



May 21, 2020

Dear physicians and healthcare professionals:

We realized that our May 15 communication regarding reinstatement of authorizations and referrals may have been confusing to Kentucky Medicaid providers, and we apologize for any misunderstanding this may have caused.

As noted in the communication, certain states are excluded from this reinstatement. Kentucky is a state with an emergency order on file, and as such, authorizations and referrals are not being reinstated for Kentucky Medicaid providers on May 22, 2020. Humana Kentucky Medicaid plan continues to honor the Commonwealth of Kentucky Department for Medicaid Services' (KDMS) COVID-19 guidance related to the suspension of prior-authorization (PA) requirements, excluding pharmacy.

Claims without PA will not be denied from Feb. 4, 2020, forward for the duration of the emergency. This applies to in- and out-of-network providers. Providers must continue to operate within their scope of practice and follow appropriate licensure and applicable guidance related to the care and treatment of patients.

In the interest of our enrollees' health and to help support timely and safe future transitions of care, Humana requests, but does not require, that providers continue to submit a notification when your Humana-covered patients are admitted to the hospital or have an applicable outpatient service—even when authorization is not required. This notification allows us to track your Humana-covered patients' progress through the healthcare delivery system and provide assistance in real time. All notification submissions will receive an automatic approval at the time of submission.

Please refer to the KDMS guidance at <https://chfs.ky.gov/agencies/dms/Documents/ProviderFAQs.pdf>.

If you have any questions, please contact your Humana representative or call 1-800-444-9137.

Sincerely,

A handwritten signature in black ink, appearing to read "Will Shrank".

William Shrank, M.D., MSHS
Chief Medical and Corporate Affairs Officer