



Quick Reference Guide

For questions related to eligibility, prior authorization, claims, or general information, KYHC has a provider services support line which is available Monday through Friday 8 a.m. – 6 p.m. E.T. and Saturday 8 a.m. – 1 p.m. E.T.

KYHC Provider Call Center	
KYHC Provider Services Line	855-OUR-KYHC (855-687-5942)

Eligibility Verification	
KYHC Provider Portal (http://portal.mykyhc.org)	KYHC's provider portal is available to all participating KYHC providers. To obtain access to the portal you must have a KYHC-assigned PIN. To request a PIN, call KYHC's Provider Services Line at 855-687-5942.
KYHC Provider Services Line (855-OUR-KYHC /855-687-5942)	KYHC's Provider Services line offers an IVR system that is available for telephonic verification of eligibility 24 hours a day / 7 days a week.

Utilization Management & Case Management	
Medical Prior Auths. (KYHC)	Med. & Surg. Auths: 855-635-5580 (phone) 502-379-4146 (fax)
Pharmacy Prior Auths. (ProCare)	Medications: 800-662-0586 (phone) 866-999-7736 (fax) Bio-Pharmacy Medications (Injectable, Infusion): 866-965-3784 (phone) 502-379-4149 (fax)

Claims & Billing Information	
Claims Billing Address	Kentucky Health Cooperative Inc., P.O. Box 9107, Foxboro, MA 02035
EDI Payor ID	77894 KYHC Claims Clearinghouse: Optum For information relating to claims submission via EDI, payments via EFT, and other claims-related issues, visit www.mykyhc.org — click on the provider button and review the FAQs.
Claims Status	Claims status may be verified by calling KYHC's Provider Services Line at 855-OUR-KYHC (855-687-5942); or by checking KYHC's Provider Portal at http://portal.mykyhc.org .

Other KYHC Services		
SERVICE	VENDOR	PHONE NUMBER
Pharmacy Benefits Manager	ProCare	888-821-5517
Behavioral Health Administrator	MHNet <u>Note:</u> To be considered "in-network" for behavioral health services, providers must participate in MHNet's provider network.	855-309-2422
Pediatric Vision Administrator (Pediatric vision benefits cover children up to age 21)	Avesis <u>Note:</u> To be considered "in-network" for pediatric vision services, providers must participate in Avesis' provider network. <u>Note:</u> Avesis issues standalone pediatric vision Member ID cards.	866-524-8544

For additional information, visit KYHC's Website at www.mykyhc.org or KYHC's provider portal at <http://portal.mykyhc.org>

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