

How to Submit Claims and Review Remittance Advice: Choose the Method that's Most Convenient for You!

You may use one or more of the following methods to submit claims for services for your patients who are UnitedHealthcare Community Plan KanCare members. If you have any questions, please contact your Provider Advocate.

Electronic Claims Filing

If you already work with a claims clearinghouse and file your Medicaid claims electronically, you may file claims directly using our new payer ID for KanCare: **96385**.

Front End Billing

The KanCare Front End Billing option is a free service that allows you to submit UB-04, CMS-1500 and dental KanCare claims directly to Hewlett-Packard Enterprise Services (HPES) the same way you currently submit Kansas Medicaid claims. HPES will forward your claims to us the same day. Please see [KMAP General Bulletin 12115](#) for more information.

All services that require electronic voice verification (EVV) are billed by Authenticare, the state's contracted EVV vendor, through the front end billing process and may not be billed any other way. To see a list of the services that require EVV, see chapter 13 of our [Provider Administrative Guide](#).

UnitedHealthcareOnline.com

To submit claims online, go to UnitedHealthcareOnline.com > New User and follow the on-screen instructions to register. For more information about using UnitedHealthcareOnline.com, refer to our [Help Section](#) or register for a [webinar](#).

Mail Paper Claims

Mail KanCare paper claims directly to UnitedHealthcare Community Plan at one of the following addresses. Do not mail to the Kansas Medical Assistance Program (KMAP). Paper claims submitted to KMAP will be returned.

Behavioral Health and Substance Use Disorder Claims:

UnitedHealthcare Community Plan
P.O. Box 5270
Kingston, NY 12402

Dental Claims:

Scion
P.O. Box 1158
Milwaukee, WI 53201

Pharmacy Claims:



OptumRx
P.O. Box 29044
Hot Springs, AR 71903

Transportation Claims:

LogistiCare Claims Department
2552 West Erie Drive, Suite 101
Tempe, AZ 85282

Vision Claims:

Opticare
P.O. Box 7548
Rocky Mount, NC 27804

All other claims:

UnitedHealthcare Community Plan
P.O. Box 5270
Kingston, NY 12402

Electronic Funds Transfer:

Sign up for electronic funds transfer by completing our Electronic Payment Authorization/Maintenance Form at UHCCommunityPlan.com > For Health Care Professionals > Kansas > Electronic Data Interchange.

How to Access your Remittance Advice

Electronic Remittance Advice

If you submit claims through a clearinghouse, you can enroll to receive electronic remittance advice by asking your clearinghouse to send you your UnitedHealthcare 835 files, which are downloadable electronic remittance advice documents, using payer ID 96385.

835 files are not yet available for all claim submission processes, including the following:

- If you *only* submit claims using the front end billing process
- If you *only* submit claims on UnitedHealthcareOnline.com and do not use a clearinghouse
- For services that require electronic voice verification

Online Remittance Advice

To view your provider remittance advice online, go to: UnitedHealthcareOnline.com > Claims and Payments > Electronic Payments and Statements. Enter the information for the remittance you are looking for under Single Explanation of Benefits search. Then click “View EOB.”

Electronic Payments & Statements (EPS) (Available This Summer)



With EPS, you receive electronic funds transfer (EFT) services and your explanation of benefits (EOBs) are delivered online rather than through the mail. You don't need to change your posting process to use EPS and:

- EOBs are easy to view or save to your computer.
- You can print a consolidated file (less paper) of EOBs or provider remittance advices that are identical to the EOBs you would have received in the mail.
- You can download a free 835 file from the EPS website or sign up to receive files through your clearinghouse.

Learn more about the benefits of EPS by visiting WelcometoEPS.com or attending a [webinar](#). You can enroll now to start receiving your UnitedHealthcare Commercial, UnitedHealthcare Medicare Solutions and some UnitedHealthcare Community Plan* payments through EPS. UnitedHealthcare Community Plan of Kansas payments will begin later this year. If you have questions or are ready to enroll, please call 866-842-3278, option 5. Thank you.

* EPS is currently available for payments from UnitedHealthcare; UnitedHealthcare Medicare Solutions; UnitedHealthcare Community Plan of Florida, Massachusetts and Rhode Island; and Long Term Care plan in Arizona, Hawaii and New Mexico. **UnitedHealthcare Community Plan of Arizona, Delaware, Iowa, Kansas, Louisiana, Maryland, Michigan, Mississippi, Nebraska, New Jersey, New York, Ohio, Pennsylvania, Tennessee, Texas, Washington and Wisconsin will be added in summer 2015.**

If you have any questions, please contact your Provider Advocate. Thank you.