


# NETWORK NOTICE

 Aetna Better Health of Kentucky 9900 Corporate Campus Drive Suite 100 Louisville, KY 40223	Date:	June 29, 2021
	To	All Network Providers
	From	Provider Experience
	Subject	<b>NEW PHARMACY BENEFIT MANAGER FAQ</b>

## ***FAQs for Providers about the Upcoming Transition to MedImpact, the Commonwealth's new Pharmacy Benefit Manager for Kentucky Medicaid:***

### **What is changing?**

In response to legislation, the Cabinet for Health and Family Services (CHFS) is required to implement a single Pharmacy Benefit Manager (PBM) for all Medicaid Managed Care Organizations (MCO) operating in the Commonwealth of Kentucky.

MedImpact was chosen as the PBM to implement the Kentucky MCO single PBM program using Department of Medicaid Services (DMS)-approved administrative payment methodology and the Fee-For-Service pharmacy benefit design, including the Preferred Drug List (PDL).

All outpatient drugs, including over-the-counter (OTC) drugs, will be covered under a single KY formulary and Preferred Drug List (PDL) managed by MedImpact. This does not include Physician Administered Drugs, which will continue to be managed by the MCOs, under their medical benefit.

### **When will this change take place:**

On July 1, 2021, MedImpact Healthcare Systems, Inc. will begin processing pharmacy claims and prior authorizations for all Kentucky Medicaid MCOs.

### **Who does this change affect?**

All Kentucky Medicaid MCOs, all Medicaid members (including SKY), all Medicaid providers, and all pharmacies contracted with Medicaid.

### **Who do providers contact for assistance with pharmacy benefits?**

Providers can contact MedImpact 24 hours a day, 7 days a week with technical or program questions. The MedImpact Call Center number is 1-800-210-7628 (TTY: 711).

The Prior Authorization (PA) call center is available from 8:00 AM to 7:00 PM EST. Determinations of PA requests are made within twenty-four (24) hours of receipt. The Prior Authorization Call Center number is 1-844-336-2676.

The recipient of this fax may make a request to opt-out of receiving telemarketing fax transmissions from Aetna. There are numerous ways you may opt-out: The recipient may fax the opt-out request to 1-888-263-9488, at any time, 24 hours a day/7 day a week. The recipient may also send an opt-out request via email to [do\\_not\\_call@aetna.com](mailto:do_not_call@aetna.com). An opt out request is only valid if it (1) identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to Aetna to send facsimile advertisements to such person/entity at that particular number. Aetna is required by law to honor an opt-out request within thirty days of receipt. An opt out request will not opt you out of purely informational, non-advertisements, such as prior authorization requests and notices.

If a member's prescription needed a prior approval, a new one is not needed until the current prior approval expires.

**Who do members contact for assistance with their pharmacy benefits?**

Medicaid members can contact MedImpact for help. The MedImpact Call Center number is 1-800-210-7628 (TTY: 711) and is available from 8:00 AM to 7:00 PM EST.

**Can members still fill their prescriptions at the same pharmacy they currently use?**

Members can use the same pharmacy but can also use any Medicaid enrolled pharmacy. MedImpact will provide a network pharmacy locator tool on their [website](#) referencing the DMS pharmacy network. This is a public facing webpage and will be available before July 1.

**Will members see any difference when filling their prescriptions?**

There will be no change in the prescription drugs that are covered at this time. Over the counter drugs that are covered may change. If there is any change, the member will get a letter. If a member needs assistance, they should call the MedImpact Call Center at 1-800-210-7628.

**What are the new BIN, PCN and group numbers for pharmacies?**





The new Claim Processing Details will be on member's ID cards (images below). Members will receive a new Medicaid ID card in the mail from their MCO when the change is effective on July 1, 2021.

**New Claim Processing Detail:**

**BIN:** 023880  
**PCN:** KYPROD1  
**Group ID:** KYM01

<p>Aetna Better Health® of Kentucky </p> <p>Name _____ Sex _____ Date of Birth _____ Member ID/State Medicaid ID# _____ PCP _____ PCP Phone _____ Effective Date _____</p> <p>RxBIN: 023880 RxCN: KYPROD1 RxGRP: KYM01 </p> <p>AetnaBetterHealth.com/Kentucky </p> <p><small>THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. MEKYMED1B</small></p>	<p>In case of an emergency go to the nearest emergency room or call 911.</p> <p><b>IMPORTANT NUMBERS FOR MEMBERS</b> Member Services 1-855-300-5528 (TTY users 711) Behavioral Health 1-888-604-6106 24 Hour Nurse Line 1-855-620-3924</p> <p><b>IMPORTANT NUMBERS FOR PROVIDERS</b> Eligibility 1-855-300-5528 Authorization 1-888-725-4969</p> <p><b>PHARMACY SUPPORT FROM MEDIMPACT</b> 24/7 Provider Assistance 1-800-210-7628</p> <p><b>Member Assistance</b> 1-800-210-7628 Mon-Fri 8AM - 7PM EST</p> <p><b>Prior Authorization Assistance</b> 1-844-336-2676 Mon-Fri 8AM - 7PM EST</p> <p>Submit claims to PO Box 65195, Phoenix, AZ 85082-5195 Payer ID 128KY </p> <p><small>THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. KYMED1B</small></p>
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*Example SKY member ID Card:*

<p>Aetna Better Health® of Kentucky </p> <p>Name _____ Sex _____ Date of Birth _____ Member ID/State Medicaid ID# _____ PCP _____ PCP Phone _____ Effective Date _____ Dental PCP _____ Dental PCP Phone _____</p> <p>RxBIN: 023880 RxCN: KYPROD1 RxGRP: KYM01 </p> <p>AetnaBetterHealth.com/Kentucky </p> <p><small>THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. KY A</small></p>	<p>In case of an emergency go to the nearest emergency room or call 911.</p> <p><b>IMPORTANT NUMBERS FOR MEMBERS</b> Member Services 1-855-300-5528 (TTY users 711) Behavioral Health 1-888-604-6106 24 Hour Nurse Line 1-855-620-3924</p> <p><b>IMPORTANT NUMBERS FOR PROVIDERS</b> Eligibility 1-855-300-5528 Authorization 1-888-725-4969</p> <p><b>PHARMACY SUPPORT FROM MEDIMPACT</b> 24/7 Provider Assistance 1-800-210-7628</p> <p><b>Member Assistance</b> 1-800-210-7628 Mon-Fri 8AM - 7PM EST</p> <p><b>Prior Authorization Assistance</b> 1-844-336-2676 Mon-Fri 8AM - 7PM EST</p> <p>Submit claims to PO Box 65195, Phoenix, AZ 85082-5195 Payer ID 128KY </p> <p><small>THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. KY B</small></p>
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**Do providers need to contract with MedImpact?**

No. Pharmacies that participate with Kentucky Medicaid do not also need to contract directly with MedImpact. There are no additional steps needed to be in the network.

**Will MedImpact be providing the Prior Authorization services?**

Yes. MedImpact will manage all prior authorizations under the pharmacy benefit. This includes claims processing, administering payments to KY Medicaid pharmacy providers, applying the KY Medicaid Preferred Drug List (PDL), and administering Prior authorization requests using DMS established criteria. Please see [MedImpact's website](#) for PA request submissions.

All prior authorizations will be managed by MedImpact. Please call 1-844-336-2676 or fax all pharmacy PA requests to 1-858-357-2612 beginning July 1, 2021. You may also submit your request online through Cover My Meds, Surescripts, or CenterX ePA portals. For all medically billed drug (Jcode) PA requests, please continue to send those directly to the member's plan for review.

If a member is on a drug that currently does not require a PA but will require a PA on July 1, 2021, the member will be granted 90 days to transition to a preferred alternative or request a PA. Please visit [Kentucky.magellanmedicaid.com](http://Kentucky.magellanmedicaid.com) for a list of preferred drugs covered under the KY PDL.

**Will there be any changes to the process for contracting with Specialty Pharmacy?**

Pharmacies that participate with Kentucky Medicaid do not also need to contract directly with MedImpact. There are no additional steps needed to be in the network.

**When will the Payer Sheets be finalized?**

Payer specifications are available on MedImpact's informational website and the Provider Portal. Please visit: <https://pharmacy.MedImpact.com>

Changes to the pharmacy benefit for Medicaid managed care members will be made to align with the Medicaid Fee-For-Service benefit design and will include changes to their current claim billing information. BIN/PCNs and Groups will be changing, and providers will be receiving a separate notice regarding these changes in May.

**Will there be a member portal to see prescription information?**

Yes. The portal will be live as of July 1, 2021. The website address will be: <http://kyportal.medimpact.com>

**Do members need to do anything to continue filling their current prescriptions?**

The filling of current prescriptions should not change. If there is any negative impact or changes to medications, Aetna will provide a 30-day notice of this impact via letter.

**Will members be reimbursed by MedImpact for emergency prescriptions a member needs to fill?**

This process should not change. The member can continue to fill their prescriptions at their current pharmacy.

**Questions?**

Simply contact your Network Relations Manager. Our most current listing is attached, the listing can also be found on our website.









Aetna Better Health® of Kentucky

## NETWORK RELATIONS CONTACT INFORMATION & COVERAGE AREAS

Aetna Better Health of Kentucky takes great pride in our network of physicians and related professionals who serve our members with the highest level of quality care and service. We are committed to making sure our providers receive the best and latest information, technology, and tools available to ensure their success and their ability to provide for our members. We focus on operational excellence, constantly striving to eliminate redundancy and streamline processes for the benefit and value of all our partners. Our Network Relations Team is assigned to designated areas throughout the state and are located within the communities in which they serve.

Aetna Better Health of Kentucky also offers a provider services line which can be reached by calling 1-855-300-5528 - Monday through Friday 7 AM-7 PM.

	<p>Supporting Kentucky Youth - Statewide</p> <p>Region 3 Behavioral Health Providers</p> <p>All Regions - Community Mental Health Centers</p>	<p><a href="#">Dustin Johnson</a> SKY Network Manager 502-648-6526 <a href="mailto:Johnsod38@Aetna.com">Johnsod38@Aetna.com</a></p>
<p>Behavioral Health Providers</p> <p>Region 5 Region 6 Region 7 Region 8</p>		<p><a href="#">Holly Smith</a> Network Relations Manager 815-641-7411 <a href="mailto:Smithh3@Aetna.com">Smithh3@Aetna.com</a></p>
	<p>Association of Primary Care Physicians (APCP) Community Health Partners Cooperative Care Network Ephraim McDowell Kentucky Primary Care Association (KPCA) The Physicians Network (TPN)</p>	<p><a href="#">Sammie Asher</a> Network Relations Manager 606-401-1573 <a href="mailto:Ashers@Aetna.com">Ashers@Aetna.com</a></p>

<p>Baptist Health System  King's Daughters Medical System  LifePoint Health System  Norton Healthcare System  St. Claire Medical Center  University of Kentucky System  University of Louisville System</p>		<p>Trista Gibson  Network Manager  606-305-2705  <a href="mailto:GibsonT1@Aetna.com">GibsonT1@Aetna.com</a></p>
 <p>Supporting Kentucky Youth, SKY Liaison  Statewide</p>	<p>Michelle Marrs  Network Relations  Manager, SKY Liaison  859-221-4737  <a href="mailto:MarrsM@Aetna.com">MarrsM@Aetna.com</a></p>	
<p>Regions 1  Ballard, Caldwell, Calloway, Carlisle, Crittenden, Fulton,  Graves, Hickman, Livingston, Lyon, McCracken  Regions 2  Christian, Daviess, Hancock, Henderson, Hopkins, McLean,  Muhlenberg, Ohio, Todd, Trigg, Union, Webster   Providers in the state of Indiana</p>		<p>Gina Gullo  Network Relations Manager  502-612-9958  <a href="mailto:Rlgullo@Aetna.com">Rlgullo@Aetna.com</a></p>
 <p>Region 3  Breckinridge, Bullitt, Carroll, Grayson, Hardin, Henry,  Jefferson, Larue, Marion, Meade, Nelson, Oldham, Shelby,  Spencer, Trimble, Washington</p>	<p>Connie Edelen  Network Relations Manager  502-240-2122  <a href="mailto:Czedelen@Aetna.com">Czedelen@Aetna.com</a></p>	
<p>Region 4  Adair, Allen, Barren, Butler, Casey, Clinton, Cumberland,  Edmonson, Green, Hart, Logan, McCreary, Metcalfe, Monroe,  Pulaski, Russell, Simpson, Taylor, Warren, Wayne   Providers in the state of Tennessee</p>		<p>Abbi Wilson  Network Manager  270-816-0893  <a href="mailto:Wilsona8@Aetna.com">Wilsona8@Aetna.com</a></p>
 <p>Region 5  Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin,  Garrard, Harrison, Jackson, Jessamine, Lincoln, Madison,  Mercer, Montgomery, Nicholas, Owen, Powell, Rockcastle,  Scott, Woodford   All other states excluding: IN, OH, TN, VA, &amp; WV</p>	<p>Becky Bowman  Network Relations Manager  502-214-0399  <a href="mailto:BowmanB@Aetna.com">BowmanB@Aetna.com</a></p>	

Region 6  
Boone, Campbell, Gallatin, Grant, Kenton,  
Pendleton  
CHI Saint Joseph Medical Group (Kentucky One)  
Providers in the state of Ohio and West Virginia



Jacquelyne Pack  
Network Manager  
606-331-1075  
[Jmpack@Aetna.com](mailto:Jmpack@Aetna.com)



Region 8  
Bell, Breathitt, Clay, Floyd, Harlan, Johnson, Knott,  
Knox, Laurel, Lee, Leslie, Letcher, Magoffin, Martin,  
Owsley, Perry, Pike, Whitley, Wolfe  
Region 7  
Bath, Boyd, Bracken, Carter, Elliot, Fleming, Greenup,  
Lawrence, Lewis, Mason, Menifee, Morgan, Robertson,  
Rowan  
Providers in the state of Virginia

Krystal Risner  
Network Manager  
606-687-0310  
[Risnerk@Aetna.com](mailto:Risnerk@Aetna.com)

## Save time by accessing our online resources.

Be sure to check out our convenient web tools, available 24/7.

## Health Plan Website

The health plan website is a resource for members and providers. Providers will find information such as the member handbook, provider manual and the formulary on the health plan website



Visit the Website at: [AetnaBetterHealth.com/Kentucky](https://www.AetnaBetterHealth.com/Kentucky)

