

PROVIDER GUIDANCE TO REPORT INCARCERATION ERROR

You should always check eligibility in KYHealthNet before providing services.

If KYHealthNet shows the person presenting for services as incarcerated, the following actions may be taken:

1. The member may complete MAP-INC and fax it to Medicaid Member Services at 502-564-0039 to update eligibility or the member may log into their Kynect account to update their status.
2. The provider may call Kentucky Medicaid Provider Services at 1-855-824-5615 to report the error.