



DATE: September 5, 2025

TO: Commonwealth of Kentucky Medicaid Pharmacy Network

FROM: MedImpact Healthcare Systems

Subject: Pharmacy Provider Payments

Status:

MedImpact would like to extend our sincere appreciation to the pharmacies who promptly notified us of the reduced payments during this week's payment cycle. Your communication allowed us to take immediate action.

Working closely with internal teams and the Commonwealth of Kentucky, we identified the cause of the reduced payments for Managed Care member claims and are actively working to distribute the remaining funds as quickly as possible.

Pharmacies that received a reduced payment this week can expect an **additional payment** to be issued today. This will include funds from the Managed Care Organizations (MCOs) that cleared **after the check-write cycle was initiated** during the holiday week. These additional claim payments will be received **no later than Tuesday, September 9, 2025**, depending on your bank's ACH processing schedule.

The **total amount across both payments** will reflect all claims processed between **Friday, August 29 through Thursday, September 4, 2025**, and will fully cover Managed Care member claims for that payment cycle.

We remain committed to supporting our pharmacy partners and will continue working closely with the MCOs and the Commonwealth to address and prevent future payment concerns.

Thank you for your continued partnership.

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	