Reinstated Coverage and Cost Assistance for Medicaid Members: Guidance for Providers

Medicaid coverage was terminated for many members without a renewal form being sent to verify their information first. We have now taken steps to correct this, and Medicaid coverage has been reinstated back to the member's termination date for any month they were without Medicaid. Please note that it will not be reinstated for any month they were enrolled in a Qualified Health Plan (QHP).

A renewal form that must completed and returned by the due date is being sent to the member. If they do not return the renewal form by the due date, their reinstated Medicaid coverage will end. However, they will have until the end of the year to enroll in a QHP with financial assistance, if they qualify. Please encourage them to respond. For help with Medicaid eligibility, they can contact the Department for Community Based Services (DCBS) by calling 1-855-306-8959 or by going to their local DCBS office.

If they went to a provider or received any medical care during this time, they will need to have their provider bill Medicaid for those services. For help with other Medicaid questions like getting a past claim paid, or help with finding a provider, they can contact Medicaid Member Services by calling 1-800-635-2570.

Providers have 1 year (365 days) from the date of service to bill. If it is past 1 year from the date of service, providers will need to prove retroactive eligibility for timely filing. To override timely filing, the provider should print a copy from KYHealthNet showing the member's retroactive eligibility date, attach with a paper claim, and send to Gainwell Technologies at the below address for processing:

Claims Submission
P.O. Box 2101
Frankfort, KY 40602-2101

If there are questions regarding billing for these individuals, please reach out to your Gainwell Provider Representative or call Provider Services at 1-800-807-1232.