



**THE NUMBERS LISTED
BELOW ARE FOR FEE-FOR-
SERVICE (FFS) SUPPORT**

PHARMACY SUPPORT CENTER

1-800-432-7005

24 hours per day/7 days per week
For claim assistance, early refill
overrides, and lock-in overrides

CLINICAL SUPPORT CENTER

PRIOR AUTHORIZATIONS

1-800-477-3071

24 hours per day/7 days per week

DIABETIC SUPPLY QUESTIONS

Prior Authorization

1-800-477-3071

CLAIM INQUIRY

1-800-432-7005

Please Note: Questions regarding
claims prior to October 5, 2010,
should be directed to
1-800-807-1232.

PROVIDER SERVICES

1-877-838-5085

M–F, 10:30 a.m.–4:30 p.m. (ET)
Providers should contact Provider
Services for inquiries regarding
enrollment and changes.

MEMBER SERVICES

1-800-635-2570

M–F, 8:00 a.m.–5:00 p.m. (ET)
Recipients should contact Member
Services for medication replacement
requests and co-pay and benefit
information.

WEBSITES

Kentucky Department for
Medicaid Services

[DMS Pharmacy Website](#)

Magellan Medicaid Administration
<https://kentucky.magellanmedicaid.com>

PROVIDER EDUCATION and FFS HELP

For onsite education presentations
or any other questions, concerns or
feedback regarding Fee-for-Service
Medicaid, please contact Magellan
Rx Management at
kyproviders@magellanhealth.com.
Provider education is free of charge.

Quantity Prescribed Field (NCPDP 460-ET) for CIIs

On January 24, 2020, HHS published a rule (Final Rule (FR) CMS-0055-F) that requires the submission of the Quantity Prescribed field (460-ET) on NCPDP D.0 billing transactions for DEA Schedule 2 (CII) drugs. To remain HIPAA and NCPDP-compliant, claim processors must require the submission of this field on CII transactions. Beginning on 9/21/2020, KY Fee-for-Service claims submitted (via Magellan Rx) for a CII drug will require a value to be submitted in field 460-ET. If field 460-ET is blank, claims will deny for error “ET- M/I Quantity Prescribed.” Implementation of the quantity prescribed field will no longer allow for partial fill transactions on CII products and claims will deny for error “RK – Partial Fill Transaction Not Supported.” It is not necessary to utilize a partial fill transaction, as the point-of-sale system will automatically recognize an initial incremental fill when the quantity dispensed is less than the quantity prescribed. Subsequent incremental fill(s) will be identified based on a previously seen Rx number for the same drug, strength, and dosage form.

For more information, please refer to Provider Notice #246, available at:
<https://kyportal.magellanmedicaid.com/public/client/static/kentucky/documents/KY-ProviderNotice-246-20200902.pdf>

Early Refill Edits to be Reinstated September 28, 2020

As a result of the COVID-19 pandemic and related state of emergency, the Department for Medicaid Services (DMS) suspended early refill edits for pharmacy claims in mid-March. Quantity limits for respiratory medications will also be reapplied on this date.

Flu Vaccine Coverage for Medicaid Recipients

Flu season is right around the corner and it’s more important than ever for people to receive the flu vaccine. The Center for Disease Control and Prevention (CDC) recommends everyone 6 months of age and older to get vaccinated every flu season. Please assist Fee-for-Service (FFS) and Managed Medicaid members in finding the appropriate site of care to receive the flu vaccine based on their age and enrollment.

Where is the flu vaccine covered for Medicaid recipients?

- Adult (age 19 and up) FFS members should receive the flu vaccine from their primary care provider (PCP) or local health department; **not at a pharmacy.**
- Adults with *Managed Medicaid* plans may receive the flu vaccine at a pharmacy or through the medical benefit.
- All Medicaid-eligible *children* (under age 19) should receive the flu vaccine through a Vaccines for Children (VFC) participating provider; usually a doctor’s office or local health department.
- Pharmacy providers may administer vaccines* to adults (age 18 and older) and pediatric patients age 9 to 17 years with parental consent.

*Pursuant to a prescriber approved protocol; per KRS 315.010.