



## Who Should I Call?--Provider

Question or Issue	Contact
To contract with an MCO	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
Check KanCare eligibility for a consumer	KMAP: Automated Voice Response System (AVRS) – 1-800-933-6593 or Web at <a href="https://www.kmap-state-ks.us/">https://www.kmap-state-ks.us/</a> Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
Check MCO assignment for a consumer	KMAP: Automated Voice Response System (AVRS) – 1-800-933-6593 or Web at <a href="https://www.kmap-state-ks.us/">https://www.kmap-state-ks.us/</a>
If a patient has no ID card	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To talk with an MCO about a billing/claims issue	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
If you have a question or problem with the State's Front End Billing (FEB) solution	KMAP: 1-800-933-6593
To find my provider representative (advocate)	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235 or UHCcommunityplan.com
To look up what services need prior authorization	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To get authorization for a service	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-866-604-3267
Check if a provider is in an MCO's network	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To request materials or training	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235



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If you're a physician and want to see your panel size	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To determine which case manager is assigned to a particular consumer	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To ask questions regarding EVV (Authenticare)	First Data Help Desk 1-800-441-4667 option 6 <a href="mailto:clientsupport@firstdata.com">clientsupport@firstdata.com</a>
To ask questions regarding plans of care	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9235
To file a Grievance	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9238
To file an Appeal	Amerigroup: 1-800-454-3730 Sunflower: 1-877-644-4623 United: 1-877-542-9238
If you need to write KanCare for assistance	KanCare 900 SW Jackson, Suite 900 N Topeka, Kansas 66612-1220
Or email	<a href="mailto:KanCare@kdheks.gov">KanCare@kdheks.gov</a>