



Have questions about UnitedHealthcare Community Plan of Kansas?

We have care provider support teams and library of online resources ready to assist you.

CALL CENTER SUPPORT	
Provider Services Call Center	Phone: 877-542-9235
Member Services Call Center	Phone: 877-542-9238
UHCprovider.com and Link Help Desk	Phone: 866-842-3278, option 1
Electronic Data Interchange (EDI)	Phone: 800-210-8315
Electronic Payments & Statement (EPS) Support	Phone: 877-620-6194
Provider Express Website Help (Behavioral Health providers)	Phone: 866-209-9320
KANCARE PROVIDER RELATIONS TEAM	
Carrie Kimes, Director of KanCare Provider Relations Network and Strategy	Email: ckimes@uhc.com Phone: 785-430-5717
Carolan Wishall, Associate Director of KanCare Network and Contracts	Email: Carolan_m_wishall@uhc.com Phone: 913-333-4207
Erin Barrow, Manager of Provider Appeals and Grievances	Email: erin_barrow@uhc.com Phone: 913-333-4216
HOME- AND COMMUNITY-BASED, HOME HEALTH, DME, PT/OT/ST PROVIDER SUPPORT	
Yvonne Cook, Manager of HCBS & In Home Services Provider Relations	Email: yvonne_cook@uhc.com Phone: 612-383-4173
Katie Rohlfing, HCBS Credentialing/Contracting	Email: katie.rohlfing@uhc.com Phone: 913-333-4244
Angela Collins, HCBS Credentialing/Contracting	Email: angela.collins18@uhc.com Phone: 913-333-4126
Eric Rholes, KC Metro	Email: eric.rholes@uhc.com Phone: 913-333-4028
Jennifer Crawford, Northeast KS	Email: jennifer_crawford@uhc.com Phone: 952-406-4096
Jessica Cook, South Central KS	Email: jessica_cook@uhc.com Phone: 763-283-4479
Sandra Picht, Southeast KS	Email: Sandra.picht@uhc.com Phone: 763-361-0771
Emily Gagnebin, North Central	Email: Emily.gagnebin@uhc.com Phone: 763-283-2997
Alana Dotson, Western KS	Email: Alana.dotson@uhc.com Phone: 763-361-3478
HCBS Provider Support Team	Email: ksunited_longtermcare@uhc.com

KANSAS CARE COORDINATION SUPPORT TEAM	
Topics: Authorization inquires, submission of required clinical documents, AuthentiCare	Email: ksltssadminsupport@uhc.com Fax: 866-740-5114
HOSPITAL, PHYSICIAN, ANCILLARY, SNF, HOSPICE, & BEHAVIORAL PROVIDER SUPPORT	
Michelle Cowen, Manager of KanCare Provider Relations	Email: michelle.cowen@uhc.com Phone: 913-323-1037
Mallory Lauber, SNF & Hospice Provider Advocate	Email: mallory.lauber@uhc.com Phone: 612-383-4795
Laura Lorson, Hospital, Physician, Ancillary Provider Advocate, North East KS	Email: laura.lorson@uhc.com Phone: 651-414-8940
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John Chung, Hospital, Physician, Ancillary Provider Advocate, South Central KS	Email: john_h_chung@uhc.com Phone: 913-333-4187
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Denise Trabon, Behavioral Health, Sr. Provider Relations Advocate, Northwest, North Central, and Northeast, KS	Email: denise.trabon@optum.com Phone: 763-361-6803
Jamie Horn, Behavioral Health, Provider Relations Advocate, Southwest, South Central, Southeast, KS	Email: jamie_horn@uhc.com Phone: 612-383-4027
BEHAVIORAL HEALTH/SUBSTANCE USE DISORDER NETWORK MANAGEMENT TEAM	
Prior Authorization and Provider Concerns	Fax: 855-268-9392
Shannon Courto, Optum BH Contracting and Credentialing	Email: shannon.courto@optum.com Phone: 763-361-5434
Monica Nicol-Sturgeon, Optum BH Contracting and Credentialing	Email: monica.nicol-sturgeon@optum.com Phone: 913-217-1687
Sandra Berg, Executive Director	Email: sandra.berg@uhc.com Phone: 913-333-4067
ALERT Issues	Email: ks_alert@uhc.com Phone: 855-268-9392
PHYSICIAN, HOSPITAL, ANCILLARY NETWORK MANAGEMENT TEAM	
Contracting/Credentialing Network Team	Email: ks.net.mgmt@uhc.com
VISION PROVIDER SUPPORT	
MARCH Vision Care	Online: marchvisioncare.com Phone: 844-506-2724

PHARMACY PROVIDER SUPPORT

OptumRx Help Desk for Pharmacy Claims resolution	Phone: 877-305-8952
OptumRx Network Management	Phone: 800-613-3591
Jan Mueller, Kansas Pharmacy Manager	Email: janette.mueller@optum.com Phone: 913-333-4225
DENTAL PROVIDER SUPPORT	
Skygen (formerly known as Scion Dental) Dental Call Center	Online: UHCproviders.com Phone: 855-878-5372
TRANSPORTATION PROVIDER SUPPORT	
LogistiCare Provider Support Line	Online: logisticare.com Phone: 866-697-0492
UNITEDHEALTHCARE QUICK LINKS	
UnitedHealthcare Provider Resources	UHCprovider.com
Link Self-Service Tools	UHCprovider.com/Link
Electronic Data Interchange (EDI)	UHCprovider.com/EDI
Electronic Payments & Statement (EPS)	UHCprovider.com/EPS
EXTERNAL RESOURCES	
AuthentiCare	Phone: 800-441-4667 Email: authenticare.support@firstdata.com Online: authenticare.com/kansas/login.aspx
Kansas Department for Aging and Disability Services (KDADS)	Phone: 800-432-3535 Online: kdads.ks.gov/home
KMAP	Phone: 800-933-6593 Online: kmap-state-ks.us
KanCare Clearinghouse	Phone: 800-792-4884 Online: kancare.ks.gov
Kansas Department of Health and Environment (KDHE)	Phone: 785-296-1500 Online: kdheks.gov
Kansas Department for Children and Families (DCF)	Phone: 888-369-4777 Online: dcf.ks.gov