

Patient Eligibility Search Fix

Here are the steps we recommend you take to correct this issue:

- Log out of your account and use your keyboard to hold down the CTRL and F5 buttons at the same time. This will make your browser webpage complete a full refresh.
- If you are still experiencing issues, please clear your browser's cache & cookies. Select one of the browser options listed on [this page](#) for instructions on how to clear your browser's cache and cookies from a desktop computer or smartphone. When asked to select a timeframe, be sure to choose "All Time" from the list of options.
- **Contact Blue KC:** If you continue to experience challenges after completing these steps, please call our Customer Service team at 816-395-3929. Our team is available to help Monday – Friday between 8 AM and 5 PM.