Provider Services

February 2024

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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.

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

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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
    - Provider reimbursement for TFC: CPT 99188

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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

DMS approval code: Molina KY (SP#2040)_APP (03/15/24)
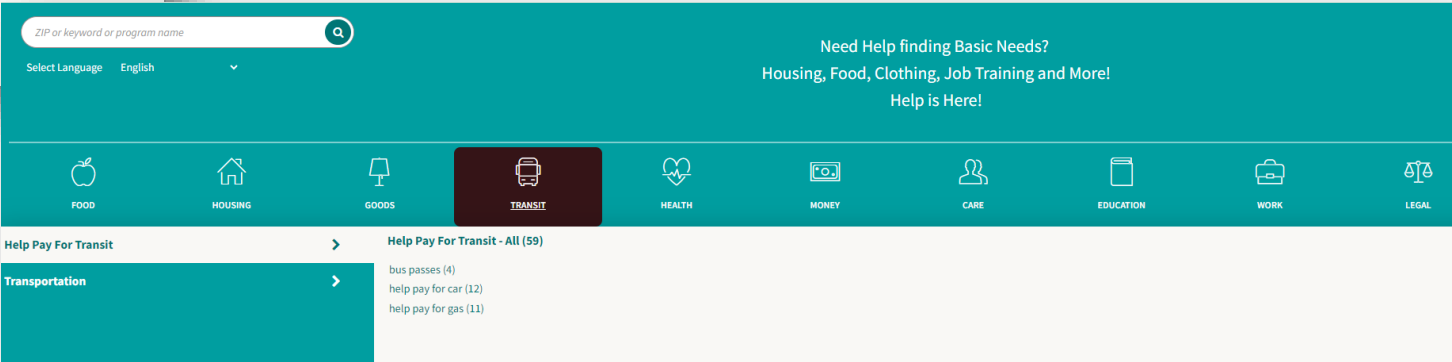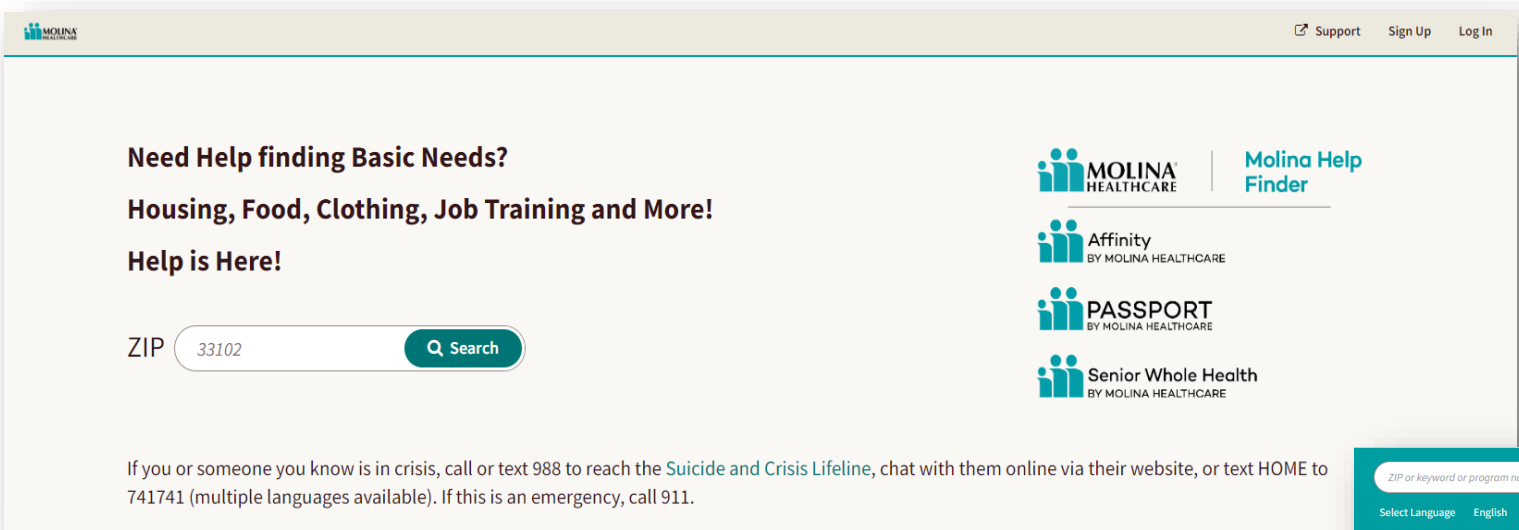
Appendix - January eNews

2024 Medicaid Provider Manual Available Online

2023 Q4 Provider Newsletter Now Available

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

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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](#)

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Appendix - Resources

Provider Contact Center	• (800) 578-0775
Contracting Inquiries	• KY_Contract_Management@MolinaHealthCare.com
Credentialing Inquiries	• Contracting@passporthealthplan.com
Appeals and Grievances	• MHK_Provider_GnA@passporthealthplan.com
Dental Inquiries	• KentuckyProviders@DentaQuest.com
Vision Inquiries	• www.marchvisioncare.com
Pharmaceutical Inquiries	• http://kyportal.medimpact.com

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Appendix - Online Tools

Provider Manual	Quick Reference Guide	Prior Authorization Look-up Tool	eNews
Provider Portal: Availity	Passport Advantage	Marketplace	KHIE

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