

KFB HEALTH PLANS

WHO DO I CONTACT?

KANSAS FARM BUREAU HEALTH PLANS

Call: **785-346-6185**, Erin Petersilie, Assistant Director of Kansas Farm Bureau Health Plans

Email: petersilie@kfb.org or kfbhealthplans@kfb.org

- Compensation
- Marketing materials
- General KFB Health Plans
- Programming
- Printed materials
- info
- Plan details
- KFBHP website

AGENT QUESTIONS

- Kansas Farm Bureau Health Plans Agent Help Line: **833-282-5558**
- Kansas Farm Bureau Health Plans Agent Email: agenthotline@fbhpservices.com

MEMBER QUESTIONS

Benefits, Claims, Provider Network

- UMR: 866-840-9270 or www.umar.com
- Medicare Supplement Claims Customer Service: **833-282-5560** or <https://www.kfbhealthplans.com/online-portals>
- Select: OneConnection Portal Link

Application Status, Initial Payment Inquiries

- Kansas Farm Bureau Health Plans Sales Solutions Support: **833-282-5928**
- Kansas Farm Bureau Health Plans Sales Solutions Support Email: salesupport@fbhpc.com

Existing Customer Inquiries and Ordering ID Cards

- Kansas Farm Bureau Health Plans Customer Service: **833-282-5928**
- Kansas Farm Bureau Health Plans Customer Service Email: memberexperience@fbhpservices.com

- Ordering ID Cards: **1-833-282-5928** or email memberexperience@fbhpservices.com

Email Following Forms to billingforms@fbhp.com:

- Bank Draft Authorization Form (to change bank account)
- Under 65 Alternative Plan Selection/Transfer/Change Form
- Medicare Supplement Plan Change Form
- Medicare Supplement Plan Selection Form
- Cancellation Form
- Request for Reconsideration of Tobacco Rate

Email Following Forms to underwritingforms@fbhpservices.com:

- Medical Request Form (Age 0-2 months)
- Medical Request Form (Age 3 months-25 months)
- Medical Request Form (Age 40 and older)
- General Medical Request Form
- Request for Reconsideration of Declined Coverage
- Request for Reconsideration of Exclusion Rider