


UnitedHealthcare Community Plan, Kansas Pharmacy Contact List

Service	Phone	Fax	Additional Information
OptumRx Pharmacy Help Desk	877-305-8952 24hrs,7days/week	NA	http://www.uhccommunityplan.com/health-professionals/KS/pharmacy-program
UnitedHealthcare Member Services Team	877-542-9238 M–F 8am-8pm CT	NA	www.uhccommunityplan.com
UnitedHealthcare Provider Services	877-542-9235 M–F 8am-8pm CT	NA	www.uhccommunityplan.com
UnitedHealthcare Pharmacy Prior Authorization	800-310-6826 M–F 7am-7pm CT	866-940-7328	www.uhccommunityplan.com
Kansas Pharmacy Contracting OptumRx	800-613-3591 Option 7 M-F 8am-4pm PT	800-913-2229	pharmacycontracts@optum.com
Pharmacy Claims Processing	877-305-8952 24hrs,7days/week	NA	<p>Claims Processing Information BIN 610494 PCN 9999 Group ACUKS</p> <p>Emergency 5-day override Information PA Type Code (Field 461-EU) = 8 PA Number Submitted (Field 462-EV)= 00000000120 Day Supply (Field 405-D5)= 5</p>
MTM Program Mirixa	866-218-6649	NA	Irina Pomirchy 703-865-2046 ipomirchy@mirixa.com www.mirixa.com
PRICING & MAC Appeal Inquiries (MAC Appeals must be received within 30 days of Date of Service)	800-613-3591 Option 7 M-F 8am-4pm PT	800-913-2229	<p>MAC APPEAL MUST BE SUBMITTED BY CONTRACTED AGENT (PSAO, Corporate Office) MAC Appeal Form and MAC Pricing Information available at: www.uhccommunityplan.com Completed form must be emailed to: medicaid_macappeal@optum.com</p>
Pharmacy Program Inquiries, Jennifer Murff	913-333-4002	NA	jennifer.murff@uhc.com
COB Pharmacy Claims Processing	877-305-8952 24hrs,7days/week	NA	Medicare B crossovers should be submitted as secondary claims with an OCC2; Medicare D copays should be submitted as secondary claims with an OCC8
DME Claims Processing	877-542-9235 M–F 8am–8pm CT	NA	http://www.uhccommunityplan.com/Kansas-03 Provider Administrative Guide, see Chapter 10
DME Contracting	913-317-7244	NA	shawna_allen@uhc.com
DME Prior Authorization	866-604-3267	866-943-6474	 KS DME PriorAuthRequestFax
DME Inquiries, Kristy Wrolstad	651- 322-5197	NA	kristy_wrolstad@uhc.com