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CABINET FOR HEALTH AND FAMILY SERVICES DEPARTMENT FOR MEDICAID SERVICES

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Dear Kentucky Medicaid Fee-For-Service Provider,

We are excited to announce the upcoming launch of the new Kentucky Medicaid Utilization Management (UM) program, **scheduled for November 13, 2023**. This initiative brings several enhancements, including cutting-edge technology, aimed at streamlining the prior authorization (PA) process for both providers and members. Additional reference sheets have been added to the Kentucky UM Learning Management System (LMS). To ensure a smooth transition, below are some key points you need to be aware of before Go-Live.



Scheduled Downtime

- **No PA's can be submitted after November 7, 2023 at 6:00 pm ET for fax, email or electronic submissions**
- **No PA's can be submitted after November 8, 2023 at 6:00 pm ET for telephonic submissions**
- **Providers are required to hold all PA requests after this time until the implementation on November 13, 2023 at 8:00 am ET**
 - No need to worry – providers will be granted a 30-day grace period for any penalty related to submission timeframes post Go-Live
- **All providers who submit PA requests will be impacted by the downtime except for Waiver, Hospice Level of Care (LOC), and Nursing Facility LOC providers**

Kentucky Online Gateway (KOG)

- Essette Provider Portal will utilize KOG to authenticate individuals are part of an organization
- **Each organization must have a KOG Organization Administrator (Org Admin) established for Essette Provider Portal access**
- Org Admins will invite users who need access to the Essette Provider Portal
- If you need assistance identifying who your Org Admin is send an email to FFSUtilizationMgt@ky.gov including the following information:
 - First and last name
 - Organization name
 - Email address
 - Provider ID number
 - Phone number
- **Additional resources for KOG have been uploaded into the Kentucky UM LMS**

KENTUCKY
ONLINE GATEWAY

Call Center Contact Information at Go-Live

- For prior authorization assistance, all providers can reach out to the Kentucky UM Call Center using the following numbers:



Kentucky UM Call Center	
Phone Numbers	Fax Numbers
▪ 1-800-292-2392	▪ 1-800-807-8843
▪ 1-800-664-5725	▪ 1-800-807-7840
▪ 1-800-807-8842	▪ 1-800-664-5749
	▪ 1-502-214-3560

DMS CHFS 1915(c) Waiver Help Desk

- Inquiries about Waiver Applications, Waitlists, and other waiver-specific policy questions
 - 1915cwaiverhelpdesk@ky.gov
 - 1-844-784-5614
- Technical Support for Waiver providers with MWMA
 - 1-877-838-5085
- For questions regarding PA or level of care inquiries please utilize the Kentucky UM Call Center
 - 1-800-292-2392.

Kentucky Level of Care System (KLOCS) Technical Support

- Medicaidpartnerportal.info@ky.gov
- 1-855-326-4650
- For questions regarding PA or level of care inquiries please utilize the Kentucky UM Call Center at
 - 1-800-292-2392.

Training Information

- **All Providers and staff who submit PA requests for traditional Kentucky Medicaid Members** (excluding Waiver, Hospice Level of Care, and Nursing Facility Level of Care) **are required to attend training**
- **Tip Sheets are available on the LMS under course announcements to provide extra assistance and communicate updates as the KY UM program rolls out**
 - helpful hints on how to interact with “Gabby” the new voice bot and processing rules for Lack of Information
 - Be sure to check periodically for the most current updates
- All training is available at the Kentucky UM LMS
- Register at bit.ly/KYUMTraining or scan the QR code to the left
 - Register and select **Provider** as your curriculum



We are dedicated to supporting Kentucky Providers throughout the enhanced Kentucky UM Program. If you have any questions or need assistance scheduling training, please don't hesitate to contact the training team at KYUMTraining@carewisehealth.com

To view previous communications, please visit <https://www.kymmis.com/kymmis/>