



KyHealth Choices



Volume I, Issue I

KyHealth Choices Provider Newsletter

Note from the Commissioner

Dear Provider:

The Kentucky Medicaid Program currently serves 710,000 Kentuckians who would not have access to medical care without the program. The Medicaid program provides an invaluable service for the Commonwealth's most vulnerable population, a service only possible because of medical providers such as you. I wish to use this space to say thank you for your participation in the program. Without your dedication and commitment there would be no Medicaid program.

As most of you know Medicaid is now *KyHealth Choices*. We are undergoing a major transformation which is designed to provide members the right service, at the right time, and in the right medical settings.

Please join with us as we make progress together reforming service delivery, revamping payment structures, introducing disease and case management, and moving to more consumer-directed care in the least restrictive environments.

The cabinet and department want to grow provider access for our members. This newsletter is just one small step towards a more open dialogue and sharing of information with the provider community. In closing, once again, Thanks!

Glenn Jennings, Commissioner

ATTENTION PROVIDERS!

The NPI deadline is: **MAY 23, 2007**

For more information about NPI and taxonomy code(s), visit the Centers for Medicare and Medicaid Services website: <http://www.cms.hhs.gov/NationalProviderStand/>. For more information on submitting your NPI and taxonomy code(s), please call 1-800-639-5195.

Get Your NPI Now!

The Administrative Simplification provisions (45 CFR Part 162) of the *Health Insurance Portability and Accountability Act of 1996 (HIPAA)* mandated the adoption of standard unique identifiers for most health care providers. This standard identifier—developed by the Centers for Medicare and Medicaid Services (CMS)—is known as the National Provider Identifier (NPI) and became effective on May 23, 2005. **To ensure compliance, providers are required to obtain an NPI and taxonomy code(s) no later than May 23, 2007.** Providers are required to submit this information to *KyHealth Choices* prior to this date for claims processing. On this date, *KyHealth Choices* will require the NPI and taxonomy code(s) on all electronic and paper claims as well as point of sale (POS) claims. The NPI and taxonomy code(s) will be a pre-requisite for enrollment in *KyHealth Choices* and will be required on maintenance forms effective May 23, 2007. *KyHealth Choices* is currently accepting NPI and taxonomy code(s); to avoid any delays in the claims payment, it is imperative to obtain an NPI and furnish it to *KyHealth Choices* as soon as possible.

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New Medicaid Management System (MMIS) Benefits KyHealth Choices Providers

Implementation for the new MMIS is scheduled for March 5, 2007. The system will offer many benefits to *KyHealth Choices* providers including:

- ▶ Immediate claim response (real-time claim adjudication)
- ▶ Pricing and limitation look-up (providers may look up reimbursement amounts for procedures and check to see if there are any restrictions)
- ▶ Request Prior Authorization online
- ▶ Access all applications and web sites through a single sign-on (one user name and password)
- ▶ Ability to change password and set permissions for additional users

In addition to these new features, providers will still be able to access all current data and functionality provided through *KyHealth Net* and kymmis.com.

Provider workshops to introduce the new MMIS functionalities are ongoing. For more information on the workshops, call **1-800-807-1232**.

Visit the *KyHealth Choices* Website!

<http://kyhealthchoices.fhsc.com>

The *KyHealth Choices* website offers:

- ▶ Access to the new web enrollment system and the provider directory
- ▶ Information about enrollment, credentialing, and maintenance
- ▶ Forms
- ▶ And much more!

Provider Web Enrollment

KyHealth Choices is excited to present a web-based enrollment system that allows prospective providers to complete and submit enrollment applications electronically. This new system provides a more efficient approach to initial enrollment and minimizes the time it takes to process an application.

Register

The web enrollment process requires a username and password before the user can access the system. Earlier this year, EDS mailed PIN letters to all providers who have existing provider numbers, enabling those providers to access the system at <https://public.kymmis.com/pinletter> and obtain usernames and passwords.

Providers who do not have existing provider numbers can use the MEUPS (Medicaid Enterprise User Provisioning System) single sign-on portal to self-assign a temporary username and password. The registration function can be accessed at

<http://kyhealthchoices.fhsc.com>. When the provider number is assigned, the new provider is notified of the permanent username and password. The portal assigns providers one username and password which will ultimately afford access to web-based systems associated with *KyHealth Choices* programming. For more information about the MEUPS portal registration process email EDS at KY_EDS_HelpDesk@eds.com or call **1-800-205-4696** during normal business hours 7:00 am - 5:00 pm Monday - Friday EST.

When the provider has access to the Web Enrollment system, he is ready to begin the enrollment process. Applications are based on provider type and can be saved after just a few fields are completed. The save function allows a user to log out of the system and complete the application at his convenience using a system-generated tracking number.

When the application is completed and the user is ready to submit the application the system provides edits that help prevent keying errors and missed information. These edits minimize the number of times the application is returned to the provider for updates. When the application is successfully submitted, the user is prompted to print an Attestation letter that gives a list of supporting documents to be submitted along with the signed attestation letter to begin the enrollment process.

Follow Up/Check Status

The new Web Enrollment system also gives the Provider Services unit the ability to send and receive messages to the provider about the electronic application. This provides a more effective way to communicate any additional information that is needed to process the enrollment. The Web Enrollment system gives the user the ability to initiate, complete, and check the status of an enrollment at anytime. This is just one of many new components still to come that will make *KyHealth Choices* provider services more efficient. In the near future an existing *KyHealth Choices* provider will be able to update his maintenance file, reenroll, and be recredentialed electronically. To find out more about this new tool call the provider services department at **1-800-639-5195**.

Involving Providers: Care Management

KyHealth Choices offers programs that focus on both Disease Management (DM) and Complex Case Management (CCM). Our DM nurses educate and support members with diabetes, learning about each member's health during over-the-phone assessments, in an ongoing effort to empower the member towards self-management.



Our CCM nurses help identify complex medical needs and provide support, intervention, and direction to members in order to better manage these needs. Members in both programs are encouraged to take an active role in their medical care. In fact, you may notice that a patient enrolled in the program is asking more questions and providing more feedback about his condition during office visits. As a *KyHealth Choices* participating provider, your involvement is essential to the success of both the DM and CCM program.

Our DM nurses reported some subjects that frequently prompt questions during their conversations with members. Members are given information but are also encouraged to discuss these topics with their doctor:

- ▶ Daily exercise/weight control
- ▶ Results of recent lab work
- ▶ Dilated retinal exams
- ▶ Neuropathy
- ▶ Comprehensive foot exams
- ▶ Urine screening for protein
- ▶ Aspirin therapy

If you have any questions about our Disease or Complex Case Management programs, please contact a nurse at **1-800-635-2570**.

Becoming a Prescribing Provider: What You Need to Know

Becoming a prescribing provider is an easy way to help serve our member population. In order for a member to obtain his/her medicine, the prescription must be written by a provider who is listed on the Prescribing Provider file. You may request to be added to the prescribing provider file if you are one of the following provider types:

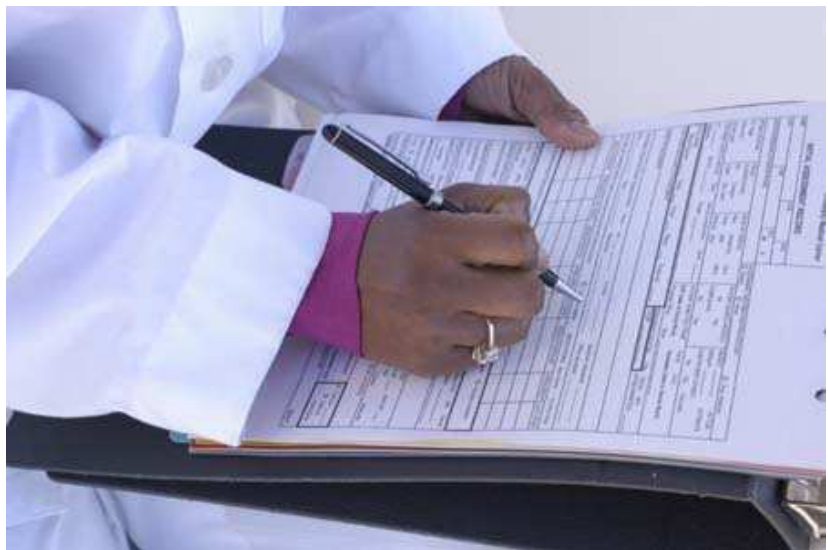
- ▶ Physician
- ▶ Physician Assistant
- ▶ Nurse Practitioner
- ▶ Nurse Anesthetist (KY only)
- ▶ Optometrist
- ▶ Dentist
- ▶ Podiatrist

If you are already a *KyHealth Choices* provider (or are enrolling to become one) you are automatically added to the list of prescribing providers if you meet the requirements. Being listed on the file allows pharmacies to process necessary prescriptions for members. However, if you do not have a provider number, you may still request to be added to the prescribing provider list.

For those providers listed above who are interested in becoming prescribing providers, you must submit:

- ▶ The "KY Medicaid Prescribing Provider Form"—available on *KyHealth Choices* website: <https://kyhealthchoices.fhsc.com/kmaa>
- ▶ A copy of your current state license—the license must be from the state in which the prescription was written

If you have any questions or would like more information about becoming a Prescribing Provider, please contact *KyHealth Choices* at **1-800-639-5195**.



KyHealth Choices Contact Information

PROVIDER MANAGEMENT

1-800-639-5195

8am-6pm EST, Monday-Friday

KyHealth Choices

Provider Enrollment

P.O. Box 2110

Frankfort, KY 40602

Contact Provider Management for:

- ▶ Eligibility periods for enrolled providers
- ▶ Form requests
- ▶ Application requests
- ▶ Status of pending applications
- ▶ Changes pertaining to the provider's file
- ▶ Fee schedule requests
- ▶ Policy manual requests
- ▶ Additional Information
- ▶ Provider outreach/training

PROVIDER SERVICES

1-800-807-1232

8am-6pm EST, Monday-Friday

KyHealth Choices

Billing/Claims

P.O. Box 2100

Frankfort, KY 40602

Contact Provider Services for:

- ▶ Billing instructions for all Medicaid claim types
- ▶ Adjustments and claim credits
- ▶ Claims status
- ▶ Remittance advice requests
- ▶ Presumptive Eligibility billing questions
- ▶ Additional Information

Provider Newsletter Contact:

Holly Chesnut

FHSC Communications Analyst

502-607-8319 or

hollychesnut@firstthealth.com

Prescribing Anti-Depressants

While branded medication samples are an excellent resource for uninsured patients, they can create difficulties for Medicaid patients.

Patients who are given branded samples are stabilized on therapy that could become costly to them when a prescription is needed. Initiating therapy on preferred products, whenever clinically appropriate, helps those with tiered pharmacy benefits avoid higher co-payments.

A patient who is hospitalized may find that his medications undergo formulary substitution. It is important for discharge planners to help Medicaid patients switch back to Medicaid preferred products prior to discharge.

The following agents are Tier 1—Preferred and **do not** require Prior Authorization.

| SSRI | New Generation |
|----------------|--------------------|
| Citalopram | Budeprion SR |
| Paroxetine HCl | Bupropion HCl/SA |
| Fluoxetine HCl | Mirtazapine/Rapdis |
| Sertaline | Nefazadone |
| | Trazadone/HCl |
| | Maprotiline |
| | Venlafaxine |

“New starts” require a trial of two generic products. For more information on this policy or for a complete Preferred Drug List (PDL), please visit our website: <http://kentucky.fhsc.com/pharmacy/default.asp>. The PDL is found under the “Provider” tab—choose “Drug Information.”

The antidepressant policy is described in Provider Notice #28 (“Provider” tab—choose “Provider Notice”) and in the November 2005 P&T Committee Secretary Approved Recommendations (“Committee” tab—follow links).

Tell Us What You Think!

Providers, we want to hear from you. If you have questions or suggestions about our first issue or have a subject you'd like to see addressed in a future issue, please send an email to: kyhealthchoicesprovider@firstthealth.com. We'll try to include your topic in one of our upcoming issues.

