

**** Pharmacy Provider Notice #308 - PHE Unwinding Medicaid Renewal Reminder ****

July 19th, 2023

Reminder Notice:

Kentucky resumed Medicaid annual renewals in April 2023, beginning with members with renewal due dates of May 31, 2023. All Medicaid members will go through a renewal of their eligibility for Medicaid. These renewals will continue through April of 2024. This will be the first time that Medicaid members may have their coverage ended since the beginning of the COVID-19 public health emergency.

Pharmacy providers may encounter people who just lost Medicaid coverage and are encouraged to share information with them.

Members received notices from the state about 60 days before their renewal date and need to respond or will be disenrolled. If members receive a Renewal Packet or a Request for Information, they need to fill it out and return it right away. Make sure the response includes any requested information. The information will help ensure coverage if the individual still qualifies.

Pharmacy providers are encouraged to print and post the included fliers and brochures in the pharmacy to alert members of the possible change to their coverage. Additional details may be found at the following web address: <https://medicaidunwinding.ky.gov>.

Thank you for helping Kentucky Medicaid members maintain access to cost effective medications by selecting drugs on the preferred drug list whenever possible. For any additional information or questions that you may have, please contact Magellan Medicaid Administration at kyproviders@magellanhealth.com for Fee-for-Service members or the Kentucky MedImpact team at KYMCOBPM@medimpact.com for Managed Care Organization (MCO) members.

Sincerely,

Shaleigh Hammons, CPhT

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Account Manager I

kyproviders@magellanhealth.com

Kentucky Medicaid Fee-for-Service Pharmacy Program's Contact Information		
Clinical Support Center	1-800-477-3071 Sunday – Saturday 24 hours a day	Please contact the Clinical Support Center to request a prior authorization (PA) or to check the status of a request. NOTE: The only drugs that are now required to be submitted via fax are Brand Medically Necessary.
Pharmacy Support Center	1-800-432-7005 Sunday – Saturday 24 hours a day	Please contact the Pharmacy Support Center when claims assistance is required. Timely filing, lock-in, and early refill (ER) overrides can be obtained through this Call Center.
Provider Services	1-877-838-5085 Monday – Friday 8:00 a.m. – 4:30 p.m.	Please contact Provider Services if you have questions about enrollment or when updating your license or bank information.
Member Services	1-800-635-2570 Monday – Friday 8:00 a.m. – 5:00 p.m.	Please contact Member Services if you are a member or if you as the provider have questions regarding the member's benefits or eligibility coverage dates.