



May 10, 2022

Subject: Kentucky Medicaid Claims for Members with Other Primary Coverage - UPDATE

Dear <<PHARMACY_NAME>>,

The Kentucky Department for Medicaid Services (DMS) issued a notice on April 29th, 2022 to request your assistance in reversing and resubmitting claims for members with other primary coverage. After further consideration, and review of other solutions, DMS will no longer require your pharmacy to reverse and resubmit claims previously identified for reprocessing activity.

You may disregard previous notices that were sent and destroy the documents in a HIPAA compliant manner.

For pharmacies who have already reversed claims but were unable to successfully reprocess, DMS and the appropriate Kentucky Medicaid Managed Care Plan will assist by handling these claims on a case-by-case basis. For assistance, please contact the appropriate Kentucky Medicaid Managed Care Plan.

We appreciate your feedback and cooperation in this matter. For any other concerns, please contact DMS at DMSPharmacy@ky.gov.

Kentucky Medicaid Managed Care Plans	Contact Phone Number
Aetna Better Health of Kentucky	(855) 300-5528
Anthem Blue Cross Blue Shield	(855) 690-7784
Humana Healthy Horizons in Kentucky	(800) 444-9137
Passport Health Plan by Molina Health Care	(844) 778-2700
United HealthCare Community Plan	(866) 293-1796
WellCare of Kentucky	(877) 389-9457

Sincerely,

Kentucky Department for Medicaid Service

This letter may contain confidential individually identifiable health information protected under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and other statutes.