

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

- Clinical & payment policies
- 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

Provider Relations

If you are a Sunflower provider, you have a designated **Provider Engagement Account Manager**. Find the Provider Relations territories map on our website under **Provider Resources**.

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.

Availity Essentials

Sunflower now uses Availity Essentials. You can validate eligibility & benefits, submit claims, chat with Customer Service, check claim status, submit authorizations, and access Sunflower payer resources via Availity Essentials.

Provider Appeals & Reconsiderations

Please refer to the Sunflower Provider Office Manual.

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

Vendor – Availity

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.

Specialty Services

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

Centene Vision Services
www.centenevision.com

Centene Dental Services
www.centenedental.com

Pharmacy Services
Prior Auth Phone: 866-399-0928

Non-Emergent Medical Transportation (NEMT) - SafeRide www.saferidehealth.com

Evolent www.radmd.com

- **Specialty Therapy and Rehabilitative Services** (outpatient PT, OT, & ST)
- **High Tech Radiology Imaging Services**
- **Oncology** my.newcenturyhealth.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

You may enter and verify authorizations through the Secure Provider Portal at www.SunflowerHealthPlan.com.

See vendor affiliate info for vendors who manage some prior auths – Musculoskeletal, Imaging, Outpatient Therapy PT, OT, ST.

Member ID Card

		Pharmacy: RXBIN: 003858 RXPCN: MA RXGROUP: 2ELA
NAME:		
#:	DOB:	
PCP Name:		
PCP Phone:		
Effective Date:	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 877-644-4623 (TTY 711). 8325 Lenexa Drive, Suite 410, Lenexa, KS 66214 www.SunflowerHealthPlan.com		

IMPORTANT CONTACT INFORMATION	
Members: Customer Service: 877-644-4623 (TTY 711) Transportation: 877-917-8162 Vision: 877-644-4623 Dental: 877-644-4623 Behavioral Health: 877-644-4623 Pharmacy: 877-644-4623	Providers: Provider Services & IVR Eligibility Inquiry - Prior Auth: 877-644-4623 Pharmacists Only: 833-750-4447
<div style="border: 1px solid black; padding: 5px; text-align: center;"> EDI/EFT/ERA please visit For Providers at www.SunflowerHealthPlan.com </div>	
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	

SunflowerHealthPlan.com

Toll Free: 1-877-644-4623

(TTY: 711)