



DATE: November 26, 2025
TO: Commonwealth of Kentucky Medicaid Pharmacy Network
FROM: Pharmacy Network Management
MedImpact Healthcare Systems

Subject: **Holiday EOB Schedule Impacted - Thanksgiving 2025**

Status: Please be advised that due to the Thanksgiving holiday, electronic and paper check payments made for the EOB cycle end dates below will experience a processing delay as payments will be released on Monday, December 1, 2025, and not on Friday, November 28, 2025, due to the holiday. If funding is delayed, it could cause an extension to the next payment cycle for claims in which funding was not secured. 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	11/07/2025	11/13/2025	12/01/2025	11/27/2025
MCO	11/14/2025	11/20/2025	12/01/2025	

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	