

Provider support contacts

UnitedHealthcare Community Plan of Kansas

General	
General provider assistance	Chat with a live advocate 7 a.m.–7 p.m. CT in the UnitedHealthcare Provider Portal . You can also call Provider Services at 877-842-3210 .
UnitedHealthcare Community Plan of Kansas	UHCprovider.com/kscommunityplan Phone: 877-542-9235 (Provider Services)

KanCare provider relations team	
Carrie Kimes Director, KanCare provider relations network and strategy	ckimes@uhc.com Phone: 785-430-5717
Carolann Wishall Associate director, KanCare network and contracting	carolan_m_wishall@uhc.com Phone: 913-333-4207
Erin Barrow Manager, provider appeals and grievances	erin_barrow@uhc.com Phone: 913-333-4216
Michelle Cowen Manager, KanCare Provider Relations, hospital, physician, durable medical equipment (DME), hospice, SNF and behavioral health	michelle.cowen@uhc.com Phone: 913-323-1037
Mona Hull Manager, KanCare Provider Relations, HCBS and in-home services	mona_hull@uhc.com Phone: 612-642-7797

Home- and Community-Based Services (HCBS) and home health	
HCBS provider support team	ksunited_longtermcare@uhc.com
Alana Dotson Sedgwick area provider advocate	alana.dotson@uhc.com Phone: 763-361-3478
Alexandra Moth Iversen Southeast Kansas provider advocate	alexandra.mothiversen@uhc.com Phone: 952-202-9202
Angela Collins HCBS credentialing/contracting	angela.collins18@uhc.com Phone: 913-333-4126
Jamie Horn Kansas City metro provider advocate	jamie_horn@uhc.com Phone: 612-383-4027
Jennifer Crawford Northeast Kansas provider advocate	jennifer_crawford@uhc.com Phone: 952-406-4096
Katie Rohlfig HCBS credentialing/contracting	katie.rohlfig@uhc.com Phone: 913-333-4244

Kansas care coordination support team	
Authorization inquiries, submission of required clinical documents and AuthentiCare	ksltssadminsupport@uhc.com Fax: 866-740-5114

Hospital, physician, ancillary, skilled nursing facility (SNF), hospice and behavioral	
Abby Bruce Hospital, physician and ancillary provider advocate – Northeast Kansas	abby_bruce@uhc.com Phone: 913-217-1806
Brandi Frank Hospital, physician and ancillary provider advocate – Northwest and Southwest Kansas	brandi_frank@uhc.com Phone: 913-333-4024
Darcy Ashley Behavioral health provider relations advocate – Southwest, South Central and Southeast Kansas	darcy.ashley@uhc.com Phone: 763-361-5434
Emily Gagnebin Hospital, physician and ancillary provider advocate – Kansas City metro	emily.gagnebin@uhc.com Phone: 763-283-2997
Jeri Roberts Behavioral health provider relations advocate – Northwest, North Central and Northeast Kansas	jeri_d_roberts@uhc.com Phone: 913-333-4134
Josh Hartman Hospital, physician, ancillary provider advocate – South Central Kansas	joshua_j_hartman@uhc.com Phone: 952-251-5727
Laura Black-Johnson Hospital, physician and ancillary provider advocate – Southeast Kansas	lbjohnson@uhc.com Phone: 952-251-3989
Mallory Lauber Skilled nursing facility and hospice provider advocate	mallory.lauber@uhc.com Phone: 612-383-4795
Marrievia Burnett Behavioral health provider relations advocate, Sedgwick County	marrievia.burnett@uhc.com Phone: 763-361-2200

Behavioral health and substance use disorder network management	
ALERT issues	ks_alert@uhc.com Phone: 855-268-9392
Prior authorization	Fax: 855-268-9392
Betsy Henderson Executive director	betsy_henderson@uhc.com Phone: 763-348-0847
Monica Nicol-Sturgeon Optum behavioral health contracting and credentialing	monica.nicolsturgeon@optum.com Phone: 913-217-1687
Shannon Courto Optum behavioral health contracting and credentialing	shannon.courto@optum.com Phone: 763-361-5434

Physician, hospital and ancillary network management	
Contracting and credentialing network team	ks.net.mgmt@uhc.com

Vision	
MARCH® Vision Care	marchvisioncare.com Phone: 844-506-2724

Pharmacy	
Optum Rx® help desk for pharmacy claims resolution	Phone: 877-305-8952
Optum Rx network management	Phone: 800-613-3591
Michael Porterfield Kansas pharmacy manager	michael.porterfield@uhc.com Phone: 763-361-0964

Dental	
Skygen®	UHCdental.com Phone: 855-878-5372

Transportation	
Modivcare	modivcare.com Phone: 866-697-0492
Optum Rx network management	Phone: 800-613-3591

External resources	
AuthentiCare®	authenticare.com/kansas/login.aspx Phone: 800-441-4667 authenticare.support@firstdata.com
KanCare Clearinghouse	kancare.ks.gov Phone: 800-792-4884
Kansas Department for Aging and Disability Services (KDADS)	kdads.ks.gov Phone: 800-613-3591
Kansas Department for Children and Families (DCF)	dcf.ks.gov Phone: 888-369-4777
Kansas Department of Health and Environment (KDHE)	kdheks.gov Phone: 785-296-1500
Kansas Medical Assistance Program (KMAP)	portal.kmap-state-ks.us Phone: 800-933-6593