

# Partnering with us has never been easier.

Blue Cross and Blue Shield of Kansas offers providers multiple options to connect with us.



# Connect with us

## Our website

From our website – [bcbsks.com](http://bcbsks.com) – you are able to access the following information:

- Availity
- Eligibility and Benefit Verification
- Claim Status
- BlueAccess® – Access remittance advice, electronic precertification, secure manuals, policies and procedures and the Provider Information Update Form
- Forms
- Education and Workshops
- Publications
- Tools and Resources
- FAQs

For website questions or assistance, please contact the education consultant at **785-291-7236**.

## Customer Service

Web: [bcbsks.com/CustomerService/](http://bcbsks.com/CustomerService/)

Email: [csc@bcbsks.com](mailto:csc@bcbsks.com)

Phone: **800-432-3990**

Fax: **785-290-0711**

Registration is required to access secure information on BlueAccess and Availity.

Please sign up for our e-News to receive email notifications of our website updates at: [bcbsks.com/CustomerService/Providers/enews.htm](http://bcbsks.com/CustomerService/Providers/enews.htm)



## Electronic Data Exchange (EDI)

Web: [ask-edi.com](http://ask-edi.com)

Email: [askedi@ask-edi.com](mailto:askedi@ask-edi.com)

Phone: **800-472-6481**

Fax: **785-290-0720**

## ICD-10 System and Hospital Audit

Phone: **785-291-7291**

## Precertification and case management

For assistance with BlueAccess® and electronic precertification, contact our education consultant at **785-291-7236**.

For assistance with clinical data submission on your electronic precertification or continued stay reviews, contact our Precertification department at **800-782-4437**.

## Institutional relations

For assistance on coding, reimbursement or policies and procedures contact your institutional relations provider consultant:

Jessica Moore..... **785-291-8862**  
Karlene Clarke..... **316-269-1602**  
Beth Downie, CPC ..... **785-291-8813**

For assistance with training and workshop information, contact the education consultant:

Dustin Kimmel, CPC ..... **785-291-7236**

## Billing address

P.O. BOX 239  
Topeka, KS 66629

For assistance in coordination of care for patients with complex health issues, contact our Case Management department at **800-432-0216, ext. 6628** (FEP members call **800-432-0216, ext. 6611**).

For assistance with escalated claims inquiries, contact the institutional relations research analyst:

Kelly Burghart, CPC ..... **785-291-8849**

For assistance with Quality-Based Reimbursement Program (QBRP) and Blue Distinction®, contact the provider program specialist:

Melanie Moriarty ..... **785-291-6593**

Institutional relations fax numbers:

Topeka: **785-290-0734**      Wichita: **785-290-0702**

Visit us at [bcbsks.com](https://bcbsks.com)



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