



DATE: September 18, 2025

TO: Commonwealth of Kentucky Medicaid Pharmacy Network

FROM: MedImpact Healthcare Systems

Subject: Pharmacy Payment Delay

Status:

MedImpact would like to thank providers who reached out with concerns on Monday, September 15, 2025 related to payments not being shown as available funds in your account until Tuesday. Upon review, it was determined that a change to the payment delivery process occurred that impacted the payments released on Friday, September 12, 2025. Due to this update and not notifying providers in advance of this change, provider payment fund availability presented in bank accounts by close of business on Tuesday, September 16, 2025. MedImpact will ensure that appropriate communication processes and procedures are in place to notify providers of any future changes to the payment cycle..

MedImpact would like to thank providers for their patience as we work together with DMS and Providers to identify solutions to support requests to mitigate electronic payment processing timelines. We appreciate partnering with you and encourage your continued communication. For the near future, your payments will be **available/reflected in your account by Tuesday (if you bank with the same institution your payment may appear earlier)**. If any additional changes to the payment delivery timeline need to occur, MedImpact will strive to proactively communicate those changes.

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]

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800.788.2949





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	