



CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES

Ernie Fletcher  
Governor

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Mark D. Birdwhistell  
Secretary

Shawn M. Crouch  
Commissioner

November 16, 2007

**TO: All Providers  
General Provider Letter A-78**

**RE: New MMIS - Denied Claims**

Dear *KyHealth Choices* Provider:

With the implementation of the new MMIS, many providers are experiencing claim payment issues. One of the primary claims payment issues to date is the suspense of claims for the National Provider Identifier (NPI) and Taxonomy code. Other claims are suspending for various reasons to include the application of inappropriate edits and audits. Many of these errors have been addressed since the initial submission of your claims.

In order to eliminate claims from suspense, EDS will be systematically denying the claims as early as next week, but no later than the end of the month. If upon review of your remittance advice statement it is determined that the claims were denied inappropriately, please resubmit the claims.

**If you have any questions regarding claims submission or this letter, please contact EDS at 1-800-807-1232.**

If you have any questions concerning the process of obtaining an NPI please call First Health at 1-800-639-5195.

EDS has diligently worked to correct system problems and is moving system fixes into production as quickly as possible. We appreciate your continued patience as system issues are identified and corrected.

Sincerely,

A handwritten signature in black ink that reads "Shawn M. Crouch".

Shawn M. Crouch  
Commissioner

Xc: All Providers General Provider Letter A-78

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