



**DATE:** January 3, 2025  
**TO:** Commonwealth of Kentucky Medicaid Pharmacy Network  
**FROM:** MedImpact Healthcare Systems  
**Subject:** **Potential Denied Claims for previous Anthem members**

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**Status:** Please be advised that pharmacies may receive the rejection NCPDP 65 – Patient is not Covered when submitting claims for members that were enrolled with Anthem prior to 2025. The eligibility vendor is still in the process of addressing several members that are still enrolled in Anthem or were assigned to two different Managed Care Entities. MedImpact will update our system accordingly once these updates have been received. If you encounter this issue we encourage you to contact our help desk for assistance. For MCO members call (800) 210-7628 and FFS members (877) 403-6034. We apologize for any inconvenience.

**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	<a href="https://kyportal.medimpact.com/">https://kyportal.medimpact.com/</a>
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	<a href="https://kyportal.medimpact.com/">https://kyportal.medimpact.com/</a>
BIN: 026309 / PCN: KYPROD1 / GROUP: KYF01	