

MCO Contact Information for External Independent Review Requests

Aetna:

Email: KYSecondLevelAppeal@aetna.com
Fax: 1-844-359-6670
Mail: Aetna Better Health of Kentucky
Attn: Grievances & Appeals – Second Level Appeals
9900 Corporate Campus Drive
Suite 1000
Louisville, KY 40223

Anthem:

Central Appeals Processing
Anthem Blue Cross and Blue Shield Medicaid
P.O. Box 62429
Virginia Beach, VA 23466-2429

Humana:

Humana – CareSource
Attn: Health Partners Appeals
P.O. Box 823
Dayton, OH 45401

Passport:

Email: ReviewRequests@passporthealthplan.com
Fax: 502-585-8334
Mail: Attn: Provider Review Request
Passport Health Plan
5100 Commerce Crossings Drive
Louisville, KY 40229

WellCare:

Email: kyexternalreview@wellcare.com
Fax: 1-800-509-8203
Mail: WellCare Health Plans
Attn: External Independent Third-Party Review
13551 Triton Park Blvd. Suite 1800
Louisville, KY 40223