

March 15, 2005
New Plastic KYHealth Cards
Replacing Paper Medicaid Cards

Dear Medicaid Provider,

The Kentucky Department for Medicaid Services is replacing the monthly paper Medical cards with a permanent plastic KYHealth card. Statewide rollout for the KYHealth card will begin mid-April and will run through June. We anticipate all Medicaid enrollees will have received the plastic card by the first of July.

The rollout schedule below provides advance notice as to when Medicaid enrollees in your area will begin using the new cards.

Rollout Schedule:

Phase 1 -

Beginning April 18, 2005, KYHealth cards will be issued for all Medicaid enrollees in:

Jefferson, Fayette and Clay Counties

(NOTE - Fayette and Clay county recipients will receive the new KYHealth card as a replacement to the current plastic card being utilized.)

Phase 2 -

Beginning May 16, 2005, KYHealth cards will be issued for all Medicaid enrollees in:

Anderson, Bath, Boone, Bourbon, Boyd, Boyle, Bracken, Breathitt, Bullitt, Campbell, Carroll, Carter, Clark, Elliott, Estill, Fleming, Floyd, Franklin, Gallatin, Garrard, Grant, Greenup, Harrison, Henry, Jessamine, Johnson, Kenton, Knott, Lawrence, Lee, Leslie, Letcher, Lewis, Lincoln, Madison, Magoffin, Martin, Mason, Menifee, Mercer, Montgomery, Morgan, Nicholas, Oldham, Owen, Owsley, Pendleton, Perry, Pike, Powell, Robertson, Rowan, Scott, Shelby, Spencer, Trimble, Wolf, and Woodford.

Phase 3 -

Beginning June 17, 2005, KYHealth cards will be issued for all Medicaid enrollees in:

Adair, Allen, Ballard, Barren, Bell, Breckinridge, Butler, Caldwell, Calloway, Carlisle, Casey, Christian, Clinton, Crittenden, Cumberland, Daviess, Edmonson, Fulton, Graves, Grayson, Green, Hancock, Hardin, Harlan, Hart, Henderson, Hickman, Hopkins, Jackson, Knox, Larue, Laurel, Livingston, Logan, Lyon, Marion, Marshall, McCracken, McCreary, McLean, Meade, Metcalf, Monroe, Muhlenberg, Nelson, Ohio, Pulaski, Rockcastle, Russell, Simpson, Taylor, Todd, Trigg, Union, Warren, Washington, Wayne, Webster, and Whitley.

March 15, 2005
Page 2

The attachment to this document outlines the Provider training sessions that will be held across the state to inform Medicaid Providers of the upcoming change and new procedures. We strongly encourage staff, or a staff representative, attend the primary location associated with your county - this will ensure provider training occurs prior to the card release date. Additional staff unable to attend the primary location training should consider attending a session in a close by area. At minimum, we suggest a front-end staff member with appointments/check-in and a staff member with billing/claims attend training. Locations were chosen to give the majority of providers an opportunity to send most, or all, staff to training with the least amount of interruption to your office routine. Listed below are some of the changes that will most likely require procedure changes:

- The only recipient information printed on the KYHealth card is the recipient's name and identification number.
- There are no eligibility dates on the KYHealth card.
- The KenPAC and Lock-In provider's name, address and telephone numbers do not appear on the KYHealth Card.
- There are no separate cards for Medicaid, QMB and KCHIP, no color-codes, no indicators.

Provider training will cover the following and much more:

- What is the KYHealth card?
- Eligibility - up to the minute accuracy, a complete history, and less chances of billing for non-eligibility.
- KenPAC and Lock-In provider information – accurate, complete history available, and less chances of denied claims due to incorrect KenPAC information.
- Step by step walk through of the KYHealth-Net system
- Claims Inquiry
- Recipient Pharmacy History
- Recipient Case Information
- Card Issuance history
- Third Party Liability
- Spend down information
- Co-pay information
- Retro-active billing
- Managed Care information
- and much more

The change from monthly paper Medicaid cards to a permanent plastic KYHealth card is projected to save \$1.3 million in the first year alone. This projection does not include the savings we anticipate to be noticed by Medicaid Providers. The new cards have proven to decrease billing errors due to ineligibility, incorrect KenPAC, TPL issues, and other routine billing rejections. The new procedures are designed to allow providers instant access to the much-needed recipient information to allow accurate billing. Eliminating the need to rely on Medicaid enrollees to produce the most current paperwork. The information is now available, as you need it, whenever you need it, 24 hours a day, 7 days a week.

Sincerely,



Shannon R. Turner, J.D.
Commissioner

SRT/LM

CC: Lorraine Moore
Karen Sayles