



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 until the U.S. president's national emergency declaration, Stafford Act declaration and the federal public health emergency end.

Humana Health Plan will pay claims for Kentucky Medicaid enrollees during the COVID-19 pandemic, per KDMS guidance, but requires permanent or temporary enrollment with KDMS. 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 reimburse at 65% of the Kentucky Medicaid fee schedule.

The following are exceptions to the reimbursement guidelines and reimburse 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.