

Fee-For-Service Pharmacy Provider Notice #180 – UPDATE Web Portal Announcement

June 4, 2014

11013 W. Broad Street
Glen Allen, VA 23060

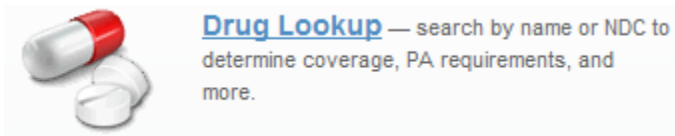
Dear Kentucky Medicaid Provider:

On June 11, 2014 the Kentucky Medicaid Fee-For-Service Pharmacy program will introduce a **NEW WEB PORTAL**. The new portal will replace the old version in a seamless transition.

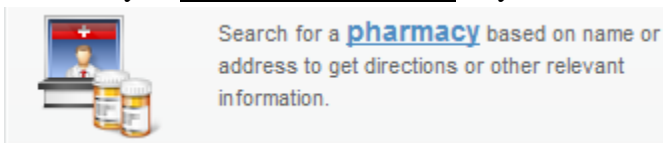
June 11, 2014 Changes

The following features will be available at <http://kentucky.magellanmedicaid.com/> on June 11, 2014:

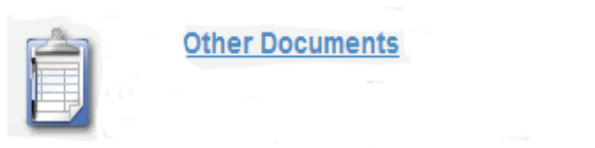
- The ability to **look-up drug coverage** information



- The ability to **look-up a pharmacy** in your area



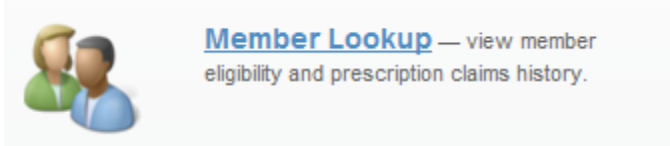
- The ability to **look-up documents** – Pharmacy Provider Billing Manual, D.O Payer Specs *Note: documents are subject to change.*



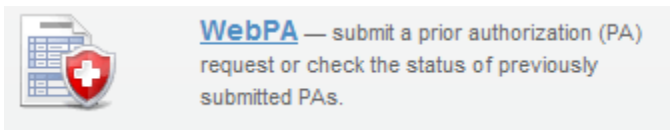
Additional Up Coming Changes

The following features will be available at <http://kentucky.magellanmedicaid.com/> on June 30, 2014:

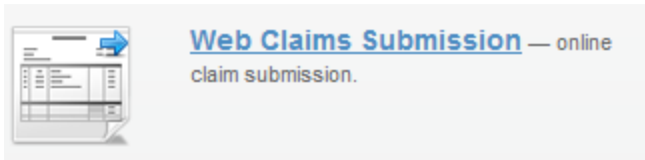
- The ability to view **member eligibility and claims history**



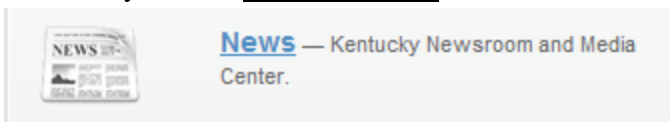
- The ability to request **prior authorization** and check the status of that prior authorization



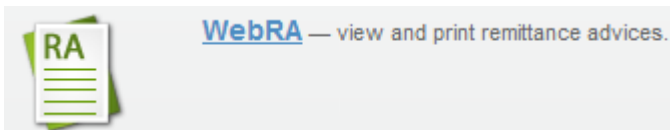
- The ability to **submit claims on line**



- The ability to read **provider news**



- The ability to view **paper remittance advices**



We encourage you to **explore** the portal and its new functionality at <http://kentucky.magellanmedicaid.com/> starting June 11, 2014

* Please note: All dates are subject to change.

Training

Training sessions for the new Web Portal will be offered via Adobe Connect. Below are dates and times:

WebPA Training Schedule	
Training Date	Training Time
July 2, 2014	3:00 PM – 4:30 PM EST
July 8, 2014	10:30 AM – 12:00 PM EST
July 10, 2014	3:00 PM – 4:30 PM EST

WebRA Training Schedule	
Training Date	Training Time
July 9, 2014	3:00 PM – 4:30 PM EST
July 15, 2014	10:30 AM – 12:00 PM EST

Web Claims Submission Training Schedule	
Training Date	Training Time
July 11, 2014	3:00 PM – 4:30 PM EST
July 14, 2014	11:00 AM – 12:00 PM EST
July 16, 2014	11:00 AM – 12:00 PM EST

Please register to attend a webinar: E-mail the Magellan Training and Development department at MMATraining@MagellanHealth.com. To register for a webinar, please provide the following information in your e-mail:

- Name
- Facility name
- NPI
- Phone #
- E-mail
- Date and time of webinar

Kentucky Medicaid Fee-For-Service Pharmacy Program's Contact Information		
Clinical Support Center	(800) 477-3071 Sunday – Saturday 24 hours a day	Please contact the Clinical Support Center to request a prior authorization (PA) or to check the status of a request. NOTE: The only drugs that are now required to be submitted via fax are Brand Medically Necessary, Suboxone[®]/Subutex[®], Synagis[®], and Zyvox[®].

Pharmacy Support Center	(800) 432-7005 Sunday – Saturday 24 hours a day	Please contact the Pharmacy Support Center when claims assistance is required. Timely filing, lock-in, and early refill (ER) overrides can be obtained through this call center.
Provider Services	(877) 838 – 5085 Monday – Friday 8:00 am – 4:30 pm	Please contact Provider Services if you have questions about enrollment or when updating your license or bank information.
Member Services	(800) 635 – 2570	Please contact Member Services if you are a member or if you as the provider have questions regarding the member’s benefits or eligibility coverage dates.