



# Filing a Complaint about a Health Insurance Payer

*Try to include KHA on your emails, so KHA can track progress –  
Shannan Flach, [sflach@kha-net.org](mailto:sflach@kha-net.org)*

## **Kansas Insurance Department**

420 SW 9<sup>th</sup> Street

Topeka, KS 66612-1678

Call: 1-800-432-2484

Email: [kid.webcomplaints@ks.gov](mailto:kid.webcomplaints@ks.gov)

Fill out the Online Consumer Complaint Form by going to  
[www.insurance.kansas.gov/complaint/](http://www.insurance.kansas.gov/complaint/)

## ***Commercial (All fully-insured or self-insured plans) or Marketplace Payer***

- 1) Contact the insurance payers and carbon copy:
  - Kansas Insurance Department, [kid.webcomplaints@ks.gov](mailto:kid.webcomplaints@ks.gov)
  - KHA, [sflach@kha-net.org](mailto:sflach@kha-net.org)
- 2) If you are getting no resolution or return phone call, file a formal online complaint with the Kansas Insurance Department. Email the CMS Regional Office at [07CMHPORF@cms.hhs.gov](mailto:07CMHPORF@cms.hhs.gov) with Marketplace Payer issues if no resolution.

### **Blue Cross Blue Shield of Kansas**

Angie Strecker, VP of Provider Relations, [Angie.Strecker@bcbsks.com](mailto:Angie.Strecker@bcbsks.com)

### **Ambetter/Centene**

Jason Osterhaus, Provider Relations, [Jason.osterhaus@sunflowerhealthplan.com](mailto:Jason.osterhaus@sunflowerhealthplan.com)

Kathy Ripley-Hake, Provider Relations, [Kathleen.Ripleyhake@sunflowerhelathplan.com](mailto:Kathleen.Ripleyhake@sunflowerhelathplan.com)

Maurice Gladden, Complaint Director, [magladden@centene.com](mailto:magladden@centene.com)

### **UnitedHealthCare Commercial & Medicare Advantage**

Laura Lorson, Senior Provider Relations Representative, [laura.lorson@uhc.com](mailto:laura.lorson@uhc.com)

Greg Kucera, Senior Director Provider Relations, [Gregory\\_kucera@uhc.com](mailto:Gregory_kucera@uhc.com)

Amy Moddesette, Director Network Management, [amy\\_moddesette@uhc.com](mailto:amy_moddesette@uhc.com)

### **Humana**

Justine Zanders, Director of Contracting and Provider Relations, [JZanders3@humana.com](mailto:JZanders3@humana.com)

### **Aetna Commercial & Medicare Advantage**

Irene Hermreck, Senior Network Manager, [Irene.Hermreck@aetna.com](mailto:Irene.Hermreck@aetna.com)



### **Cigna**

Elly Biggerstaff, Provider Relations, [Elysha.Biggerstaff@Cigna.com](mailto:Elysha.Biggerstaff@Cigna.com)

### **Blue KC**

Linda McMillian, Senior Provider Consultant, [Linda.McMillian@bluekc.com](mailto:Linda.McMillian@bluekc.com)

## ***Medicare Advantage and Original Medicare Plans***

- 1) Email the CMS Regional Office at [07CMHPORF@cms.hhs.gov](mailto:07CMHPORF@cms.hhs.gov) and carbon copy:
  - Kansas Insurance Department, [kid.webcomplaints@ks.gov](mailto:kid.webcomplaints@ks.gov)
  - KHA, [sflach@kha-net.org](mailto:sflach@kha-net.org)
- 2) If you are getting no response or return phone call, contact Shannan Flach [sflach@kha-net.org](mailto:sflach@kha-net.org) who will escalate it to the next level at CMS.

## ***Medicaid MCO Plans***

- 1) Contact the insurance payers and carbon copy KDHE Staff:
  - Shirley Norris, Medicaid MCO Manager, [Shirley.Norris@ks.gov](mailto:Shirley.Norris@ks.gov)
  - Dr. Sridevi Donepudi, Medicaid Medical Director, [Sridevi.Donepudi@ks.gov](mailto:Sridevi.Donepudi@ks.gov) (if medical related)
  - KHA, [sflach@kha-net.org](mailto:sflach@kha-net.org)

### **UnitedHealthcare –**

Carrie Kimes – [ckimes@uhc.com](mailto:ckimes@uhc.com)

### **Aetna –**

Lisa Baird – [Bairdl@aetna.com](mailto:Bairdl@aetna.com)

Amy House – [Housea1@aetna.com](mailto:Housea1@aetna.com)

### **Sunflower Health Plan -**

Michelle Boller – [Michelle.S.Boller@sunflowerhealthplan.com](mailto:Michelle.S.Boller@sunflowerhealthplan.com)

Maria Salas – [Juanita.Salas@sunflowerhealthplan.com](mailto:Juanita.Salas@sunflowerhealthplan.com)

### **The Medical Directors have agreed to take complaint emails straight from physicians:**

Dr. Michael Skoch, [Michael.G.Skoch@sunflowerhealthplan.com](mailto:Michael.G.Skoch@sunflowerhealthplan.com)

Dr. Chandra Kee, [keec@aetna.com](mailto:keec@aetna.com)

Dr. Teresa Wesley, [Teresa\\_wesley@uhc.com](mailto:Teresa_wesley@uhc.com)