

KMAP GENERAL BULLETIN 19019

UPDATED KanCare Paper Claims and MCO Checks

KANCARE TRANSITION FROM AETNA TO HEALTHY BLUE

With the transition from **Aetna Better Health of Kansas** to **Healthy Blue**, 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 for Paper Claims* chart on Page 5. Kansas Medical Assistance Program (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.

KMAP

[Kansas Medical Assistance Program](#)

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

Customer Service

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



UPDATED KanCare Paper Claims and MCO Checks continued

Questions regarding paper claims submission and processing should be coordinated with the MCO where the member 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 – 12/31/2024
Healthy Blue Provider Services	1-833-838-2595	1/1/2025 – 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

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

KMAP

[Kansas Medical Assistance Program](#)

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

Customer Service

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



UPDATED KanCare Paper Claims and MCO Checks continued

Healthy Blue (1-833-838-2595)

Claim Type	Address
Behavioral Health, Medical, Institutional, Nursing Facility	Healthy Blue – Payment Integrity PO Box 933657 Atlanta, GA 31193-3657
Dental	SKYGEN Healthy Blue Kansas: Refunds PO Box 541 Milwaukee, WI 53201
Pharmacy	CarelonRX Claims Department P.O. Box 52065 Phoenix, AZ 85072-2065
Transportation	Access2Care, LLC. 6362 S. Fiddlers Green Cir, FL 14 Greenwood Village, CO 80111-5011
Vision	EyeMed Managed Care Claims PO Box 8504 Mason, OH 45040

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

KMAP

[Kansas Medical Assistance Program](#)

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

Customer Service

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



UPDATED KanCare Paper Claims and MCO Checks continued

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

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

KMAP

[Kansas Medical Assistance Program](#)

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

Customer Service

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

Gainwell Technologies is the fiscal agent for KMAP



MCO & Subcontractor Addresses for Paper Claims

Claim Type	Aetna	Healthy Blue	Sunflower	UnitedHealthcare
Behavioral Health	Aetna Better Health of Kansas PO Box 61838 Phoenix, AZ 85082	Healthy Blue PO Box 61010 Virginia Beach, VA 23466	Cenpatico Behavioral Health PO Box 6400 Farmington, MO 63640-3807	UnitedHealthcare PO Box 5270 Kingston, NY 12402
Dental	SKYGEN Dental Aetna Better Health of Kansas – Claims PO Box 359 Milwaukee, WI 53201	SKYGEN Healthy Blue 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
Pharmacy	Aetna Better Health of Kansas 9401 Indian Creek Parkway Overland Park, KS 66210	CarelonRX Claims Department P.O. Box 52065 Phoenix, AZ 85072-2065	Sunflower Health Plan PO Box 4070 Farmington, MO 63640-3833	Optum RX PO Box 29044 Hot Springs, AR 71903
Transportation	Access2Care, LLC 6363 Fiddler’s Green Circle, Suite 1400 Greenwood Village, CO 80111	Access2Care, LLC. 6362 S. Fiddlers Green Cir, FL 14 Greenwood Village, CO 80111-5011	LogistiCare Claims Dept. 2552 West Erie Drive Suite 101 Tempe, AZ 85282	LogistiCare Claims Dept. 2552 West Erie Drive Suite 101 Tempe, AZ 85282
Vision	SKYGEN Vision Aetna Better Health of Kansas – Claims PO Box 1607 Milwaukee, WI 53201	EyeMed Managed Care Claims PO Box 8504 Mason, OH 45040	OptiCare Managed Vision PO Box 7548 Rocky Mount, NC 27804	MARCH Vision Care 6701 Center Drive West Suite 790 Los Angeles, CA 90045
Medical, Institutional, Nursing Facility, LTC, HCBS, etc.	Aetna Better Health of Kansas PO Box 61838 Phoenix, AZ 85082	Healthy Blue PO Box 61010 Virginia Beach, VA 23466	Sunflower Health Plan PO Box 4070 Farmington, MO 63640-3833	UnitedHealthcare PO Box 5270 Kingston, NY 12402