Temporary Out-of-Network Provider Enrollment Instructions
and Claims-Processing Information

We appreciate the service and care provided to our covered Kentucky Medicaid enrollees during the COVID-19 pandemic and want to make sure providers have a positive claim-submission experience. To that end, we want to make you aware of changes recently made to KDMS’ enrollment requirement and Humana’s own out-of-network reimbursement policies.

KDMS temporarily lifted certain requirements regarding Kentucky Medicaid provider enrollment to improve enrollee access to care during the COVID-19 pandemic. KDMS also is offering a temporary provider enrollment status and expediting all enrollment applications, including applications for referring, ordering, attending, rendering and billing providers.

If you are not currently a KDMS-enrolled provider, Humana is happy to assist you with enrollment. There are two methods to enroll:

- Email Humana at ProviderMedicaidEnrollment@humana.com for assistance with the KDMS expedited enrollment process
- Visit MedicaidSystems.ky.gov/PartnerPortal/home.aspx and start the self-enrollment process

Please note: This is a temporary provision. Per KDMS direction, these allowances and accommodations are only in effect for dates of service from March 1 to June 30, 2020.

Humana Health Plan will pay claims for Kentucky Medicaid enrollees during the COVID-19 pandemic, per KMDS guidance; however, Humana encourages all referring, ordering, attending, rendering or billing providers to enroll, even temporarily, with KDMS as a Kentucky Medicaid provider, to ensure proper payment for services rendered to Kentucky Medicaid enrollees.

Humana will pay claims according to our out-of-network claims policy detailed below.

Out-of-network claims
Humana established guidelines for payments to out-of-network providers for medically necessary services. These services are reimbursed at 65% of the Kentucky Medicaid fee schedule.

The following are exceptions to the reimbursement guidelines and are reimbursed at 90% of the Kentucky Medicaid fee schedule:

- Emergency care (nonparticipating professional and facility services provided to enrollees in an emergency room setting)
- Services provided for family planning
- Services for children in foster care

If you have questions and need assistance regarding the out-of-network claims payment, behavioral health providers can email KyBHMedicaid@humana.com and medical providers can email ProviderDevelopmentKYWV@humana.com.