

QUESTION AND ANSWERS REGARDING THE PROVIDER PAYMENT SCHEDULE

Question: When will the final payment cycle begin?

Answer: The final claims payment cycle in the current (legacy) system began May 25, 2007. Electronic claim submissions for this final cycle were accepted until 5:00 p.m. EST on May 25th. Paper claims that were received by EDS on or before May 18th and completely adjudicated went into the final claims cycle.

Question: What if my claims were submitted after the cut off date?

Answer: Any paper claims received after May 18th, and electronic claims received after 5:00 p.m. EST on May 25th, will be processed in the new MMIS.

Question: If the 21-day hold was lifted, why is the amount of payment lower than expected?

Answer: The payments will be made in three installments and paid on or before June 15th.

Question: Will the payments be in one lump sum or in increments?

Answer: The payments will be made in three installments.

Question: When will payments on claim(s) be received?

Answer: All payments for claims should be received on or before June 15.

Question: Why are the claims/RA from the May 25th cycle not showing on Kyhealthnet?

Answer: During transition, claims/RA will show through May 18.

Question: In the past the department was able to tell when payments will be received, why is this not the case now? In addition, the department sent a letter stating that the 21 day hold was lifted. Does this mean the new system is not working and payments will not be received?

Answer: The department understands your frustration and apologizes for any inconvenience. The go live date is on target for June 4th. The 21-day hold was lifted on 5/25 and those claims should pay on or before June 15th.

Question: When will the new payment cycle begin after the June 4th start date?

Answer: The 21-day hold will be in effect for the first payment cycle executed in the new system June 8, 2007