

## Kansas Provider Quick Reference Guide

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### Contacts

Vice President, Clinical Operations  
Clinical Director  
Utilization Management Supervisor  
Case Management Supervisor  
Customer Service Manager  
Credentialing Manager  
Quality Improvement Director  
Network Manager  
Provider Relations Specialist

Cindy Peterson, LCSW  
Claudia Sumrall, LCSW  
Nicole Staehler  
Jessie Herring, LPC  
Agnes Ponce  
Mona Schroeder  
Suzanne Feay, RN, CPHQ  
Debra Burnham  
Jeanie Kimball

### Phone Numbers

HealthWave 21 Eligibility & Authorizations	866-896-7293
Utilization Management	866-896-7293
Provider Services	866-896-7293
Appeals – Medical Necessity	866-896-7293
Credentialing	866-896-7293, Ext. 67572
Re-credentialing	866-896-7293, Ext. 67435
Claims Customer Service	866-324-3632
Kansas Provider Network Office	800-989-1655
Debra Burnham, Network Development Manager	<a href="mailto:dburnham@centene.com">dburnham@centene.com</a>
Direct Number	785-633-5746
Jeanie Kimball, Provider Relations Specialist	<a href="mailto:jkimball@centene.com">jkimball@centene.com</a>

### Faxes

Utilization Management	866-694-3730
Outpatient Treatment Request (OTR)	866-694-3649
Quality Management/Critical Incident Reports	866-714-7991
Grievances	866-714-7991
Credentialing	866-694-3735
Kansas Provider Network Office	785-354-4206

#### **Cenpatico Kansas Office**

Bank of America Tower, 534 South Kansas Avenue,  
Suite 305, Topeka, KS 66603  
Phone: 800-989-1655

#### **Claims**

Cenpatico  
ATTN: CLAIMS DEPARTMENT  
P. O. Box 6400, Farmington, MO 63640-3807

#### **Appeals – Claims**

Cenpatico  
ATTN: CLAIMS APPEALS  
P. O. Box 6000, Farmington, MO 63640-3809

**Cenpatico – EDI:** 800-225-2573, ext. 25525 or  
[ediba@centene.com](mailto:ediba@centene.com)

**Emdeon:** 866-369-8805

#### **Appeals – Medical Necessity**

Cenpatico  
ATTN: APPEALS/GRIEVANCE DEPARTMENT  
504 Lavaca, Suite 850, Austin, TX 78701

#### **Cenpatico Provider Web-site**

<http://www.cenpatico.com/providers/>

#### **Kansas HealthWave Verification and Information Number**

1-800-792-4884  
<http://www.kansashealthwave.org/>