



A Word of



Welcome

**Welcome to the Amerigroup Kansas, Inc. provider network!** We are excited to partner with you to serve members of the KanCare program and look forward to a long-lasting relationship.

Our quarterly newsletter is part of our commitment to keep you informed on health plan news; events in your community; topics relevant to serving Medicaid, CHIP and waiver populations in Kansas; and resources to help you easily do business with us. We'll bring an air of collaboration to our relationship — to help you breathe easier.

## Online EPSDT Toolkit



Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) is Medicaid's federally mandated, comprehensive and preventive child health program for members younger than age 21.

The intent of the program is to focus attention on early prevention

and treatment. Requirements include periodic screening, and vision, dental and hearing services.

The EPSDT program in Kansas is called KAN Be Healthy and includes additional member outreach activities and case management, as well as a provider preservice report.

**To learn more about the Kan Be Healthy program,** download the EPSDT Toolkit on our provider self-service site. Our toolkit gives information about services, screenings and schedules to help you follow the appropriate age-specific guidelines for EPSDT services. Take advantage of our Improving EPSDT Screening for Members training on our provider self-service website.

## Help Patients Find Care Resources

While KanCare members don't need referrals to seek in-network care, they may need help finding care in convenient locations with trusted providers.

We have a diverse selection of providers and specialists across the state, and new providers are joining our network every day.

**Check out our online, searchable directory.**

From our provider self-service site home page, click on **Find a Doctor**.

Don't see the provider you're looking for? Call our Provider Services team at 1-877-434-7579. You can speak to a representative Monday through Friday from 8:00 a.m. to 5:00 p.m. Central time or use our Interactive Voice Response (IVR) system 24 hours a day, 7 days a week.



**KanCare**



**Amerigroup**  
**RealSolutions**  
in healthcare

[providers.amerigroup.com/ks](http://providers.amerigroup.com/ks)

# Our Provider Relations Team

When you need help, your first stop should be using our provider self-service website — [providers.amerigroup.com/KS](http://providers.amerigroup.com/KS) — or calling our national Provider Services team at **1-800-454-3730**.

## Online, you can:

- File claims electronically, check status and receive electronic funds for reimbursements
- Get precertification information and approvals
- Check member eligibility and download your assigned Amerigroup patient panel
- Update your practice demographic and contact information
- Get training

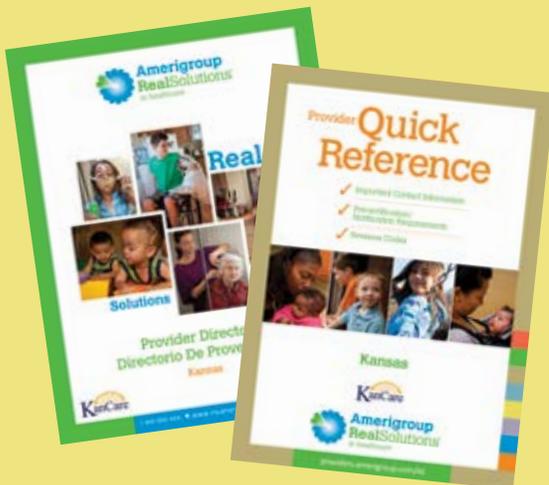
## By phone, you can:

- Get assistance with questions about claims, precertifications, member benefits and more

**For questions** about your contract, community events, quality or incentive programs, or training opportunities, your local Provider Relations representative is on hand to help. He or she may even schedule periodic in-person visits to your office. If you can't get the answers you need through our self-service website or our Provider Services team, your local representative is happy to help you with those items, too.



| Provider Relations Representative Name | Counties Served   | Phone Number               |
|--|---|----------------------------|
| Jesus Cruz                             | Barber, Barton, Cheyenne, Clark, Comanche, Decatur, Edwards, Ellis, Finney, Ford, Grove, Graham, Grant, Gray, Greely, Hamilton, Harper, Haskell, Hodgeman, Kearny, Kiowa, Lane, Logan, Meade, Morton, Ness, Norton, Osborne, Pawnee, Phillips, Pratt, Rawlins, Rooks, Rush, Russell, Scott, Seward, Sheridan, Smith, Stafford, Stanton, Stevens, Thomas, Trego, Wallace and Wichita | 620-966-2015               |
| Christina Gault                        | Atchison, Brown, Clay, Cloud, Doniphan, Jackson, Jefferson, Jewell, Leavenworth, Marshall, Mitchell, Nemaha, Pottawatomie, Republic, Riley, Washington and Wyandotte  | 1-877-434-7579, ext. 50515 |
| Angela Herman                          | Dickinson, Ellsworth, Franklin, Geary, Johnson, Lincoln, Miami, Morris, Osage, Ottawa, Saline, Shawnee and Waubensee  | 1-877-434-7579, ext. 50516 |
| Melissa Shumaker                       | Allen, Bourbon, Chautauqua, Cherokee, Crawford, Elk, Greenwood, Labette, Montgomery, Neosho, Wilson and Woodson   | 417-553-7906               |
| Gina Wendling                          | Anderson, Butler, Chase, Coffey, Cowley, Harvey, Kingman, Linn, Lyon, Marion, McPherson, Reno, Rice, Sedwick and Sumner   | 1-877-434-7579, ext. 50519 |



## Looking for more detailed information on how to do business with us?

Our quick reference card and provider manual contain all the information you may need. The most up-to-date versions of these resources are always available on our provider self-service website in the Resources & Documents library. Call your local Providers Relations representative at 1-877-434-7579 to request a hard copy.

# Treating Substance Use

# Disorder

Substance Use Disorder (SUD) can affect anyone, no matter what age, economic status, gender or ethnicity. Our whole-person approach to care is vital to recovery, as SUD treatment goes beyond detoxification. It “consumes a member’s economic, social, health and psychological resources,” said Dr. Gerald Busch, our associate medical director for Behavioral Health, who is board-certified in addiction psychiatry. Only when those resources are replenished does Amerigroup consider the member fully recovered. While you treat the physical side of SUD, our Case Managers (CMs) work with you to help these members get their lives back.

Dr. Busch compared SUD to parasitism:

“Imagine our member, in addition to their other (health) problems, having a parasite,” he explained. “The member doesn’t really want to have it, yet it will stay there until the member receives specific treatment — in this case, substance abuse treatment.”

This parasite is vigilant, and even with treatment, there is an ever-present risk of relapse. Our team is prepared to augment traditional treatment with ongoing recovery supports for all our members — children, the elderly, pregnant moms and families of substance users.

Through consistent outreach and one-on-one contact, our CMs and primary care physicians work together to ensure our members with SUD receive proper care. In addition to case management, we also offer online resources and screening tools to help diagnose and treat patients with SUD.

To find out more about enrolling a member in your care in case management, call Provider Services.

## Amerigroup On Call

You’re committed to giving your patients the best medical treatment possible, but there are times when your office is closed. When our members need nonemergency advice or services from other network providers, urgent care centers or walk-in clinics, Amerigroup On Call can help.

**This telephonic-triage service gives your Amerigroup patients 24-hour-a-day, 7-day-a-week access to registered nurses who can help:**

Find doctors when your office is closed, whether after hours or on weekends

Schedule appointments with you or other network doctors

Get patients to urgent care centers or walk-in clinics to avoid emergency room use for nonemergent conditions

Schedule telephone consultations with doctors



Want to be a part of Amerigroup On Call and help provide after-hours and urgent care solutions for our members?

Call your local Provider Relations representative today to find out how to get involved.

Members can reach Amerigroup On Call at 1-866-864-2544 (Spanish: 1-866-864-2545).

# ProviderNews



## Questions?

Medicaid providers call 1-800-454-3730  
Medicare providers call 1-866-805-4589

## Interpreter Services

We use **Voiance Interpreter Services** to supply language translation for our members. To request interpreter services for a member, call our Provider Services team.



## Fraud & Prevention

Our Fraud, Waste and Abuse Policies are online — review and share them with your staff. If you suspect fraud, waste or abuse, report it by completing the form on our provider self-service site or call our Kansas Compliance officer at **1-877-660-7890**.

We can work together to help detect and prevent fraud, waste and abuse, making a positive impact on a health care system that serves all of us.

## New to using the tools at [providers.amerigroup.com/KS](http://providers.amerigroup.com/KS)?

Review our public tutorials to help you navigate our site. Click on the Tutorials section of the Resources & Documents library.

