



DATE: August 11, 2026

TO: Commonwealth of Kentucky Medicaid Pharmacy Network

FROM: MedImpact Healthcare Systems

Subject: Pharmacy Provider Payments

MedImpact would like to extend our sincere appreciation to the pharmacies who promptly notified us of the delayed 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 missing payments for Kentucky Medicaid member claims and are actively working to distribute the funds as quickly as possible. The payments will be disbursed no later than Tuesday, August 11, 2026 and pharmacies should see the ACH payments in 1-3 days depending on your bank's ACH processing schedule.

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	