



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

**Steven L. Beshear**  
Governor

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**Audrey Tayse Haynes**  
Secretary

**Lisa D. Lee**  
Commissioner

August 12, 2015

**Important Information for all Medicaid Providers**

PL #A-101

Dear Medicaid Provider:

Beginning this month, you may see something new and different when checking for member eligibility in KyHealthNet. We are implementing three new member statuses that are outside of Medicaid eligibility. These status are Incarcerated (I), Warning (W), and Address Mismatch, eligible but disenrolled (A). Previously, Medicaid terminated eligibility for an incarcerated individual (I). Now these members will have their Medicaid eligibility suspended while incarcerated. During the suspension period, the Department is prohibited by federal rules from paying claims for these individuals.

All members with an (I) will be able to have their benefits re-instated when they are no longer incarcerated by simply logging onto their kynect account at [kynect.ky.gov](http://kynect.ky.gov), contacting the DCBS call center at 855-306-8959, calling the kynect call center at 855-459-6328, or working with a kynector. A list of available kynectors can also be found at [kynect.ky.gov](http://kynect.ky.gov). If a member has self-attested to being incarcerated, they may self-attest to being released. If not they will need to provide documentation but once verified they will be entitled to enroll in an MCO right away.

The Warning and Address mismatch status (W) is attached to a member when the Department receives undeliverable mail for these individuals. The W status only alerts the member and all providers that a member needs to log into kynect, call the DCBS call center, or the kynect call center and update their mailing address. Their eligibility status will remain unchanged while they are in the (W) status.

All members with a (W) status code will be dis-enrolled from the Medicaid program if they do not update their address prior to the last day of the month following the month in which they received the (W) status code. The (W) status code will be changed to an (A), indicating the member has been dis-enrolled and must update their address by simply logging onto their kynect account at [kynect.ky.gov](http://kynect.ky.gov), contacting the DCBS call center at 855-306-8959, calling the kynect call center at 855-459-6328, or working with a kynector. A list of available kynectors can also be found at [kynect.ky.gov](http://kynect.ky.gov).



The Department is making the address verification change to ensure that members are located and engaged in their healthcare delivery. The change also ensures that all individuals receiving services through Kentucky Medicaid actually live in the state, which is a condition of eligibility. Please encourage and assist those members in either the (W) or (A) status to make the necessary contact to update their address.

It is still important to remember that changes do not appear in real time across all systems so please check the system again if you are unsure of member status.

The Department remains committed to providing quality health care services to our members and this cannot be accomplished without our provider partners. Please contact Medicaid Provider Services at 855-824-5615 if you have specific questions on these new member statuses.

Sincerely,

A handwritten signature in black ink, appearing to read "L. Lee", written in a cursive style.

Lisa D. Lee, Commissioner  
Department for Medicaid Services

LL/LG/kl

## Frequently Asked Questions: Address Mismatch Disenrollment

- When does this process become effective?
  - The process becomes active August 19, 2015 and includes Address Mismatch as well as Incarcerations suspension.
- Are there specific returned notices that trigger the Address Mismatch Disenrollment?
  - No, any piece of undeliverable mail will trigger this disenrollment.
- Who may update or change a member's address?
  - The member or authorized representative may update the address.
- How can an address be updated or changed?
  - Self Service Portal in kynect, DCBS call center at 855-306-8959 or kynect call center at 1-855-4kynect (459-6328).
  - MEDICAID MEMBER SERVICES DOES NOT HAVE ACCESS TO MAKE THESE CHANGES
- If a member officially notifies the United States Postal Service (USPS) of an address change and ask mail to be forwarded will DMS recognize this change by receipt of the forwarding notice?
  - The member has a duty to inform DMS through DCBS Call Center, kynect Call Center, or the Self Service Portal of any change in address. There is no authority to accept a change of address from a third party. Only if the mail is returned as undeliverable the warning record will be created.
- How long is the warning period for an address mismatch?
  - The warning period runs until the end of the second month after the record is created. For example if a warning record is created on August 20, 2015 the warning period runs till September 30, 2015.
- Will the member be allowed to re-enroll once the address is updated?
  - Yes. The member will be re-enrolled with their former Managed Care Organization (MCO) automatically if the disenrollment period was no longer than 60 days. If the disenrollment period was longer than 60 days, the member will be allowed to either choose an MCO or be auto-assigned an MCO.
- Will all DMS partners be able to handle a potential increase in call volume? Most of these changes will be brought about by members accessing care, so they will be time sensitive to both member and their providers.

- DMS is working with all partners, including providers, to implement this process as efficiently as possible.
- Can the member be notified upon enrollment of the need to notify if their address changes with the consequences if they don't comply?
  - Members are currently notified they have a duty to inform DCBS or kynect of any change in circumstances within 30 days or they may be terminated.

## Frequently Asked Questions: Incarcerated Individuals

- Can a currently incarcerated individual apply for and receive Medicaid after August 19, 2015?
  - Yes. Incarceration alone will no longer be a bar to eligibility. Federal regulations prevent Medicaid from paying for the health care of incarcerated individuals except in very limited circumstances. Previously, our eligibility systems were unable to implement this requirement and incarcerated individuals' Medicaid eligibility was terminated in order to comply. The new eligibility system can now accommodate this option.
- What does suspension for an incarcerated individual mean?
  - An incarcerated individual is not entitled to enrollment in an MCO or Fee For Service (FFS) claims payments except for admissions to hospitals for 24 hours or more.
- Does incarceration suspension disenroll the individual from their MCO until release?
  - Yes
- How will the incarceration suspension be lifted?
  - If the individual self attested to being incarcerated, they can also self attest to being released from incarceration. If the incarceration indicator was created by other means (Federal Hub for example) the individual must provide verification, i.e. release paper work, by uploading information in SSP, calling DCBS call center or kynect call center. Also see below for potential automation options.
- How will the system be informed the person has been released?
  - DMS is working with several partners in the corrections community to implement electronic information sharing. This could automate both incarceration and release.

**KyHealthNet Address Warning Message Example**

**KENTUCKY**  
**CABINET FOR HEALTH AND FAMILY SERVICES**  
KY MEDICAL MANAGEMENT INFORMATION SYSTEM (KYMMIS)

Provider Home | Member | Claims | PA | Provider References | Trade Files | RA Viewer | EFT | Logout

Member Eligibility Verification

Tuesday 14 July 2015 08:50 am

Provider:  - 282N00000X

Select Lookup Type:  Service Type:

Member ID:

From Date of Service:  To Date of Service:

**Member**

Current ID:  Last Name:  First Name:  Date of Birth:

Old ID:  Check Digit: 4 Gender: F Date of Death:

Other IDs Phone Number:

SSN:  County Code: 076 County Name: Madison

Address:

City: BEREA State: KY ZipCode: 40403-9717

Hospice Election Date:

Medicare A:  Medicare B:

Case Number:  Case Name:

**Suspensions/Disenrollments**

Address Mismatch Warning! Please call the Department for Community Based Services (DCBS) at 855-306-8959 or kconnect at 1-855-4kconnect (459-6328) to update your address.

Suspension/Disenrollment Type	Date Effective	Date End
W-ADDRESS MISMATCH WARNING	07/01/2015	07/30/2015

**Eligibility**

Eligibility 5 Year History

Eligibility Group	Program Code	Program Status	Pov Ind	From Date of Service	To Date of Service
KY Managed Care Organization without Co-Pay	XC - Child	P1 - Child at least 6 and under 19, Attending School if 18	N	07/01/2015	07/30/2015
Coplay Indicator		From Date	To Date		
N		07/01/2015	07/30/2015		

**Note: POV\_IND - An 'N' in this field indicates that the member is at or below 100% of the federal poverty level. If the indicator is 'N' you may not refuse to provide services for no**

**KyHealthNet A – Eligible but Disenrolled and I – Incarcerated indicator Message Example**

Suspensions/Disenrollments		
Suspension/Disenrollment Type	Date Effective	Date End
I-SUSPENDED - INCARCERATED	07/10/2015	07/12/2015
A-ELIGIBLE BUT DISENROLLED - ADDRESS MISMATCH	07/01/2015	07/30/2015

**Alert! Individuals with an incarceration suspension (Ind - I) or an address hold (Ind - A) will not be eligible for claims payment or MCO enrollment. If this information is incorrect, please call the Department for Community Based Services (DCBS) at 855-306-8959 or kconnect at 1-855-4kconnect (459-6328).**

Eligibility					
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