



## SUNFLOWER KANCARE DESK AID

### **Sunflower Member Services: 1-877-644-4623**

**Authentication process:** Customer Service Professionals answering inbound calls will authenticate by asking for the Members name, Medicaid ID number and Date of Birth (DOB).

The Customer Service Professional will answer provider/member questions through resources provided to them. Any questions not able to be answered will be referred to identified foster care contacts, this includes but not limited to Behavioral Health and Physical Health Services, Home & Community Based Services Case Management Support, Pharmacy, Dental, Optical, non-emergency transportation services, etc.

**Case Workers can also contact the dedicated foster care team e-mail box for any additional questions, issues or concerns: [Sunflower\\_FC@CENTENE.COM](mailto:Sunflower_FC@CENTENE.COM)**

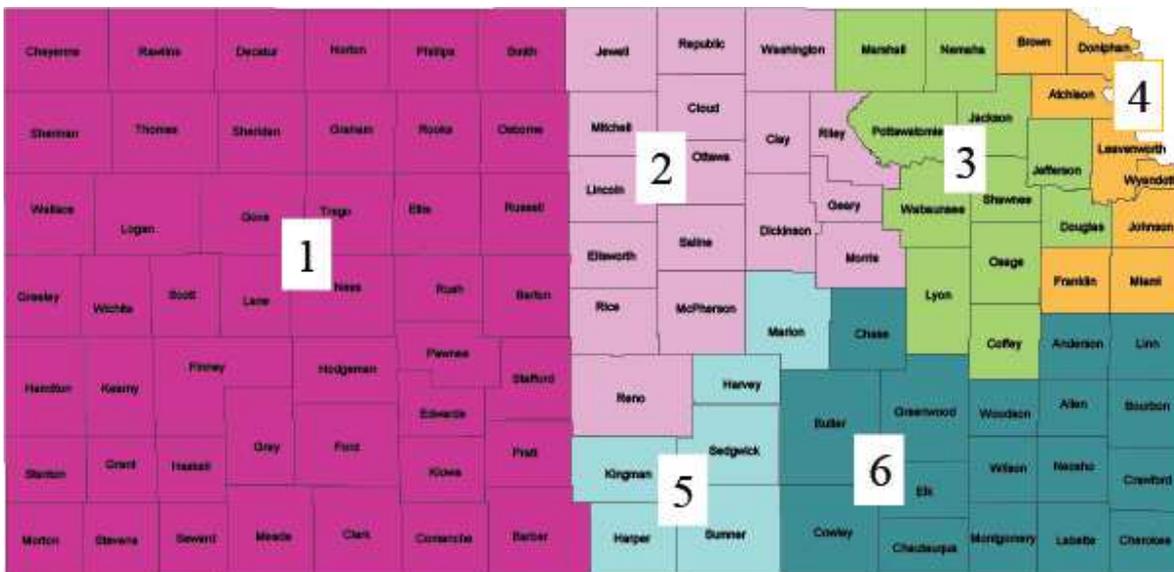
You can also contact a Foster Care team member directly:

- Lisa Douglas, Behavioral Health Care Coordinator: ext. 44682  
[Lisa.R.Douglas@sunflowerhealthplan.com](mailto:Lisa.R.Douglas@sunflowerhealthplan.com)
- Monica De Cicco, Behavioral Health Service Manager: ext. 44520  
[Monica.A.DeCicco@sunflowerhealthplan.com](mailto:Monica.A.DeCicco@sunflowerhealthplan.com)
- Susan Hancock, Behavioral Health Service Manager: ext. 44605  
[Susan.C.Hancock@sunflowerhealthplan.com](mailto:Susan.C.Hancock@sunflowerhealthplan.com)
- Jennifer Nichelson, PRTF Discharge Planner: ext. 44576  
[Jennifer.E.Nichelson@sunflowerhealthplan.com](mailto:Jennifer.E.Nichelson@sunflowerhealthplan.com)
- Jeremy Bauer, Behavioral Health Service Manager: ext. 44417  
[Jeremy.M.Bauer@sunflowerhealthplan.com](mailto:Jeremy.M.Bauer@sunflowerhealthplan.com)
- Isabel Castillo, Behavioral Health Service Coordinator: ext. 44676  
[Isabel.R.Castillo@sunflowerhealthplan.com](mailto:Isabel.R.Castillo@sunflowerhealthplan.com)
- Julia Bryant, Foster Care Project Coordinator: ext. 44381  
[Julia.C.Bryant@sunflowerhealthplan.com](mailto:Julia.C.Bryant@sunflowerhealthplan.com)
- Rhonda Wilhoite, PRTF Utilization Manager  
[Rhonda.J.Wilhoite@sunflowerhealthplan.com](mailto:Rhonda.J.Wilhoite@sunflowerhealthplan.com)
- Crystal Miller, PRTF Liaison: 913-401-4130;  
[Crystal.A.Miller@sunflowerhealthplan.com](mailto:Crystal.A.Miller@sunflowerhealthplan.com), fax # 866-535-6974
- Brenda Soto, Foster Care Behavioral Health Clinical Manager & State Liason:  
[Brenda.D.Soto@sunflowerhealthplan.com](mailto:Brenda.D.Soto@sunflowerhealthplan.com)

Desk aid is for Case Worker information only – Please do not distribute to others.

- For assistance with physical health concerns, feel free to reach out to our regional staff directly using the map below. To access the Sunflower **24 hour Nurse Advice Line**, call 1-877-644-4623 and say “Nurse”

# Medical Management Case Management Map



Sunflower Medical Management map regions

## RegionEmail

- 1 [Region1CM@sunflowerhealthplan.com](mailto:Region1CM@sunflowerhealthplan.com)
- 2 [Region2CM@sunflowerhealthplan.com](mailto:Region2CM@sunflowerhealthplan.com)
- 3 [Region3CM@sunflowerhealthplan.com](mailto:Region3CM@sunflowerhealthplan.com)
- 4 [Region4CM@sunflowerhealthplan.com](mailto:Region4CM@sunflowerhealthplan.com)
- 5 [Region5CM@sunflowerhealthplan.com](mailto:Region5CM@sunflowerhealthplan.com)
- 6 [Region6CM@sunflowerhealthplan.com](mailto:Region6CM@sunflowerhealthplan.com)