

Welcome to the Kentucky Health Cooperative (KYHC). Thank you for being a part of our team. We have developed these frequently asked questions (FAQs) to give you updates on the information you require to validate member eligibility and submit claims to KYHC. Please revisit this webpage frequently over the coming weeks to get updates as we publish detailed guidance on these items.

KYHC Provider Frequently Asked Questions

Eligibility

How will I verify a member's eligibility?

Providers are able to verify member eligibility using one of (3) three methods. Please have a copy of the member's identification card which will provide the necessary identifiers.

- Secure Web Portal – please go to <https://portal.mykyhc.org/> and register for the KYHC secure provider portal.

IF YOU HAVE NOT RECEIVED YOUR REGISTRATION LETTER FOR THE PORTAL AND WISH TO ENROLL, PLEASE SEND AN EMAIL TO KYHC_EDISSETUP.usem@cgi.com . A STAFF MEMBER WILL THEN ASSIST YOU WITH YOUR ENROLLMENT.

- Interactive voice response (IVR) – please call 1-855-687-5942 and follow the prompts to validate a member's eligibility.

PLEASE NOTE IVR WILL BE AVAILABLE ON JANUARY 1, 2014

- Live Member Services Agent – please call 1-855-687-5942 and an agent will assist you in validating a member's eligibility

A copy of the member's identification card is shown below.



**Kentucky Health
Cooperative, Inc.**

Card Issued: MM/DD/YYYY

Members and Providers Logon to:
<https://portal.mykyhc.org>

PPO

Member ID: 123456789

Payer ID: 77894

Group #: 12345

Member Name: JOHN DOE

Office Visit Copay: \$00

Specialist Copay: \$00

Urgent Care Copay: \$00

ER Copay: \$00

RX BIN#: 016838

Pharmacy Benefit: \$00/\$00/\$00/XX%

Pharmacist Help Desk: 1-888-821-5517

Pharmacy Member Services: 1-888-821-5516

This card does not guarantee coverage. To verify benefits, view claims, or find a provider, visit website at <https://portal.mykyhc.org> or call member services or provider services toll-free: 1-855-687-5942. For Mental/Behavioral/Substance Abuse Health services, please contact: 1-855-309-2422.

IMPORTANT – For services that require authorization you must call the number above prior to the service rendered or your benefits may be reduced or denied. If you have an emergency and are admitted, please call your physician within 24 hours. The First Health Network is available for Urgent Care and Emergency Care outside the Service Area.

The 24-hour Nurse Line is 1-855-348-9113 to speak directly to a nurse for clinical assistance.

Medical Claims:

KYHC
PO Box 9107
Foxboro, MA 02035

Pharmacy Claims:

KYHC
1267 Professional Pkwy
Gainesville, GA 30507

Mental/Behavioral Health Claims:

KYHC
PO Box 7802
London, KY 40742



IF A MEMBER PRESENTS WITHOUT A KYHC IDENTIFICATION CARD, PLEASE CALL 1-855-687-5942 AND A LIVE MEMBER SERVICES AGENT WILL ASSIST YOU IN VALIDATING ELIGIBILITY.

Can I utilize my electronic practice management system to submit a HIPAA 270/271 transaction to validate eligibility?

KYHC will support the HIPAA 270/271 transaction. This transaction will be available approximately January 23, 2014. We will publish updates and instructions for use of the 270/271 transaction by February 8, 2014.

Claims

How do I submit paper claims?

The provider manual is available at <https://mykyhc.org/healthproviders/Pages/default.aspx>.

Does KYHC support electronic data interchange (EDI) claim submission?

Yes, KYHC accepts HIPAA compliant claims transactions. KYHC has selected Optum as our gateway for EDI transactions. Providers have two options of transmitting claims electronically through the Optum gateway

- Through your existing EDI clearing house – Optum maintains relationships with many existing clearinghouses which already service Kentucky providers, including Emdeon, Payer Path, Zirmed, and McKesson. Please notify your clearinghouse that you will be submitting claims to KYHC. The KYHC payer ID is 77894. A list of clearinghouse currently serving KYHC providers and already connected through Optum is available at <https://mykyhc.org/healthproviders/Pages/default.aspx>
- Contract with a clearinghouse- KYHC does not endorse any specific clearinghouse. You need to evaluate clearinghouses based on your specific practice needs. If you are not utilizing electronic claim submissions, and wish to become an electronic biller, you may contact one of the clearinghouses listed at <https://mykyhc.org/healthproviders/Pages/default.aspx> OR visit http://www.enshealth.com/signup_online/ or call 1-800-341-6141 to determine if electronic claim submission is right for your practice.

Please note, KYHC will support the 276/277 transactions. These will be available approximately February 16, 2014. We will publish updates and companion guide addendums by February 8, 2014 at <https://mykyhc.org/healthproviders/Pages/default.aspx>.

Does KYHC publish EDI companion guides?

KYHC publishes addendums to full HIPAA companion guides. These addendums provide the specific information needed to bill to KYHC. They are not intended to replace or modify the HIPAA standard guides. These addendums are available at <https://mykyhc.org/healthproviders/Pages/default.aspx>

Can I receive Electronic Funds Transfer for my payments?

Yes, please complete the form located at <https://mykyhc.org/healthproviders/Pages/default.aspx> to initiate the process for electronic funds transfer.

Can I receive an electronic remittance advice (HIPAA 835)?

Yes, please have your clearinghouse complete the form located at http://www.enshealth.com/signup_online/ or <https://mykyhc.org/healthproviders/Pages/default.aspx> to initiate the process for electronic remittance advices.

Prior Authorization

How can a PA (Prior Authorization) be obtained for members?

A PA can be obtained by calling the Utilization Department 855-635-5580 or by fax 502-379-4146. KYHC has a **PA Request Form** available. You can contact KYHC at 855-635-5580 to obtain this form. In addition, this form is available online at mykyhc.org forms section.

Pharmacy

How do I determine if a medication to be prescribed is covered by KYHC?

The KYHC Drug Formulary is located at: <https://mykyhc.org/Pages/default.aspx>. Simply click on “KYHC Formulary” link and search the PDF for medication by name.

If a medication is not on the Formulary, how do I submit a Prior Authorization request to obtain coverage?

Providers will need to go to: <http://www.procarerx.com/pbm/priorauth>, select and complete the appropriate Prior Authorization form and fax the completed form along with clinical information to: 1-866-999-7736.

Can I prescribe 90-day supplies of maintenance medications for my patients?

Yes, prescriptions for 90-day supplies can be called in to ProCare Pharmacy Care at 1-800-662-0586 that will be delivered to the patient’s home or you can call in the prescription to the patient’s local pharmacy for pick up. KYHC members are eligible for co-pay discounts when they fill 90-day supplies.

My patient requires an infusion/injection (Biopharmacy) in my office or at an out-patient facility, how is an authorization for the medication obtained?

The form for requesting medically billed medications is located at: <https://mykyhc.org/Pages/default.aspx> Please complete form and fax with clinical information to: 1-502-379-4149.

I have a patient that is currently taking a medication that is not on the KYHC formulary. How will this be handled?

If a new member is currently taking a medication that is not on the KYHC Formulary, KYHC will grant a transition fill exception for up to 90 days’ worth of medication. ProCare (KYHC’s Pharmacy Benefit Manager) will enter an override to allow the pharmacy claims to pay. This policy will give the prescriber time to obtain a Prior Authorization through the normal process while the patient continues receive an uninterrupted supply of medication.

