

KMAP GENERAL BULLETIN 19019

KanCare Paper Claims and MCO Checks

KANCARE TRANSITION FROM AMERIGROUP TO AETNA

With the transition from Amerigroup Corporation to Aetna Better Health of Kansas, the *MCO & Subcontractor Addresses* chart for KanCare paper claims is being updated.

KANCARE PAPER CLAIMS

In addition to electronically submitted KanCare claims, the managed care organizations (MCOs) and their subcontractors have the ability to process paper KanCare claims.

Providers must submit all paper KanCare claims to the appropriate MCO/subcontractor. Providers can refer to the MCO and vendor addresses outlined in the *MCO & Subcontractor Addresses* chart on Page 3. KMAP does not accept paper KanCare claims for processing through front-end billing (FEB).

REMINDER

If the outside of the envelope or the claim has a KanCare MCO or KanCare MCO subcontractor listed, the claim will be returned to the provider requesting the claim be submitted to the appropriate MCO/subcontractor.

If the outside of the envelope or the claim has KMAP, Kansas Medicaid, State of Kansas, any combination of those, or is blank, the claim will be scanned into KMAP as a fee-for-service (FFS) claim.

If the payer cannot be determined, the claim will be returned to the provider.

For more information regarding KanCare paper claims, providers can reference General Bulletins [15026](#) and [15038](#) on the [Bulletins](#) page of the KMAP website.

Questions regarding paper claims submission and processing should be coordinated with the MCO where the beneficiary is assigned. Providers can use the *MCO Contact Information* below.

| MCO Contact Information | | |
|--|---|-------------------------|
| MCO | Phone Number | KanCare Effective Dates |
| Aetna Provider Services | 1-855-221-5656 | 1/1/2019 – Current |
| Sunflower Customer Service | 1-877-644-4623 TDD/TTY: 1-888-282-6428 | 1/1/2013 – Current |
| UnitedHealthcare Provider Services | 1-877-542-9235 | 1/1/2013 – Current |
| Amerigroup Provider Services | 1-800-454-3730 | 1/1/2013 – 12/31/2018 |

KMAP
[Kansas Medical Assistance Program](#)

- [Bulletins](#)
- [Manuals](#)
- [Forms](#)

Customer Service

- 1-800-933-6593
- 7:30 a.m. - 5:30 p.m.
Monday - Friday



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Providers still have the option to submit electronic claims through FEB on the KMAP website, as an electronic 837 file, or through Provider Electronic Solutions (PES). Providers can contact KMAP Customer Service with any questions regarding KMAP claims at 1-800-933-6593.

MCO CHECKS

Checks payable to an MCO received by KMAP will be returned to the provider. Providers must send the check to the appropriate MCO. The MCO contact information is listed below.

Aetna Better Health of Kansas (1-855-221-5656)

| Claim Type | Address |
|------------|---|
| All | Aetna Better Health of Kansas PO Box 841004 Dallas, TX 75284-1004 |

Sunflower Health Plan (1-877-644-4623)

| Claim Type | Address |
|---|---|
| Behavioral Health | Cenpatico Behavioral Health Attn: Claims Recovery Team 3057 Paysphere Circle Chicago, IL 60674 |
| Dental | Dental Health and Wellness PO Box 1432 Milwaukee, WI 53201 |
| Vision | OptiCare Managed Vision PO Box 7548 Rocky Mount, NC 27804 |
| HCBS, Institutional, Medical, Nursing Facility/Long-Term Care, Pharmacy | Sunflower Health Plan – Refunds PO Box 955889 St. Louis, MO 63195-5889 |

United HealthCare Community Plan - Kansas (1-877-542-9235)

| Claim Type | Address |
|------------|---|
| All | United HealthCare Community Plan - Kansas 10895 Grandview Drive, Suite #200 Overland Park, KS 66210 |

Amerigroup Corporation (1-800-454-3730)

| Claim Type | Address |
|------------|---|
| All | Amerigroup Corporation PO Box 933657 Atlanta, GA 31193-3657 |

If providers have any questions, they can contact the MCO directly using the telephone numbers referenced above.

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MCO & Subcontractor Addresses

| Claim Type | Aetna | Sunflower | UnitedHealthcare | Amerigroup |
|--|---|--|---|---|
| Behavioral Health | Aetna Better Health of Kansas PO Box 61838 Phoenix, AZ 85082 | Cenpatico Behavioral Health PO Box 6400 Farmington, MO 63640-3807 | UnitedHealthcare PO Box 5270 Kingston, NY 12402 | Amerigroup PO Box 61010 Virginia Beach, VA 23466 |
| Dental | SkyGen Dental Aetna Better Health of Kansas – Claims PO Box 359 Milwaukee, WI 53201 | Dental Health & Wellness Claims: KS PO Box 1164 Milwaukee, WI 53201 | UnitedHealthcare KS Claims PO Box 1158 Milwaukee, WI 53201 | Scion Dental Amerigroup KS Claims PO Box 1223 Milwaukee, WI 53201 |
| Pharmacy | Aetna Better Health of Kansas 9401 Indian Creek Parkway Overland Park, KS 66210 | Sunflower Health Plan PO Box 4070 Farmington, MO 63640-3833 | Optum RX PO Box 29044 Hot Springs, AR 71903 | Paper claims are not accepted. |
| Transportation | Access2Care, LLC 6363 Fiddler's Green Circle, Suite 1400 Greenwood Village, CO 80111 | LogistiCare Claims Dept. 2552 West Erie Drive Suite 101 Tempe, AZ 85282 | LogistiCare Claims Dept. 2552 West Erie Drive Suite 101 Tempe, AZ 85282 | Paper claims are not accepted. |
| Vision | SkyGen Vision Aetna Better Health of Kansas – Claims PO Box 1607 Milwaukee, WI 53201 | OptiCare Managed Vision PO Box 7548 Rocky Mount, NC 27804 | MARCH Vision Care 6701 Center Drive West Suite 790 Los Angeles, CA 90045 | Ocular Benefits Amerigroup KS Claims PO Box 2163 Milwaukee, WI 53201 |
| Medical, Institutional, Nursing Facility, LTC, HCBS, etc. | Aetna Better Health of Kansas PO Box 61838 Phoenix, AZ 85082 | Sunflower Health Plan PO Box 4070 Farmington, MO 63640-3833 | UnitedHealthcare PO Box 5270 Kingston, NY 12402 | Amerigroup PO Box 61010 Virginia Beach, VA 23466 |