

QUICK REFERENCE GUIDE

IMPORTANT CONTACT INFORMATION	TOLL FREE	FAX
Coventry Health Care of Kansas, Inc. 8320 Ward Parkway Kansas City, MO 64114 Web Address: chckansas.com Main: 816-221-8400	1-800-468-1442	816-460-4921
Enrollment Department for Questions Regarding: <ul style="list-style-type: none"> • Status of Enrollment forms • Termination, Additions, Changes, Corrections • Dependent/student verification 	Coventry Health Care of Kansas, Inc. Enrollment Department 1720 Skyes Drive Bismarck, ND 58504 1-888-296-3337	701-250-5396 or 1-866-287-6594
Billing Department for Questions Regarding: <ul style="list-style-type: none"> • Billing statement • Payment history • Reconciliation questions 	Coventry Health Care of Kansas, Inc. Billing Department 1720 Skyes Drive Bismarck, ND 58504 1-888-296-3337	1-866-635-9392
Premium Payment	Coventry Health Care of Kansas, Inc. P.O. Box 951919 Dallas, TX 75395-1919	
Tech Support for Online Account Management	1-888-295-1932	724-778-6812
Member Services for Questions Regarding: <ul style="list-style-type: none"> • ID Card request • Claims/Benefits • PCP Changes 	<ul style="list-style-type: none"> • Member Verification • Provider Status • Member Appeals 1-800-969-3343	NA
First Help <ul style="list-style-type: none"> • Provides medical advice 	<ul style="list-style-type: none"> • Available 24 hours a day 1-800-622-9528	NA
Cole Vision (to locate a participating vision provider)	1-800-804-4384	NA
United Behavioral Health Line <ul style="list-style-type: none"> • Mental Health/Substance Abuse Information 	1-866-214-6866	NA
Medical Management Authorization Line <ul style="list-style-type: none"> • Pre-authorization • Pharmacy Pre-authorization Line 	1-866-795-3995 1-877-215-4098	816-941-7457 816-795-3992
Caremark	1-800-378-7040	

CLAIMS ADDRESSES

Medical Claims
 Coventry Health Care of Kansas, Inc.
 P.O. Box 7109
 London, KY 40742-7109

Mental Health Claims
 United Behavioral Health
 P.O. Box 30757
 Salt Lake City, UT 84130-0757

COVENTRY HEALTH CARE OF KANSAS, INC. WEBSITE

For Members:

Coventry Health Care of Kansas, Inc. website – www.chckansas.com – offers My Online Services, giving members the ability to check their claims history, change addresses, search for providers, and perform many other functions online.

For Employers:

Coventry Health Care of Kansas, Inc. website – www.chckansas.com – offers Online Account Management giving employers the ability to enroll/disenroll, access to billing statements and a variety of other helpful information.