

## **Important Provider Enrollment Information**

As a result of overwhelming applications received and our impending backlog, the Provider Services Branch will not be accepting phone calls during certain times throughout the day on the (877) 838-5085 phone number.

This new policy has been implemented in an effort for staff to be as efficient as possible and to allow for minimal interruptions of the work flow. A general e-mail box has been set up to make up for the time that the phones will not be operational. If you would rather email your request, please do so. The general email address for provider enrollment is [Program.Integrity@ky.gov](mailto:Program.Integrity@ky.gov).

We will respond to you within 24 hours. We are processing the applications as quickly as possible in date order. If you have submitted your application within the last 90 days, your application is still in process.