TEAM KENTUCKY
CABINET FOR HEALTH AND FAMILY SERVICES

Department for Medicaid Services

Provider Appeals

MCO Internal Appeal

1. The timeframe for a provider to request is determined by the MCO provider internal appeal process.
2. There is only one provider internal appeal, and it applies to prior authorization, service denials, claim denials, etc.
3. MCO must make an internal appeal decision within 30 days.
4. Peer-to-peer reviews are not required, but may occur separately from the internal process. This does not affect the 30-day decision requirement.
5. 14-day extensions shall be granted if requested by the MCO or provider.
6. Include all documentation to support the appeal.
7. Upon receipt of the final internal appeal decision, providers have 60 days to request an External Independent Third-Party Review (EITPR).

EITPR Process

- The provider has 60 days from the internal appeal decision to send an EITR request to the MCO.
- MCO must notify DMS, provider, and member within 5 business days of receipt.
- MCO has 15 business days to upload documentation to IPRO.
- DMS will notify MCO and provider of external reviewer.
- Reviewer has 30 days to review and issue a final decision.
- MCO will notify the member within 10 business days of receiving a final decision.
- MCO or provider has 30 days to request an administrative hearing.

Under KRS 205.646 or 907 KAR 17:035, always make the request in writing and submit ALL documentation that supports the reason you disagree with the decision.

Provider Administrative Hearing

- Must be requested within 30 calendar days of the EITR decision.
- May be requested by either the MCO or provider.
- The party that receives the adverse final order pays a fee of $600 to the Department within 30 days.

Send Requests To:
Department for Medicaid Services
ATTN: Administrative Hearing Request
275 E Main Street, 6E-D
Frankfort, KY 40621
DMS.Hearings@ky.gov
Phone: 502-564-9394
Fax: 502-564-0223

Hearings Conducted By:
Office of the Attorney General
Families and Children and Health Services Division
105 Sea Hero Road, Suite 2
Frankfort, KY 40601
Phone: 502-696-5442

Contact Us

Division of Health Plan Oversight
275 E. Main St. 6E-D
Frankfort, KY 40621
Phone: 502-564-8890
Fax: 502-564-0223

Email:

- SB20@ky.gov - EITR
- Whitley Walker, Appeals & Complaints Branch Manager - whitley.walker@ky.gov
- Edith Slone, Director - edith.slone@ky.gov