

Quick Reference Guide



Keep our Quick Reference Guide nearby to make your administrative tasks quick & easy.

Customer Service - 1-877-644-4623

Monday-Friday, 8am - 5pm CT

ON THE PHONE:

- Claim status
- Request provider education & orientation session
- Network participation
- Member eligibility/verification

ON THE WEB:

- Provider & billing manuals
- Provider forms
- Quick Reference Guides & FAQs
- Prior authorization check

- Clinical guidelines
- Health plan news
- Change or update demographic information

ON THE SECURE PORTAL:

- Member eligibility
- PCP verification
- PCP panel lists
- Submit, inquire, void or correct claims
- Submit authorizations or check authorization status

Claims

Timely Filing – 180 days from date of service, eligibility determination or date of primary payor EOP.

Submit claims free of charge through our Secure Web Portal.

Electronic Clearinghouse Vendors – Emdeon, Gateway, SSI, Availity and Smart Data Solutions

Payor ID: Medical: 68069
Behavioral Health: 68068

Providers must be enrolled as users for **KMAP** and can submit electronically through KMAP. HCBS providers must use **AuthentiCare**.

Paper Claims - Mail paper claims to the health plan or the benefits manager associated with the type of service. Addresses are listed in the Sunflower Provider Office Manual.

Mailing address for Medical, Institutional, NF/LTC & HCBS for the following: *Paper Claims, Corrected Claims, Provider Appeals, Medical Records & EOBs with Remittance Advice:*

**Sunflower Health Plan
PO Box 4070
Farmington, MO 63640-3833**

Behavioral Health Paper Claims:

**Sunflower Health Plan
PO Box 6400
Farmington, MO 63640-3807**

Corrected Claims must be received within **365 days** from the date of explanation of payment (EOP).

Claims Payment

Sunflower uses PaySpan to provide **free** Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA). To register: 877-331-7154 or www.payspanhealth.com.

Provider Reconsiderations & Appeals

Please refer to the Sunflower Provider Office Manual.

Provider Relations

If you are a Sunflower provider, you have a designated **Provider Network Specialist**. Find the Provider Network Specialist

territories map on our website in the **Provider Resources** section.

Interpreter Services

Do you have a patient who is a Sunflower member and needs a language interpreter over the telephone? We want to help! Please call our **Customer Service** to arrange for **free** interpreter services for Sunflower members.

Specialty Services

Reach our specialty services by calling toll free 1-877-644-4623.

Behavioral Health – Sunflower
Payor ID: 68068

Specialty Therapy and Rehabilitative Services
(outpatient PT, OT, & ST) **National Imaging Associates (NIA)**
www.radmd.com

Involve Pharmacy Services
Prior Auth Phone: 866-399-0928

High Tech Radiology Imaging Services - National Imaging Associates (NIA)
www.radmd.com

Non Emergent Medical Transportation (NEMT) - LogistiCare www.logisticare.com

Involve Vision
vision.envolvehealth.com
Payor ID: 56190


Involve Dental
dental.envolvehealth.com

Medical Management FAX NUMBERS:

Prior Authorization Inpatient/Outpatient/SNF and Admissions/Census Reports/Face Sheets: 888-453-4316
Nursing Facility Face Sheets - Temporary Care/ Custodial/Residential: 877-851-3990
Concurrent Review/Clinical Information: 877-213-7732
Behavioral Health: 844-824-7705
Outpatient PT, ST, OT: 888-453-4316
You may enter and verify authorizations through the Secure Provider Portal at www.SunflowerHealthPlan.com

EMAIL ALERTS ARE AVAILABLE! Visit our website to sign up for Sunflower's news alerts.

Member ID Card



RX: Envolve Pharmacy Solutions
RUBIN: 004336
RXPIN: ADV
RXGROUP: RX5457

NAME: Joe Davis
#: 1234567890 DOB: 01/02/2003

PCP Name: Marlon Marlin
PCP Phone: 123-456-7890

Effective Date: 01/01/2019 Copay: \$0

If you have an emergency, call 911 or go to the nearest emergency room (ER). If you are not sure if you need to go to the ER, call your PCP or Sunflower's 24/7 nurse line at 1-877-644-4623 (TTY 711).
Four Pine Ridge Plaza, 8325 Lenexa Drive, Suite 200, Lenexa, KS 66214
www.SunflowerHealthPlan.com

IMPORTANT CONTACT INFORMATION

Members:
Customer Service: 1-877-644-4623 (TTY 711)
Transportation: 1-877-917-8162
Vision: 1-877-644-4623
Dental: 1-877-644-4623
Behavioral Health: 1-877-644-4623
24/7 Nurse Line: 1-877-644-4623

Medical Correspondence/ Non-Claims:
Sunflower Health Plan
PO Box 4070
Farmington, MO 63640-3833

Behavioral Correspondence/ Non-Claims:
Sunflower Health Plan
PO Box 6400
Farmington, MO 63640-3807

Provider Claims information via the web: www.SunflowerHealthPlan.com

EDI/EFT/ERA please visit For Providers at www.SunflowerHealthPlan.com

SunflowerHealthPlan.com
Toll Free: 1-877-644-4623
(TTY: 711)