

Provider Relations

Annual Dental CAP Report

2027 Contracting

Introduction

Blue Cross and Blue Shield of Kansas (BCBSKS) is the health plan Kansans trust. Much of that status can be attributed to the high-quality care delivered by our network providers. This document outlines our 2027 Competitive Allowance Program (CAP)

BCBSKS continues to offer contracting providers top-notch services, including provider relations representatives and provider network enrollment. Our provider relations representatives conduct in-person visits, trainings and workshops. We are also available to conduct these activities virtually based on the provider's preference. Thank you for your versatility in working with our professional relations team to meet your needs. We also want to extend our appreciation to you and your staff for caring for our members.

If you need clarification or additional information, contact your provider relations representative or provider network enrollment.

Provider Relations Staff	Title	Toll-Free Phone #	Local Phone #	Email
Melissa Brown	Associate Vice President	800-432-0216	785-291-7807	melissa.brown@bcbsks.com
Janne Adams	Director	800-432-0216	785-291-8227	janne.adams@bcbsks.com
Darin Fieger	Manager	800-432-0216	785-291-6617	darin.fieger@bcbsks.com
Michele Stanley	Manager	800-432-0216	785-261-6207	michele.stanley@bcbsks.com
Emily Emmot	Manager	800-432-0216	785-291-8819	emily.emmot@bcbsks.com
Provider Network Enrollment		800-432-0216	785-291-4135	ProviderNetworkEnrollment@bcbsks.com

Introduction

Provider Relations Representative	Toll-Free Phone #	Local Phone #	Email
Amy Wallace	800-432-0216	785-291-6276	amy.wallace@bcbsks.com
Ashlyn Wittman	800-432-0216	785-291-7388	ashlyn.wittman@bcbsks.com
Beth Downie	800-432-0216	785-291-8813	beth.downie@bcbsks.com
Brandon Taylor	800-432-0216	785-261-9969	brandon.taylor@bcbsks.com
Dustin Kimmel	800-432-0216	785-291-7236	dustin.kimmel@bcbsks.com
Heather Schultz	800-432-0216	785-291-7724	heather.schultz@bcbsks.com
Jena Brown	800-432-0216	785-291-7653	jena.brown@bcbsks.com
Jennie Fellers	800-432-0216	785-291-8207	jennie.fellers@bcbsks.com
Jennifer Falk	800-432-0216	785-291-8651	jennifer.falk@bcbsks.com
Jessicca Doolittle	800-432-0216	316-269-1676	jessicca.doolittle@bcbsks.com
Jonathan Tuck	800-432-0216	785-291-8862	jonathan.tuck@bcbsks.com
Karlene Clarke	800-432-0216	316-269-1602	karlene.clarke@bcbsks.com
Korie Skinner	800-432-0216	316-269-1679	korie.skinner@bcbsks.com
Kyle Abbott	800-432-0216	316-269-1678	kyle.abbott@bcbsks.com
Patrick Artzer	800-432-0216	785-291-6289	patrick.artzer@bcbsks.com
Sadie Karle	800-432-0216	785-291-8830	sadie.karle@bcbsks.com
Vickie Kloxin	800-432-0216	316-269-1677	vickie.kloxin@bcbsks.com
Zlane Cruse	800-432-0216	785-291-6530	zlane.cruse@bcbsks.com

Benefit of Blue

As Kansas' largest not-for-profit health plan BCBSKS is dedicated to supporting participating providers through competitive reimbursement opportunities, robust self-service tools and local support. The following highlights showcase the value of partnering with BCBSKS.

BCBSKS Advantage	What It Means for You
Trusted Health Plan	BCBSKS is a top-rated health plan for member satisfaction and serves 267,591 members with dental coverage as of May 31, 2026. BCBSKS invests 86.26% of every premium dollar in member care.
Accreditation	BCBSKS maintains 100% URAC accreditation in Health Plan, Case Management, Health Equity and Disease Management.
Strong Provider Network and Reimbursement Opportunities	BCBSKS contracts with approximately 92% of eligible dentists for CAP and 57% for Dental PPO in the service area. Participating CAP providers may receive reimbursement of up to 100% of the Maximum Allowable Payment (MAP) - subject to member benefits - and have opportunities to participate in the BCBSKS Dental PPO network and/or Medicare Advantage - as applicable.
Claims, Payment and Provider Support	BCBSKS provides direct claim payment , electronic remittance and payment capabilities, detailed claims-payment information for providers and members, and dedicated local field staff to help resolve operational issues.
Tools, Resources and Practice Growth	Providers benefit from online self-service tools through bcbsks.com, Availity and the provider portal, including claims, eligibility, remittance, enrollment, data attestation and secure correspondence. Additional resources include training modules, workshops , newsletters, manuals, policy memos and medical policies/guidelines. Provider participation also increases visibility through online directories , employer groups and referral networks, helping attract new patients.

Note: 2027, for the majority of our business, non-contracting providers’ services will be paid direct to the member at a charge up to 80% of the MAP - i.e. there is a 20% penalty for members receiving services from a non-contracting provider - subject to member benefits. In addition, assignment of benefits to non-contracting providers is not allowed. Non-contracting providers do not qualify for QBRP incentives.

2027 Dental Providers Reimbursement and QBRP changes

As part of our ongoing evaluation of reimbursement programs and long-term provider support strategies, BCBSKS has made the decision to transition away from the Dental Quality-Based Reimbursement Program (QBRP) incentive structure. This change supports the evolution of our reimbursement approach and aligns with future value-based strategies designed to promote high-quality, patient-centered care.

BCBSKS remains committed to maintaining a strong provider partnership through competitive reimbursement, dedicated provider support resources, educational opportunities and ongoing collaboration with our dental network.

BCBSKS will continue to recognize and support providers serving members in rural communities through the Rural Access Incentive Program, as outlined on page 5.

We value your continued partnership and appreciate the care you provide to Kansans every day.

QBRP Dental Changes for 2027		
Metric	Change	Reason
Electronic Self-Service Incentive	Sunset incentive	Incentive changes to align with future value-based strategy
Provider Information Portal (PRD)	Sunset incentive	Incentive changes to align with future value-based strategy
Electronic Provider Message Board (EPM)	Sunset incentive	Incentive changes to align with future value-based strategy

Rural Access Counties

The following is a list of counties with a population of 13,000 or less that qualify for a Rural Access incentive. The 5% rural access payment is separate and distinct from QBRP; however, the same QBRP procedure code exclusions apply to the rural access incentive. (Source: U.S. County 2025 Estimated Census). **Note:** Changes will be effective the first of the following month, unless otherwise specified.

County	Population	County	Population
Allen	12,302	Marion	11,634
Anderson	8,018	Marshall	9,852
Barber	4,083	Meade	3,852
Brown	9,104	Mitchell	5,590
Chase	2,572	Morris	5,348
Chautauqua	3,321	Morton	2,470
Cheyenne	2,604	Nemaha	10,054
Clark	1,900	Ness	2,617
Clay	7,990	Norton	5,288
Cloud	8,833	Osborne	3,285
Coffey	8,467	Ottawa	5,744
Comanche	1,673	Pawnee	5,991
Decatur	2,716	Phillips	4,728
Doniphan	7,594	Pratt	9,117
Edwards	2,640	Rawlins	2,431
Elk	2,458	Republic	4,640
Ellsworth	6,257	Rice	9,266
Gove	2,631	Rooks	4,646
Graham	2,371	Rush	2,845
Grant	7,028	Russell	6,581
Gray	5,652	Scott	4,815
Greeley	1,182	Sheridan	2,427
Greenwood	5,826	Sherman	5,763
Hamilton	2,500	Smith	3,566
Harper	5,370	Stafford	4,005
Haskell	3,599	Stanton	1,986
Hodgeman	1,619	Stevens	4,984
Jewell	2,830	Thomas	7,725
Kearny	3,888	Trego	2,740
Kingman	7,029	Wabaunsee	7,018
Kiowa	2,432	Wallace	1,441
Lane	1,508	Washington	5,533
Lincoln	2,861	Wichita	2,031
Linn	9,950	Wilson	8,299
Logan	2,661	Woodson	3,118



bcbsks.com