Kansas Farm Bureau®
Health Plans

WHO DO I CONTACT?

KANSAS FARM BUREAU HEALTH PLANS

Erin Petersilie, Director of Kansas Farm Bureau Health Plans
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Gabby Torline, Health Plans Manager
316-350-4144 | torlineg@kfb.org

or email **kfbhealthplans@kfb.org**

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

AGENT QUESTIONS

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

MEMBER QUESTIONS

Benefits, Claims, Provider Network

- UMR: 866-840-9270 or www.umr.com
- Medicare Supplement Claims Customer Service: **833-282-5560** or https://www.kfbhealthplans.com/online-portals
  Select: Health Connect 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: salessupport@fbhp.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 temporary ID cards: Go to the broker portal (under Broker Actions)

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

Cancellation Form (Under 65, DentalVision and Over 65)

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

Request for Reconsideration of Rate