

MEDICAID PROVIDER BULLETIN

June 30, 2014

Administrative Denial Notification

This provider bulletin is an update about information in the Medicaid Provider Manual. For access to the latest Manual, go online to www.anthem.com/kymedicaidoc.

Effective **August 1, 2014**, Anthem Blue Cross and Blue Shield (Anthem), will issue denials for untimely/late notification of services provided to our Medicaid members. We will administratively deny requests for services requiring prior authorization when the request is received after the service has been performed. Anthem wants to work with our providers to avoid these denials whenever possible.

Providers must notify Anthem within one business day of initiation of treatment or service for urgent/emergent services. All elective/scheduled services require prior authorization.

We will return elective/scheduled determinations within two business days of the receipt of the request or as expeditiously as the member's condition requires. If service is started prior to the review determination, the provider may not receive reimbursement for those services if they are deemed as not medically necessary. We give consideration to the needs of our members and providers.

Inpatient and urgent/emergent services

Authorization requests for inpatient and urgent/emergent services can be made within one business day. Requests for services initiated after 6 p.m. Friday through Sunday should be submitted by the next business day.

Additionally, Anthem provides 24-hour coverage for authorization requests. You can submit these requests anytime by:

- Phone 1-855-661-2028
- Fax 1-800-964-3627

Retrospective Enrollment and Authorization

Anthem will honor requests for post-service review when the service was rendered during a retrospective enrollment period.

Provider requests for retrospective authorization due to extenuating circumstances will be reviewed on a case-by-case basis. When making such a request, you must clearly state the reason for failure to obtain prior authorization.

For more information

If you have questions, please call our Provider Services team at 1-855-661-2028.

Medicaid in Kentucky

www.anthem.com/kymedicaidoc