



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 staff e-mail box for any additional questions, issues or concerns: Sunflower_FC@CENTENE.COM

Case Workers can also contact a Foster Care team member directly:

Primary Point of Contact: Angela "Angie" Watson, Clinical Manager Behavioral Health and Foster Care:
Direct Line: 913-401-4180
Email: angela.i.watson@sunflowerhealthplan.com

- Kaitlyn Preheim, Behavioral Health Service Manager: ext. 44429
Kaitlyn.Preheim@SunflowerHealthplan.com
Kaitlyn works with members who have the following Foster Care Lead Agency:
 - Saint Francis Ministries
- Sarena Clubb, Behavioral Health Service Manager: ext. 44303
Sarena.Clubb@sunflowerhealthplan.com
Sarena works with members who have the following Foster Care Lead Agencies:
 - KVC
 - TFI
 - Cornerstones of Care
- Danielle LaBella, Behavioral Health Service Manager: 913.594.1227 (Direct)
Danielle.LaBella@sunflowerhealthplan.com
 - PRTF FC Waitlist members
 - Adoption Support
- Crystal Miller, PRTF Liaison: 913-401-4130;
Crystal.A.Miller@sunflowerhealthplan.com, fax # 866-535-6974
- Diana Erickson, Director Behavioral Health 630-456-0832
Diana.N.Erickson@Sunflowerhealthplan.com



- For assistance with physical health concerns, feel free to reach out to Sheryl “Sheri” Bittel at SBITTEL@sunflowerhealthplan.com. To access the Sunflower **24 hour Nurse Advice Line**, call 1-877-644-4623 and say “Nurse”