

MEDICAID PROVIDER BULLETIN

August 2017

Kentucky provider important contact information**Phone numbers:**

| Health plan department | Phone number | Hours of operation |
|---|-----------------------------------|--|
| Provider Services | 1-855-661-2028 | Monday through Friday 8 a.m. to 6 p.m. ET |
| Provider Relations | 1-502-619-6800, ext. 26771 | |
| Member Eligibility and Benefits | 1-855-661-2028 | Monday through Friday 8 a.m. to 6 p.m. ET |
| Member Services | 1-855-690-7784 | Monday through Friday 7 a.m. to 7 p.m. ET |
| Pharmacy | 1-855-661-2028 | Monday through Friday 8 a.m. to 6 p.m. ET |
| Case Management | 1-855-661-2028 | Monday through Friday 8 a.m. to 5 p.m. ET |
| Utilization Management | 1-855-661-2028 | Monday through Friday 7 a.m. to 7 p.m. ET |
| Disease Management Centralized Care Unit | 1-888-830-4300 | Monday through Friday 8:30 a.m. to 5:30 p.m. ET |
| Care on Call | 1-866-864-2544 | 24 hours a day, 7 days a week |
| Electronic Data Interchange Hotline (Professional ID: 00660 Institutional ID: 00160) | 1-800-590-5745 | |

Fax numbers:

| Health plan department | Fax number |
|---------------------------------|-----------------------|
| Provider Services | 1-800-964-3627 |
| Provider Relations | 1-855-384-4872 |
| Pharmacy | 1-800-964-3627 |
| Member Eligibility and Benefits | 1-800-964-3627 |
| Provider grievances | 1-855-384-4872 |

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at:

<https://mediproviders.anthem.com/ky>

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Health plan addresses:

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| Claims submission (Timely filing is within 180 calendar days from the date of service or as otherwise noted in your provider contract.) | Anthem Blue Cross and Blue Shield Medicaid Kentucky Claims P.O. Box 61010 Virginia Beach, VA 23466-1010 |
| Provider payment disputes | Anthem Blue Cross and Blue Shield Medicaid Central Appeals Processing P.O. Box 62429 Virginia Beach, VA 23466-2429 |
| Utilization Management appeals | Anthem Blue Cross and Blue Shield Medicaid Central Appeals Processing P.O. Box 62429 Virginia Beach, VA 23466-2429 |
| Provider grievances | Anthem Blue Cross and Blue Shield Medicaid Provider Relations 13550 Triton Park Blvd., Third Floor Louisville, KY 40223 |

Websites:

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| Provider Services | https://mediproviders.anthem.com/ky |
| Availity | https://www.availity.com |

Other key service providers:

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| eyeQuest (optometry services) | 1-844-870-3978 |
| Express Scripts (pharmacy services) | 1-800-770-2809 |
| DentaQuest (dental services) | 1-800-508-6787 |