral
Denise Trabon – Denise.Trabon@optum.com or 633-367-6803

Pharmacy
Jennifer Murff, R.Ph. – jennifer.murff@uhc.com or 913-333-4002

HCBS
Dalia Aguilar - Dalia_aguilar@uhc.com or 913-333-4244

Nursing Facility
Jennifer Everett – jennifer.everett@optum.com or 913-323-1050

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Dental – Scion Dental
Nicholas Schmit
262-946-4400 x 4976
Nicholas.schmidt@skygenusa.com

Scion Network Development
800-508-6965
networkdevelopment@skygenusa.com

NEMT - National MedTrans
Contracting:
Patrick Sullenger
844-885-2696, Option 3
netdev@natmedtrans.com

Credentialing
Dawn Hughes
844-885-2696, Option 2
credentialingks@natmedtrans.com

Vision –
Contracting:
Maria Canieso
844-506-2724 x 5010
mcanieso@marchvisioncare.com

Credentialing
Sandy Martinez
844-506-2724 x 5005
smartinez@marchvisioncare.com
UHC Provider Call Center: 1-877-542-9235

Provider Services Call Centers can assist providers with eligibility, prior authorization, claims, appeals and general questions. When reaching out for assistance please make sure you have the following information:

- UHC claim number
- Members Medicaid ID #
- Date of service on the claim
- Tax ID # or NPI for the provider

Provider Contact Information
Contact Information

The following link will take a providers to a quick reference document for helpful phone numbers for connecting with UHC staff:
https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/ks/resources/KS-Provider-Contact-Us-Information.pdf

Your Provider Advocate is another resource for our providers needing assistance with UHC question and concerns. Provider Advocate information can be found at the following link under “Contact us”, and are available at the UHC table: https://www.uhcprovider.com/en/health-plans-by-state/kansas-health-plans/ks-comm-plan-plan-home.html

If you have an urgent matter requiring UHC Leadership attention, please email our Director of KanCare Provider Relations, Carrie Kimes at ckimes@uhc.com
With our provider portal, everything you need is in one place. Providers are able to quickly find information and link self-service tools. UHCprovider.com replaces UnitedHealthcareOnline.com.
Use the Menu to quickly access commonly needed information. Two favorites are:

- **Health Plans by State** for KS Provider Resources - UnitedHealthcare Community Plan of Kansas.
  - Prior Authorization & Notification
  - Current Policies & Clinical Guidelines
  - KS specific Provider Administrative Guides
  - Contact information for provider support teams

- **Resource Library** - contains additional provider resources including links to Electronic Data Interchange information; ICD-10 Resources; Link Self-Service Tools; Patient Health and Safety; Training and much more.
Here you will find the tools and resources you need to help manage your practice’s submission of claims and receipt of payments. Our self-service resources for claims include using Electronic Data Interchange (EDI) and the claimsLink tool in Link.

Our Eligibility and Benefits section provides all the tools you’ll need to verify member eligibility, determine benefits, view care plans and more. Look up a member by their ID number in eligibilityLink.

Tools and resources to help manage your practice’s prior authorization and notification requirements, with program specific information available for Cardiology, Oncology, Radiology, Clinical Pharmacy and Specialty Drugs. Your primary UnitedHealthcare prior authorization resource, the Prior Authorization and Notification app, is available on Link.
Use claimsLink to get the most up-to-date claims status and payment information and submit your claim reconsideration and correct claim requests. Claim submission has recently been added as a feature.

One easy-to-use application.

**Key Features:**

- Submit professional claims, including National Drug Code (NDC) claims, for all UnitedHealthcare members
- View claims information for multiple UnitedHealthcare® plans
- Submit corrected claims or claim reconsideration requests
- Receive instant printable confirmation of submissions
- Monitor claim and reconsideration status
- Submit an online appeal
- Download provider remittance advice (PRA)
- Manage patient accounts and receivables
claimsLink Overview

- Search results can be sorted by clicking on row header
- Access claim details by selecting the Claim Number link
- Flag claims for easy retrieval on next login without performing a new search
- Access additional details from flagged list
# claimsLink Overview

- Choose line detail to create a view preference
eligibilityLink Overview

eligibilityLink is an application enabling providers to lookup Benefits and Eligibility and determine if the plan requires prior authorization/notifications with the goal to increase self-service.

Key Features:

✓ Access to eligibility and benefit detail information across all lines of business
✓ View member ID card
✓ View PCP information
✓ Export or print data as needed
✓ Determine if the member benefit plan requires Prior Auth/Notifications or referrals and initiate request
✓ Option to start search from application tile or enter application for more options
✓ Ability to access policy information
✓ Ability to access claimsLink, search network providers, and review GAPS in Care detail transaction reporting
eligibilityLink Overview

- Ability to access policy information
- Ability to access claimsLink, search network providers, and review GAPS in Care detail
  transaction reporting

UnitedHealthcare®
eligibilityLink Overview

- Ability to access additional coverage details
- Ability to access plan level deductible
- Ability to access copay/coinsurance
Link Prior Authorization & Notification Overview

Link Prior Authorization & Notification enables providers to identify when a prior authorization is required, submit prior authorizations and check status of existing prior authorizations with the capability to increase self-service, improve operational efficiencies and reduce call volumes decreasing cost and turn around times.

Key Features:

✓ See if prior authorization or notification is required
✓ Complete requests within the application
✓ Find out which procedures require additional information & what to include
✓ Upload any required medical notes or other attachments & add messages for the reviewer
✓ Check the status of notifications and prior authorizations
Link Prior Authorization & Notification Overview

✓ Check the status of an existing Prior Authorization/Notification and update it through the Prior Authorization and Notification Link application.
✓ Sort Search Results using row headings.
✓ Learn more about the authorization by clicking the number link.
Questions?