



Network Notification – Kentucky Medicaid

Timely Filing Change – Effective July 1, 2020

Claim submissions:

Effective for dates of service on or after July 1, 2020, provider claims must be submitted within 365 calendar days from the date of service or discharge. Providers also have 365 calendar days from the date of service or discharge to submit a corrected claim.

Humana does not pay claims with incomplete, incorrect or unclear information.

Coordination of Benefit (COB) claims:

Claims involving COB are not paid until Humana receives an Explanation of Benefits (EOB)/Explanation of Payment (EOP) or electronic data interchange (EDI) payment information file, indicating the amount the primary carrier paid. Claims indicating that the primary carrier paid in full (i.e., \$0 balance) also require submission to Humana for processing due to regulatory requirements.

- COB paper claims require a copy of the EOP from the primary carrier
- COB electronic claims require a copy of the primary carrier's payment information

COB claims (e.g., Medicare, commercial) submitted beyond the 365 calendar-day limit must have a copy of the appropriate remittance statement that is no more than 180 days past the primary payer's EOB date attached to each claim form involved. This verifies that the original claim was received within 365 calendar days of the service date. If a copy of the claim and EOB are not submitted within the required time frame, the claim is denied for timely filing.

Please refer to the [Kentucky Medicaid Bypass Code List for Medicare non-covered codes](#) for circumstances in which Kentucky Medicaid is primary payer and not subject to the Explanation of Medicare Benefits (EOMB) requirement for claims submission.

If a provider does not agree with the decision on a processed claim, the provider has 180 calendar days from the date of the original claim submission denial to file an appeal.

For questions, please contact provider services at 800-444-9137. Hours of operation are Monday through Friday, 7 a.m. to 7 p.m. Eastern time.