KanCare 2.0
Provider Meetings

Fall 2018
Health Insurance Marketplace

Celtic Insurance Company (Provider Network)

Health Insurance Marketplace

Kansas Medicaid

Medicare Advantage
Our beliefs

LOCAL APPROACH
Quality healthcare is best delivered locally. Our care coordination program is integrated and delivered by local staff. The result is meaningful job creation in communities we serve.

CARE COORDINATION
Our care management program provides a medical home for members. We partner with trusted providers so members receive the right care, in the right place, at the right time.

HEALTHCARE COMPLIANCE
Quality performance is monitored by State of Kansas and Healthcare Effectiveness Data and Information Set (HEDIS) reporting.

CULTURAL SENSITIVITY
We have a diverse membership with different cultures represented. We have partnerships in communities to support the social, ethnic and economic conditions of members.
Join our network

- Easy, online “Contract Request Form” on sunflowerhealthplan.com
- Guides based on provider type (Solo, Group Practice, Facility)
- Unique Contract Request forms for behavioral and medical provider types
Checking contract status

To check the status of a contract or amendment:
Email Contracting at sunflowerstatehealth@centene.com
Call the Contracting Team at 1-877-644-4623

Sunflower may reach out to the provider during the contracting process once the contract and credentialing materials are returned to request additional information or clarification.

Providers will receive a credentialing letter with a credentialing date. An executed Agreement will follow. The Agreement has the effective date – which is the participating date or PAR date.
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

General Emails for - Provider Relations: providerrelations@sunflowerhealthplan.com
Contracting: sunflowerstatehealth@centene.com

General Emails for - Contracting

Provider changes such as:
* Name, NPI/TIN changes
* Mergers or acquisitions
* License
* Suspension/terminations
* Lapse in insurance
* Additional services being added
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
### Patient List as of 08/03/2018

This is only a list of your patients, please check eligibility to confirm the effective date and benefits for this member.

<table>
<thead>
<tr>
<th>Eligible</th>
<th>Preferred Language</th>
<th>Member Name</th>
<th>Member ID</th>
<th>Date of Birth</th>
<th>Phone Number</th>
<th>ALERTS</th>
<th>Lock In</th>
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</tbody>
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276 items found, displaying 1 to 10. Page 1/28  1,2,3,4,5,6,7,8, Next, Last
Claim 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.
Long Term Care (LTC) Claim Submission

Select a Template to Start Your Claim

- HCFA 1500
- Home Modification
- Emergency Response System: Service Fee
- Home Delivered Meals
- Day Care Services
- Adult Day Care
- Medication Reminder
- Personal Care Worker
- PC Worker-Home Maker
- Respite Care
- MRDO Case Management, Each 15 Minutes
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.
Provider Services
Customer Service

• Providers can call our local Customer Service team when they have needs outside of what is available through the Secure Portal.

• When calling for assistance, please have the following information:
  • The Sunflower claim number
  • The ember’s Medicaid ID #
  • The date of service (DOS) on the claim
  • Total billed charges
  • The Tax ID # or NPI for the provider
  • Provider contact information
Customer Service

Our Provider Services Reps can assist providers with the following:

- Member Eligibility and Benefits
- Find a Participating Network Specialist
- Claims Status and Questions about a Processed Claim
- Secure Portal Resets
- Identify your Provider Relations Representative
- Assist with filing a Reconsideration
- Appeal status
- Prior Authorization Requirements
- Assist with Care Manager referral for a Sunflower member

When working with one of our Customer Service or Provider Relations staff, please make sure you note in your file the name of the person you spoke with and the date and time of the call.
Provider Relations
LTSS/HCBS Territory Map

[Map of Kansas showing counties and territories]

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

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

Leon Frankiewicz 913-401-4210
Leon.R.Frankiewicz@sunflowerhealthplan.com

Kate McLaughlin
Katherine.W.McLaughlin@sunflowerhealthplan.com
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
THANK YOU!
sunflowerhealthplan.com