Nursing Services TAC

Old Business

Approval Minutes

Pending Meeting Minutes

New Business

1. Review purpose and responsibilities of the Nursing TAC
2. KY Health-Net Provider Portal: Security, Identity Verification, and Provider Access- Request an update from the Department for Medicaid Services (DMS) and Gainwell Technologies regarding:

    - Recent security breach: Findings from the investigation including number of practices involved, potential impacts on Medicaid providers, corrective actions implemented, and measures to prevent future incidents.

    - Provider identity verification and data security: Review procedures for establishing, verifying, and restoring provider accounts, including requirements for submitting personal identification documents (such as driver's licenses and passports), safeguards for their transmission, storage, access, retention, and disposal, and the availability of secure alternatives to standard email.

    - Provider access and technical assistance: Review procedures for assisting providers who cannot retrieve historical account information, alternative identity verification methods, and processes for escalating and resolving account access difficulties in a timely fashion realizing that not all business owners have staff dedicated simply to credentialing and billing.

    - Oversight and accountability: Discuss how DMS monitors Gainwell's compliance with security requirements, evaluates the effectiveness of corrective actions, and assesses provider support, including complaint trends, resolution times, and unresolved access issues.