



Andy Beshear
GOVERNOR

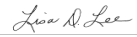
CABINET FOR HEALTH AND FAMILY SERVICES
DEPARTMENT FOR MEDICAID SERVICES

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Frankfort, Kentucky 406 21
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Eric Friedlander
SECRETARY

Lisa Lee
COMMISSIONER

To: All Medicaid Providers

From: Lisa D. Lee, Commissioner 

Date: November 12, 2024

RE: Termination of Anthem as a Medicaid Managed Care Organization

Starting January 1, 2025 Anthem will no longer be a Medicaid Managed Care Organization, or MCO, in Kentucky. This does not change a member's Medicaid eligibility and their Medicaid coverage will not be interrupted.

Members with an Anthem MCO will be automatically assigned to either a Humana MCO or a United Healthcare MCO effective January 1, 2025. A notice will be mailed to members on November 12, 2024 with information about the new MCO. A member may change their MCO at any time.

Anthem will continue to cover and reimburse for services prior to January 1, 2025. Any prior authorization by Anthem for a service on or after January 1, 2025 will be honored by the new MCO, although your claim may be paid at the non-par rate if you are not in their network. There is no change to timely filing, as Anthem is required to process claims up to 365 days from date of service. There is no change to the appeal and grievance process, as Anthem must maintain resources until any pending appeal is completed.

If you have questions, please contact Anthem Provider Services at 1-855-661-2028. If you have questions about services on or after January 1, 2025, please contact the member's new MCO. For more information about this transition, please go to the [Kentucky Medicaid Anthem MCO Transition](#) website for Frequently Asked Questions.

Anthem's other lines of business such as their Qualified Health Plan and Kentucky Employees' Health Plan are not impacted by this change.