



CONTACT INFORMATION

Utilization Management Team / Member's Clinical Care Team

716-304-1212 / [KH UtilizationManagement@kaloshealth.org](mailto:UtilizationManagement@kaloshealth.org)

- Authorization concerns (Utilization Management Team)
 - Coding
 - Dates of Service
 - Expired Authorization
 - Questions
- Member Concerns (CARE TEAM)
 - Complaints
 - Incidents
 - No Shows
 - Any additional Member concerns

Claims Department

716-304-1212 / Claims@KalosHealth.org

- Claims Questions / Concerns
 - Outstanding Claim Information
 - Check / EOP Information
 - Submission Information
 - Claim Denial Information

Contract Team

716-304-1212 / Contracts@KalosHealth.org

- Contract Questions / Concerns
 - Fee schedule Items
 - Timely filing Documentation
 - Credentialing Updates
 - Facility / Organizational Updates (Phone Numbers, Fax Numbers, Emails, Etc.)

Member Spend Down / NAMI Billing Department

716-304-1212 / Billing@KalosHealth.org

Provider Relations Team

716-304-1212 / ProviderRelations@KalosHealth.org

- All Remaining Questions / Concerns
- Process Concerns
- Staff Concerns