



DATE: November 18, 2024
TO: Commonwealth of Kentucky Medicaid Pharmacy Network
FROM: MedImpact Healthcare Systems
Subject: **Holiday EOB Schedule Impacted - Thanksgiving 2024**

Status: Please be advised that due to the Thanksgiving holiday, electronic and paper check payments made for the EOB cycle end dates below may experience an estimated processing delay of one to three business days in your receipt of electronic payments or paper checks. However, if funding is delayed, this delay could be extended to the next payment cycle. We apologize for any inconvenience.

*Individual banking institution policies regarding the application of ACH payments may vary. The dates provided are estimates only.

Program	EOB Start	EOB End	Pay Date	USPS and Bank Holiday
FFS	11/8/2024	11/14/2024	11/29/2024	11/28/2024
	11/15/2024	11/21/2024	12/6/2024	
MCO	11/15/2024	11/21/2024	11/29/2024	
	11/22/2024	11/28/2024	12/6/2024	

KY MCO Contact Information

Program Questions	KYMCOPBM@MedImpact.com
Pharmacy Help Desk	(800) 210-7628 [24 hours per day/ 7 days per week]
Prior Authorizations	Phone (844) 336-2676 [8:00AM - 7:00PM EST/ 7 days per week];Fax (858) 357-2612
Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 023880 / PCN: KYPROD1 / GROUP: KYM01	



KY FFS Contact Information

Program Questions	KYMFFS@MedImpact.com
Pharmacy Help Desk	(877) 403-6034 [24 hours per day/ 7 days per week]
Prior Authorizations	Phone (877) 403-6034 [8:00AM - 7:00PM EST/ 7 days per week] Fax (858) 357-2612
Pharmacy Portal	https://kyportal.medimpact.com/
BIN: 026309 / PCN: KYPROD1 / GROUP: KYF01	