

October 21, 2025

Version 1.0

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Provider Escalation Guide

The points of contact should be contacted **in the order listed** within each section.

Provider Enrollment and Credentialing Issues

1. Contact Kansas Medical Assistance Program (KMAP) Provider Enrollment at:
 - Kansas-Provider-Enrollment@gainwelltechnologies.com
 - 1-800-933-6593
2. If the agent cannot resolve your issue in step 1, request that the call be escalated to a Provider Enrollment Manager or Business Analyst.
3. If it cannot be resolved by our Gainwell team, please reach out to KDHE at:
 - HCFProviderEnrollment@ks.gov

MCO Issues

1. Contact the appropriate Managed Care Organization (MCO) organization's Provider Representative using the links below:
 - **Healthy Blue Kansas** - [Healthy Blue Kansas Provider Representative Guide](#)
 - **United Healthcare** - [United Healthcare Provider Representative Guide](#)
 - **Sunflower Health** - [Sunflower Health Provider Representative Guide](#)
2. If this is not resolved by the MCO, please contact KDHE at:
 - KDHE.MCOInquiries@ks.gov

Authorizations & Claims Processing Issues

For MCOs

1. Contact the appropriate Managed Care Organization (MCO) organization's Provider Representative using the links below:
 - **Healthy Blue Kansas** - [Healthy Blue Kansas Provider Representative Guide](#)
 - **United Healthcare** - [United Healthcare Provider Representative Guide](#)
 - **Sunflower Health** - [Sunflower Health Provider Representative Guide](#)
2. If this is not resolved by the MCO, please contact KDHE at:
 - KDHE.MCOInquiries@ks.gov

For Fee for Service

1. Contact the Gainwell Provider Assistance Unit at:
 - KMAP Provider Assistance: 1-800-933-6593
 - Provider Portal (secure message): Routed through CRM to the escalation team.
2. If unresolved, escalate to:
 - Kansas-Customer-Service@gainwelltechnologies.com
3. If it still cannot be resolved by our Gainwell team, please reach out to KDHE (must include CRM number from Gainwell) at:
 - KDHE.MCOInquiries@ks.gov



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MCO Advanced Payments

1. Contact the respective MCO CEO to make your request:
 - Healthy Blue Kansas - Bryan.Baier@healthybluekansas.com
 - United Healthcare - Jenny.Ismert@uhc.com
 - Sunflower Health - Michael.R.Stephens@sunflowerhealthplan.com

Copy Yvonne.Case@ks.gov on all requests

KMAP Portal Access Issues

1. Contact the Gainwell team at:
 - Kansas-WEBADMIN@gainwelltechnologies.com
2. If not resolved, reach out to Gainwell customer support at:
 - Kansas-Customer-Service@gainwelltechnologies.com
3. If it remains unresolved, please reach out to KDHE at:
 - KDHE.Secured.Access@ks.gov

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EVV Usage (How-To) Questions

1. Access the training website at:
 - [Xchange](#) (requires registration with AuthentiCare Help Desk at 1-800-441-4667)
2. Access the User Guide on the AuthentiCare homepage under custom links
3. If there is still an outstanding question, contact AuthentiCare support at:
 - AuthentiCare.Support@fiserv.com
4. If unresolved, call AuthentiCare Help Desk at:
 - 1-800-441-4667
5. If unresolved, escalate to:
 - KDHE.EVV@ks.gov

Note: Providers are responsible for Caregiver System training with the mobile client and IVR.

EVV Issues with AuthentiCare

1. Contact AuthentiCare support at:
 - AuthentiCare.Support@fiserv.com
2. If unresolved, call AuthentiCare Help Desk at:
 - 1-800-441-4667
3. If unresolved, escalate to:
 - KDHE.EVV@ks.gov

Note: Providers are responsible for Caregiver System training with the mobile client and IVR.

EVV Single-Sign-On Administrator Training

1. Contact KMAP Provider Assistance at:
 - 1-800-933-6593, option 2
2. If unresolved, escalate to:
 - KDHE.EVV@ks.gov

EVV Access Issues

1. Contact KMAP Provider Assistance at:
 - 1-800-933-6593
2. If not resolved, contact the Gainwell access mailbox at:
 - KMMS.evvoimassoc@gainwelltechnologies.com
3. If not resolved by customer support, contact KDHE at:
 - KDHE.EVV@ks.gov

On-Boarding EVV Third Party Vendor

1. Check the listing of currently approved vendors at:
 - [Frequently Asked Questions | KanCare](#)
2. If the vendor is not already approved, they must complete an aggregator third-party vendor on-boarding application at:
 - [Electronic Visit Verification | KanCare](#)
3. For Application submittal or additional on-boarding questions, contact KDHE at:
 - KDHE.EVV@ks.gov

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Eligibility Issues

For Nursing Facilities or HCBS (Home and Community Based Providers) associated with the KDHE liaison program

1. Contact your designated KDHE eligibility unit.
2. If not resolved, contact KDHE at:
 - Breanna Dohrman - Breanna.Dohrman@ks.gov
 - Crystal Lada - Crystal.D.Lada@ks.gov
 - Rachelle Altman - Rachelle.Altman@ks.gov

Eligibility Issues for all other Providers

1. Contact the Clearinghouse Call Center at:
 - 1-800-792-4884
2. If not resolved by the call center, email KDHE at:
 - Eileen Jewell - Eileen.A.Jewell@ks.gov

Note: Call Center staff will assist or connect the Provider with eligibility staff for assistance.

All Provider Issues

If a Provider is unable to get a resolution with any escalation path provided, contact Yvonne Case for final escalation:

Email – Yvonne.Case@ks.gov