**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