

Re: SUNSET OF PROVIDER RELATIONS ROLE

Dear Provider Partner:

WHY YOU'RE RECEIVING THIS LETTER

Blue Cross and Blue Shield of Kansas City (Blue KC) is pleased to announce that we have developed a new model to enhance our relationships with the providers in our community. We will sunset the Provider Relations roles as of December 31, 2020. The new model is intended to streamline our provider inquiries and drive resolution of provider issues in a more timely manner.

WHAT YOU NEED TO KNOW

- You currently may have contacted your Provider Relations representative to assist you. As of January 1, 2021, we request that you please contact the Provider Hotline as your first point of entry to assist with your practice concerns, such as claims and/or benefits and eligibility.
- As a reminder, we encourage you to please access the Provider Portal for initial claim inquiries, benefits and eligibility validation. The Provider Portal at Providers.BlueKC.com has many useful aids available to guide you on key topics related to Blue KC.
- If the Provider Hotline is unable to resolve your issue, please email your concern along with your Blue Cross call reference ID Number (you will be provided a number during your call into the Provider Hotline) to provider_inquiries@BlueKC.com.
- As we transition to this new model, you may experience some delayed responses. Please be assured we are looking into your issue, and we will follow up with you within about 14 business days.

QUESTIONS?

We appreciate your patience and value your partnership. We also look forward to making this new model a success with your help and support. If you have questions about any of this information, please call the Blue KC Provider Hotline at 816-395-3929.

Sincerely,



Jill Warren
DVP, Provider Partnerships & Operations