

# Provider Services

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February 2024

# Reminder - KY Medicaid Provider Enrollment Portal

All enrolled providers must revalidate every 5 years under current screening requirements.

Pursuant to 42 CFR 455.450, providers are designated a risk category establishing the requirements the provider must complete to be revalidated.

- Providers have 60 days from the date of the letter to complete the revalidation information using the KY Medicaid Partner Portal Application (KY MPPA). (If you do not have a KY MPPA account, visit <https://medicaidsystems.ky.gov/Partnerportal/home.aspx> and click Let's Get Started to create an account.)
- Failure to submit a revalidation and supporting documentation within 60 days of the letter may result in your billing privileges being deactivated.
- If you are a provider type that requires payment of an application fee pursuant to 42 CFR 455.460 and have not paid Medicare, payments will be made through the KY MPPA during the revalidation process. If you have already paid the fee to Medicare, proof of payment will be a required upload.



# Prior Authorization Look-Up Tool

The Prior Authorization Look-Up Tool allows you to enter a CPT or HCPCS code to determine authorization requirements in real-time!

To access the Prior-Authorization Look-Up Tool visit our website and click on Health Care Professionals.

**Prior Authorization LookUp Tool**

THIS TOOL IS NOT TO BE UTILIZED TO MAKE BENEFIT COVERAGE DETERMINATIONS.

**FOR ANY PA CHANGES DUE TO REGULATORY GUIDANCE RELATED TO COVID 19 – PLEASE SEE PROVIDER NOTIFICATIONS AND MOST CURRENT INFORMATION ON THE PROVIDER PORTAL.**

We attempt to provide the most current and accurate information on this PA LookUp Tool. Prior Authorization is not a guarantee of payment for services. Payment is dependent on member eligibility at the time of service, benefit coverage and limitations, provider agreements, and submission of accurate claims. If there is still a question that Prior Authorization is needed, please refer to your Provider Manual or submit a PA request form.

This LookUp tool is for Out-Patient services only. All Elective In-Patient Admissions to Acute Hospitals, Skilled Nursing Facilities (SNF), Rehabilitation Facilities (AIR), or Long Term Acute Care Hospitals (LTACH) require Prior Authorization.

No PA is required for office visits at Participating (PAR) Network Providers. All NON-PAR Providers require authorization regardless of services provided or codes submitted, except for Emergency Services.

Molina Pharmacy Services completes Utilization Management for Healthcare Administered Drugs.

- Prior Authorization requests are temporarily removed during the state defined emergency period for all Medicaid services for all Kentucky Medicaid enrolled providers, except pharmacy. This includes both participating and non-participating provider requests.
- Notification requirements are encouraged for inpatient services in order to facilitate care management, COVID reporting/tracking, and discharge planning.
- Inpatient Concurrent Review is strongly encouraged for non-COVID diagnoses to support discharge planning, placement of members, care management, and facility capacity.

State:  Line of Business:  CPT / HCPCS Code:

**Prior Authorization Status: Required**

Code Description  
TX SPEECH LANG VOICE COMMJ and /AUDITORY PROC IND

# Missed Appointment Reporting on DMS Site KY Health Net

## Tool Functionality

- Report missed appointments
- View previously reported missed appointments in a specified period
- View a specific patient's missed appointments during a specified period
- Edit or delete previously entered information

## Why report missed appointments?

- It allows you to identify patterns in your patient population or with individual patients.
- It allows DMS and MCOs visibility to the issues you're experiencing with missed and cancelled appointments.
- It allows MCOs the opportunity to intervene with some members to assist in removing barriers to attending appointments.

A training video is available here: <https://www.kymmis.com/kymmis/Provider%20Relations/trainingVideos.aspx>



# KY-Based Birth Providers Needed

We are looking for providers who deliver infants in KY to participate in a survey exploring perceptions and practices related to vaginal birth after cesarean.



Take this 15 min survey!

Receive a \$20 Amazon gift card.



USE THE QR CODE TO TAKE THE SURVEY

This study is supported, in part, by the Kentucky Cabinet for Health and Family Services, Department for Medicaid Services under agreement titled "Improving Maternal and Infant Health"

If you have questions, contact Melissa Eggen at [melissa.eggen@louisville.edu](mailto:melissa.eggen@louisville.edu)

This study was approved by the University of Louisville IRB. IRB # 23.0538

If your practice or facility deliver infants we encourage you to take this 15 minute survey for a chance to win a \$20 Amazon gift card!

# 2024 Performance Improvement Plan – Pediatric Oral Health

## Provider Interventions

- Foster collaboration between PCPs and dentists by sharing information on gaps in care, facilitating PCP referrals to dentists and establishing a dental home.
- Develop and implement innovative approaches to dental provider enrollment and participation in geographic Dental Health Provider Shortage Areas (DHPSAs) and/or alternative approaches to increase access for enrollees residing in DHPSAs.
- Educate PCPs about how they and their clinical staff can apply fluoride varnish in their offices, as well as how to receive reimbursement.
  - Training can be obtained through this website, the Kentucky Oral Health Program: [www.smilesforlifeoralhealth.org](http://www.smilesforlifeoralhealth.org)
  - Provider reimbursement for TFC: CPT 99188

# Availity Essentials

Check your email box!

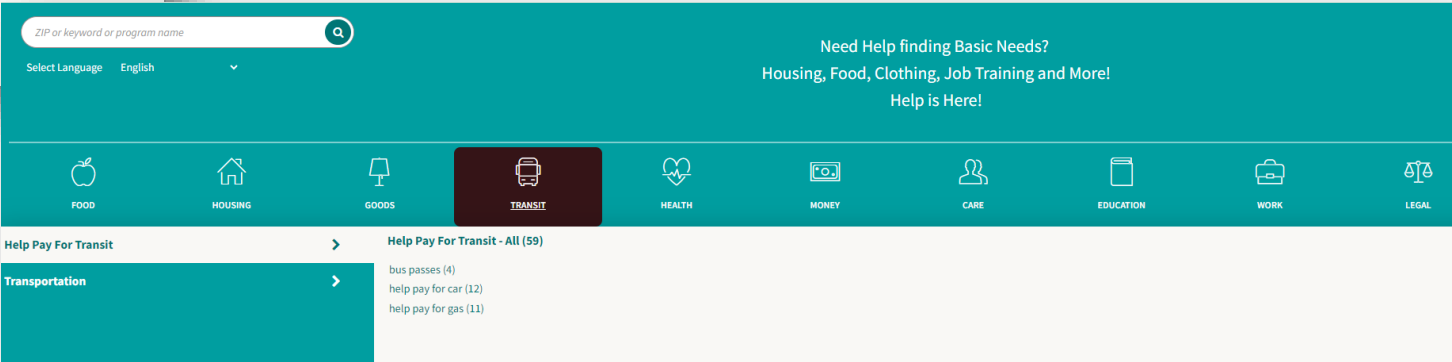
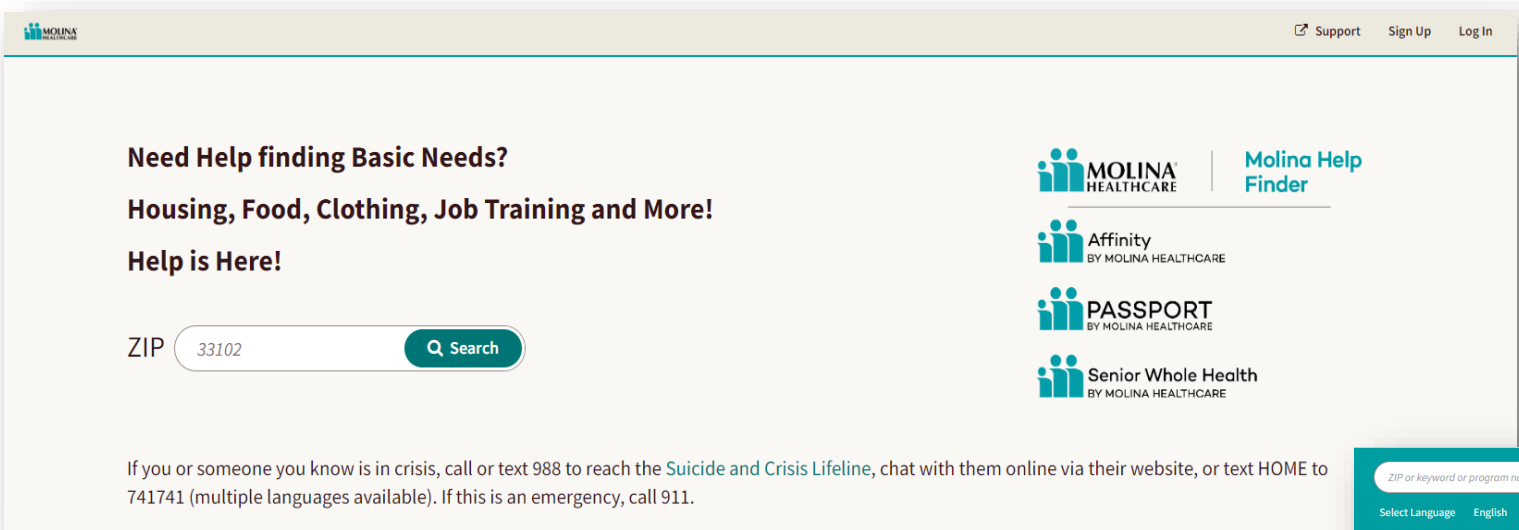
Join us to complete Availity Experience Survey and chance to Win a Gift Card!

- We would like for you to participate in a quick survey so we can better support and help to optimize efficiency for your provider practice.
- Complete Survey by **March 8, 2024** and you will be added to our drawing for Gift Card!
- Please click on the link to access Survey Monkey to begin: <https://molinahealthcare.surveymonkey.com/r/BT2RFHM>



# Monthly Member Benefit Highlight – Molina Help Finder

- **New Online Member Feature – Molina Help Finder**
  - Members can find help online with basic needs, such as housing, food, clothing and job training just to name a few.
- **How it works:**
  - Members go to this website: <https://www.molinahelpfinder.com/>
  - Enter their zip code to find free or low-cost resources





# Appendix - January eNews



**2024 Medicaid Provider Manual Available Online**



**2023 Q4 Provider Newsletter Now Available**



**Reminder: New Universal Provider Enrollment Forms Effective January 1, 2024**

# Appendix - Payment Policies Online

Passport payment policies can be found on our website [here](#).

- [Breast Cancer Genetic Testing Tier 1 vs Tier 2](#)
- [Corrected Claim Reimbursement policy](#)
- [Critical Care Codes when Discharging Home](#)
- [DRG Clinical Validation](#)
- [Duplicate claim reimbursement policy](#)
- [Early Elective Delivery payment Policy](#)
- [Facility Emergency Department Evaluation and Management leveling](#)
- [High-Level E/M with Preventive Medicine](#)
- [Hospital Routine Supplies Services Reimbursement](#)
- [Hydrolyzed Enteral Formula – Diagnosis](#)
- [In-Office Lab Policy](#)
- [Intensive Outpatient Therapy for Substance Use Disorders H0015](#)
- [Newborn and NICU](#)
- [Observation Reimbursement Policy](#)
- [Optum Pause and Pay](#)
- [Outpatient Definitive Presumptive Drug Testing Medicaid Medicare](#)
- [Psychotherapy Add-On with High Level E/M](#)
- [Self Help Peer Support Services H0038](#)
- [Split Night Sleep Study](#)
- [Sterilization](#)
- [Therapeutic Behavioral Health Services H2019\\_H2020](#)
- [Timely Filing Reimbursement Policy](#)
- [Treatment Plan Development Payment Policy](#)

## Appendix - Resources

Provider Contact Center

- (800) 578-0775

Contracting Inquiries

- [KY\\_Contract\\_Management@MolinaHealthCare.com](mailto:KY_Contract_Management@MolinaHealthCare.com)

Credentialing Inquiries

- [Contracting@passporthealthplan.com](mailto:Contracting@passporthealthplan.com)

Appeals and Grievances

- [MHK\\_Provider\\_GnA@passporthealthplan.com](mailto:MHK_Provider_GnA@passporthealthplan.com)

Dental Inquiries

- [KentuckyProviders@DentaQuest.com](mailto:KentuckyProviders@DentaQuest.com)

Vision Inquiries

- [www.marchvisioncare.com](http://www.marchvisioncare.com)

Pharmaceutical Inquiries

- <http://kyportal.medimpact.com>

# Appendix - Online Tools

[Provider Manual](#)

[Quick Reference Guide](#)

[Prior Authorization Look-up Tool](#)

[eNews](#)

[Provider Portal: Availity](#)

[Passport Advantage](#)

[Marketplace](#)

[KHIE](#)