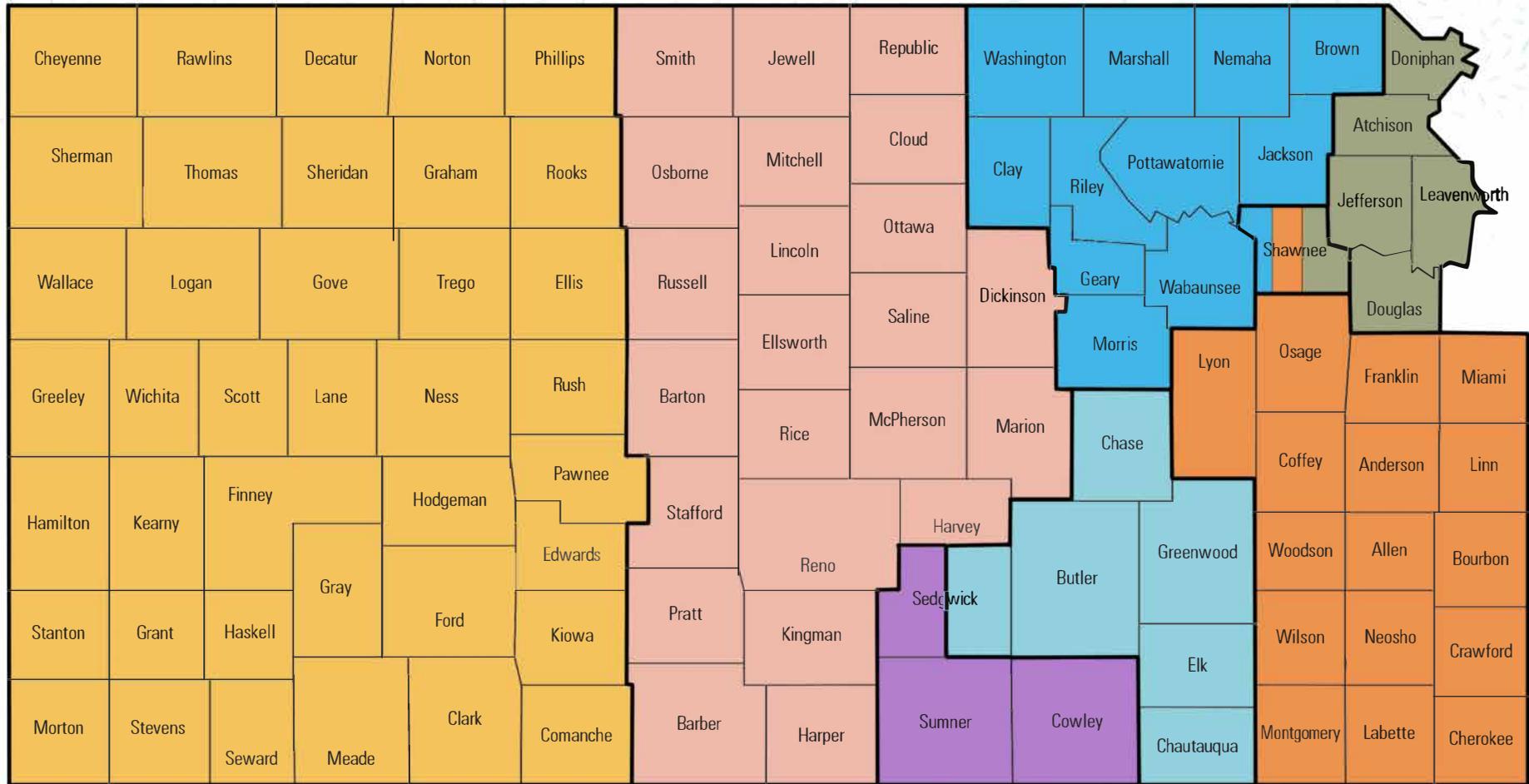




# Professional Relations Field Representative Territorial Map



MD, DO, DPM, DC, DDS, PA, APRN, CRNA, LSCSW, PHD, OD, OOD, OSAF, CCC-SLP (speech), OTR, RPT

- Gwen Nelson - Topeka - Rep. Code C
- Jennifer Falk - Topeka - Rep. Code Z
- Jennie Fellers - Topeka - Rep. Code D
- Brandon Taylor - Hays - Rep. Code R

- Kayla Straub - Hutchinson - Rep. Code K
- Vickie Kloxin - Wichita - Rep. Code M
- Kyle Abbott - Wichita - Rep. Code P

### Pharmacy and Infusion Therapy

Tiffany Liesmann, PharmD - Topeka - Rep. Code B

CCC-A (AUD), Hearing Aid Dispenser (HAD), HME, Orthotists, Private Duty Nurses, Prosthetists, Sleep Labs (SLAB), AMB, ABA

Heather Schultz - Topeka - Rep. Code V

### Medicare Advantage

Patrick Artzer - Topeka

TriWest

Emily Emmot - Topeka



# BlueCross BlueShield Kansas

Blue Cross and Blue Shield of Kansas is an independent licensee of the Blue Cross Blue Shield Association.



# How can we help you?

## Business Support

- Receive direct payment from Blue Cross and Blue Shield of Kansas (BCBSKS), minimizing your collection efforts and increasing cash flow.
- Electronic claims
- Utilize electronic remittance advice and payment capabilities.
- Secure, online services are available at no charge through both the BCBSKS website (bcbsks.com) and the Availity® Health Information Network (availity.com), helping to improve the efficiency of your office while maximizing employee resources.
  - Services available via Availity® on the BCBSKS website include training manuals, podcasts, newsletter, manuals, policy memos, medical policies/guidelines and more.
  - Transactions available on Availity include claims status inquiries, and eligibility and benefits verification. Need other services? If so, you will be re-directed to the secure section of the BCBSKS website without having to sign on again.
- The names of contracting providers are made available to BCBSKS members through a number of sources, including the Internet, employer groups, and other contracting providers for referral purposes, increasing the potential for new patients.
- Our dedicated field staff is available to visit your office to address any operational issues.
- Providers and their staff have access to Provider Network Services personnel to answer policy questions or obtain assistance with claims coding questions.

- Field Visitation Program
  - Eight professional relations representatives make regular practice visits
  - Three field offices – Wichita, Hutchinson and Dodge City
  - BCBSKS is available to support your practice. Customer Service and Provider Network Services support are available 8 a.m. to 4:30 p.m., Monday through Friday

## Educational Support

- Stay informed with the latest billing requirements
- Newsletters, manuals, and educational pamphlets
- Billing workshops
- Coding workshops
- Web-based education
- Health care reform education

## A Voice

More than a contract, it's a voice.

A contracting peer from your specialty represents your interests on the Medical and/or Dental Advisory committees, which directly affect BCBSKS policies and procedures.

Provider Network Services – 1-800-432-3587