

Fee-for-Service Pharmacy Provider Notice #210
****Departments Message concerning Benefind****

March 31, 2016

A message from the Department for Medicaid Services to providers/partners:

The Department for Medicaid Services is aware of issues with the new Benefind system, which processes all benefit programs administered by the Department for Community Based Services (DCBS). It has resulted in discontinuation letters being sent in error or the system incorrectly showing an individual as ineligible. The Cabinet for Health and Family Services is taking action to ensure that no individual loses benefits as a result. If a person was eligible for Medicaid benefits in March, the person will automatically be eligible for benefits in April.

The Cabinet and DCBS are working with its technology partner, Deloitte, on system issues to stop the incorrect notices and properly reflect eligibility. Medicaid requests that providers continue to provide necessary services and prescriptions to members during this time.

Please contact **Magellan Medicaid Administration** at kyproviders@magellanhealth.com for any additional information or questions you may have regarding this notice.

Sincerely,

Harris Taylor, CPhT

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Provider Relations Manager
kyproviders@magellanhealth.com



Kentucky Medicaid Fee-for-Service Pharmacy Program's Contact Information		
Clinical Support Center	1-800-477-3071 Sunday – Saturday 24 hours a day	Please contact the Clinical Support Center to request a 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, Buprenorphine products, Synagis®, and Zyvox®.
Pharmacy Support Center	1-800-432-7005 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	1-877-838-5085 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	1-800-635-2570 Monday – Friday 8:00 am – 5:00 pm	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.