CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

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To: ALL MEDICAID PROVIDERS
PROVIDER LETTER #A-89

RE: Medicaid MCO Prompt Payment Complaints

The Department for Medicaid Services (DMS) is informing all providers of the process for filing a prompt payment complaint against a Medicaid Managed Care Organization (MCO). DMS will work with both the Provider and MCO to resolve the issue and will determine whether the MCO is in violation of the provider payments requirements. If you are experiencing a prompt payment issue with an MCO you may file a complaint with DMS.

In order for DMS to assist you with the complaint, please include the following items:

1. Point of Contact information including telephone number, physical address, and email address,
2. Detailed description of the complaint including the MCO name and contact information,
3. A copy of the appropriate claim forms(s) CMS-1500, UB-04 or dental claim form,
4. Any correspondence, reasons or denials for the claims in question, and
5. A copy of the Medicaid member's identification card.

The complaint should be sent to:

Division of Program Integrity
C/O Prompt Pay Complaints
Department for Medicaid Services
275 East Main Street, 6E-A
Frankfort, KY 40621

DMS will work with both the Provider and MCO to resolve the identified issue and will notify the provider if additional information is needed. Note prompt payment complaints against non-Medicaid MCOs or insurers should still be directed to the Department of Insurance (DOI). If a pattern of prompt pay violation is identified, DMS will refer the cases to the DOI for additional regulatory action.

Sincerely,

Lawrence Kissner
Commissioner