



Dear Provider Partner:

BLUE KC CALL CENTER NOTIFICATION

Blue Cross and Blue Shield of Kansas City (Blue KC) wants to inform providers that our call center is experiencing longer-than-average hold times.

WHAT YOU NEED TO KNOW

- Currently, a portion of Blue KC's call center staff is experiencing connectivity issues, which is resulting in longer-than-average hold times.
- We apologize for any inconvenience.
- While we hope to get this resolved as soon as possible, we want to provide alternatives for addressing your needs:
 - The Blue KC Provider Portal at Providers.BlueKC.com can be accessed 24/7.
 - Provider Portal features include:
 - [Search and review claims](#)
 - [Submit and view electronic prior authorizations](#)
 - [Look up member eligibility and benefits](#)
 - [Access Medical and Payment Policies](#)
 - [See provider remittances](#)
 - [View Provider Reference Guides](#)
 - [Check out recent news updates](#)
 - [Find helpful provider forms](#)
 - [Use dental resources](#)
 - For more information on how to use our Provider Portal, including account registration, visit <https://Providers.BlueKC.com/Resources/Tutorials>.
 - To reset your Provider Portal password, create a new account or de-activate an account, please remember to utilize your Organizational Administrator (OA) or the Organizational Administrative Assistant (OAA) prior to calling Blue KC. This person is usually a manager at your organization and should always be your first point of contact. If the OA or OAA is unable to assist or you don't know who it is, then contact us and we can direct you from there.

QUESTIONS?

We value and appreciate you as our partner in providing quality care. We hope you can take advantage of the Blue KC Provider Portal functions, as listed above. If you have questions, please send us a "Contact Us" email by going to Providers.BlueKC.com and clicking on "[Contact](#)" in the top right portion of the screen. Then, click on "Submit an Inquiry" under "Email." See the image below as a reference to help you find where the "[Contact](#)" link is located at the top of our Provider Portal.

MEMBERS

AGENTS

PROVIDERS

EMPLOYERS

Find Care

Contact

Blue KC