

Kentucky Department for Medicaid Services
Anthem Kentucky Managed Care Plan, Inc.'s Termination

Frequently Asked Questions (FAQ)

Update: 10/30/2024

Anthem Kentucky Managed Care Plan, Inc. will no longer be a Kentucky Medicaid Managed Care Organization starting Jan. 1, 2025 pursuant to a court order in *Anthem Kentucky Managed Care Plan, Inc. v Kentucky Finance and Administration Cabinet, et al*, Franklin Circuit Court, Civil Action No. 20-CI-00719. This document is to assist members, providers and other interested parties in understanding how this impacts the Kentucky Medicaid program.

1. I am a current Anthem member, what does this mean to me?

Answer: This does not change your eligibility. You will be automatically assigned to another Managed Care Organization (MCO). You will receive a notice on Nov. 25, 2024 telling you about your new MCO including a phone number to call if you have questions. This change will be effective Jan. 1, 2025. Your new MCO will send you a new ID card and member handbook. If you want a different MCO, you may change your MCO at any time by calling 1-855-446-1245.

2. How is my new MCO chosen?

Answer: Anthem members will be automatically assigned in the following order of priority:

- a. If a household member has the same MCO;
- b. If a preferred provider is in the network; or
- c. If not assigned in a or b above, then randomly auto-assigned in a round-robin fashion.

You have the opportunity to change MCOs at any time.

3. I am currently receiving treatment by a provider; will I be able to continue to receive treatment by this provider?

Answer: If the provider is in the network of your new MCO, then you can continue treatment with that provider. Your new MCO may contract with the provider if not already in their network to maintain your treatment. Anthem and your new MCO are also required to assist members with transitioning care to the new MCO.

If you have questions, please contact your new MCO once you receive your reassignment notice. You may also move to another MCO if your provider is not in your new MCO's network. You can change your MCO by calling 1-855-446-1245.

4. I am currently receiving Case Management; how will this be transitioned?

Answer: Anthem will work with your new MCO to transition case management. You may also contact your new MCO after you are reassigned. Contact Anthem at 1-855-690-7784 if you have questions.

5. Will my drug coverage be different?

Answer: No. There will be no change to your drug coverage. Your prescription benefits will continue to be provided by the Kentucky Medicaid Single Pharmacy Benefit Manager, MedImpact Healthcare Systems, Inc.

6. Can I fill my prescriptions before I receive my new member ID card?

Answer: Yes. Your pharmacy can fill your prescriptions with the information on your old Anthem ID card. Your drug coverage will not change.

7. Can I still go to my pharmacy to fill my prescriptions?

Answer: Yes. You can continue to fill your prescriptions at your current pharmacy.

8. If I am taking a prescription drug that needs a prior authorization, do I need to get a new one after I change MCOs?

Answer: No. Your prior authorizations for prescription drugs under Anthem will still work under your new MCO as long as they are not expired.

9. What if I have questions about my prescription pharmacy benefits?

Answer: You may contact MedImpact’s member service help desk at 1-800-210-7628.

10. What if I have questions about my medical benefits (doctor’s visits, outpatient services, etc.)?

Answer: You may contact your new MCO’s member services. The member services phone number for Kentucky Medicaid Plans are:

Contact	Contact Information	Availability
(Member Services)		Monday to Friday
	AETNA: 855-300-5528	7AM to 7PM EST, Monday to Friday
	ANTHEM: 855-690-7784	
	HUMANA: 800-444-9137	
	PASSPORT MOLINA: 800-578-0603	
	UNITED: 866-293-1796	
	WELLCARE: 877-389-9457	

11. I’ve been automatically assigned to a new MCO, can I change that?

Answer: Yes. You can change your MCO by calling 1-855-446-1245.

12. I am a provider with a prior authorization (PA) for a current Anthem member. What should I do?

Answer: Current Anthem members will be automatically assigned to a new MCO with an effective date of Jan. 1, 2025. If the PA is for a service prior to that date there is nothing for you to do. If the service is on or after that date, the PA will be automatically accepted by the newly assigned MCO even if you are not in the new MCO's network.

Note: If you are not in the new MCO network, your claim may be paid at the non-PAR rate, subject to negotiation with the new MCO. The member will know their newly assigned MCO on or after Dec. 1, 2024. The member may also change their MCO at any time.

13. I am a kynector and was contacted to change a current Anthem member's MCO, is it okay to make that change?

Answer: Yes, members may change their MCO at any time.

14. I am enrolled with another MCO, can I change to Anthem?

Answer: Starting Oct. 31, 2024, current Medicaid members will not be able to change their MCO enrollment to Anthem.

15. Can a new member select Anthem?

Answer: Starting October 31, 2024, a new Medicaid member cannot select Anthem as an MCO.

16. What if there is a newborn to a current Anthem member before the reassignment effective date of Jan. 1, 2025?

Answer: Newborns will continue to be assigned to mothers with Anthem coverage until Dec. 31, 2024. The newborn and mother will be reassigned to the same new MCO effective Jan. 1, 2025.

17. I had Anthem but was terminated from Medicaid because I didn't respond to a renewal notice. If I am determined eligible, will I be reinstated to Anthem?

Answer: Members may be reinstated to Anthem through Dec. 31, 2024. Members will then be auto-assigned to a new MCO effective Jan. 1, 2025, or may change their MCOs by calling 1-855-446-1245.

18. What written notices are being sent to Anthem members about the changes?

Answer: Two written communications will be sent to members:

- On Nov. 4, 2024, each household with an Anthem member will be sent a **written special outreach notice** addressed to the head of household informing them of the upcoming change in MCO assignment.
- On Nov. 25, 2024, each Anthem member will be sent a **written reassignment notice** that includes their disenrollment from Anthem and assignment to another MCO.

19. What communications are being sent out to make people aware of the changes?

Answer: The following communications will be shared:

- Written special outreach notice will be mailed or sent electronically to Anthem members on Nov. 4, 2024
- Written reassignment notice will be mailed or sent electronically to Anthem members on Nov. 25, 2024
- Announcement displayed in an Anthem member's self-service portal starting Nov. 25, 2024 through Feb. 28, 2025
- Banners put on KYHealthNet, kynect, and self-service and worker portals
- Social media postings

- Notice sent directly to workers, kynectors and insurance agents
- Contact center IVR messaging will be updated and staff will have scripts on the changes
- FAQ document will be posted on the DMS website, and sent to the Gov delivery email distribution list, to providers through the MPPA, and to members of the Medicaid Advisory Council and Technical Advisory Committees as well as provider associations and advocacy organizations. To subscribe to receive email notices regarding Kentucky Medicaid, go to the link below:
<https://public.govdelivery.com/accounts/KYCHFS/subscriber/new>