

ATTN: KENTUCKY MEDICAID PROVIDERS

Date: 05/24/2016

Commonwealth of Kentucky has informed Infinedi that Kentucky Medicaid requires revalidation by providers every five (5) years. Medical providers will receive a notification letter with instructions for revalidating 30 and 60 days before their revalidation deadline.

Providers who fail to submit revalidation paperwork in a timely manner will have their participation in the Kentucky Medicaid Program suspended. If the revalidation paperwork has already been processed by the Commonwealth of Kentucky and you are currently receiving rejections, it could be the information used in the paperwork has expired or is incorrect. Commonwealth of Kentucky has informed Infinedi that a common reason for rejections is the use of an expired provider state license number in the paperwork.

Infinedi found there is an increase in claim rejections from Kentucky Medicaid and its associated MCOs: Caresource, Anthem KYMD, Aetna Better Health, Wellcare and Passport, for service dates of May 1, 2016, forward. An indication that your practice could be involved in a revalidation issue is, if claims prior to May 1, 2016 were processed and paid, but now current claims are rejected.

An example of a denial: Claim Detail: 562 - Entity's National Provider Identifier (NPI).

Please contact Commonwealth of Kentucky at 1-877-838-5085 for more information. You may also review the information online at:

<http://www.chfs.ky.gov/dms/provEnr/Revalidation.htm>

Provider Action:

Providers need to contact Commonwealth of Kentucky, 1-877-838-5085 to verify participation. If the provider shows active; please verify the providers group and individual NPIs, address (including 9 digit zip code) and taxonomy on file. If the information obtained is different than what is on file at Infinedi you will need to contact the Infinedi client implementation department at 800-688-8087 with the new information.