



## Network Notification

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**Date:** 1/28/2016

**To:** Kentucky Health Care Providers

**From:** Humana – CareSource®

**Subject:** Member Address Mismatch Disenrollment

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In an effort to keep updated address information for Kentucky Medicaid members in its system, in September 2015, the Kentucky Department for Medicaid Services (KDMS) authorized managed care organizations (MCOs) to report member address updates. Health care providers also can have Humana – CareSource-covered patients under their care complete the [MAP 22 form](#) and fax or mail the completed document to KDMS.

**Please advise your Humana – CareSource-covered patients that Humana – CareSource can assist them in updating their address if they contact member services at 1-855-852-7005.** For more information about the authorization, please see the detailed Aug. 12, 2015, KDMS memorandum below.

*Beginning this month, you may see something new and different when checking for member eligibility in KyHealthNet. We are implementing three new member statuses that are outside of Medicaid eligibility. These statuses are incarcerated (“I”), warning (“W”), and address mismatch, eligible but disenrolled (“A”). Previously, Medicaid terminated eligibility for an incarcerated individual (“I”). Now these members will have their Medicaid eligibility suspended while incarcerated. During the suspension period, the department is prohibited by federal rules from paying claims for these individuals.*

*The warning and address mismatch status (“W”) are attached to a member when the KDMS receives undeliverable mail for these individuals. The “W” status only alerts the member and all providers that a member needs to log into kynect, call the Department of Community Based Services (DCBS) call center or the kynect call center and update his/her mailing address. The member’s eligibility status will remain unchanged while he or she is in the “W” status.*

*All members with a “W” status code will be disenrolled from the Medicaid program if they do not update their address prior to the last day of the month following the month in which they received the “W” status code. The “W” status code will be changed to an “A,” indicating the member has been disenrolled and must update his/her address by logging on to his/her kynect account at [kynect.ky.gov](http://kynect.ky.gov), contacting the DCBS call center at 1-855-306-8959, calling the kynect call center at 1-855-459-6328 or working with a kynector. A list of available kynectors also can be found at [kynect.ky.gov](http://kynect.ky.gov).*

*KDMS is making the address verification change to ensure that members are located and engaged in their health care delivery. The change ensures that all individuals receiving services through Kentucky Medicaid actually live in the state, which is a condition of eligibility. Please*

encourage and assist those members in either the “W” or “A” status to make the necessary contact to update their address.

All members with an “I” status will be able to have their benefits reinstated when they are no longer incarcerated by logging on to their kynect account at [kynect.ky.gov](http://kynect.ky.gov), contacting the DCBS call center at 1-855-306-8959, calling the kynect call center at 1-855-459-6328 or working with a kynector. A list of available kynectors also can be found at [kynect.ky.gov](http://kynect.ky.gov). If a member has self-attested to being incarcerated, he/she may self-attest to being released. If not, he or she will need to provide documentation. Once verified as released, he or she is entitled to enroll in an MCO right away. It is important to remember that changes do not appear in real time across all systems; so, please check the system again if you are unsure of member status.

KDMS remains committed to providing quality health care services to our members, and this cannot be accomplished without our provider partners. Please contact Medicaid Provider Services at 1-855-824-5615 if you have specific questions on the new member statuses.

### **Frequently Asked Questions: Address Mismatch Disenrollment**

**1. Q: When did this process go into effect?**

A: The process went live on Aug. 19, 2015, and includes address mismatch as well as incarceration suspensions.

**2. Q: Are there specific returned notices that trigger the address mismatch disenrollment?**

A: No, all undeliverable mail will trigger disenrollment.

**3. Q: Who may update or change a member’s address?**

A: The member or authorized representative may update the address.

**4. Q: How can an address be updated or changed?**

A: Address can be updated through the kynect self-service portal, the DCBS call center at 1-855-306-8959 or kynect call center at 1-855-4kynect (459-6328). **Medicaid member services does not have access to make these changes.**

**5. Q: If a member officially notifies the United States Postal Service (USPS) of an address change and asks for mail to be forwarded, will KDMS recognize this change by receipt of the forwarding notice?**

A: No, the member has a duty to inform KDMS through the DCBS call center, kynect call center or the self-service portal of changes in address. There is no authority to accept a change of address from a third party. Only when the mail is returned as undeliverable will the warning record be created.

**6. Q: How long is the warning period for an address mismatch?**

A: The warning period runs until the end of the second month after the record is created. For example, if a warning record is created on Aug. 20, 2015, the warning period runs until Sept. 30, 2015.

**7. Q: Will the member be allowed to re-enroll once the address is updated?**

A: Yes. The member will be re-enrolled with his/her former managed care organization (MCO) automatically if the disenrollment period was no more than 60 days. If the disenrollment period was more than 60 days, the member will be allowed to either choose an MCO or be auto-assigned an MCO.

**8. Q: Will all KDMS partners be able to handle a potential increase in call volume?**

A: Yes. Most of these changes will be brought about by members accessing care, not necessarily making phone calls to make changes. KDMS is working with all its partners, including providers, to implement this process as efficiently as possible.

**9. Q: Is the member notified during his/her enrollment of the need to notify KDMS of a change in address, with consequences if he or she does not comply?**

A: Yes, members are currently notified during the enrollment process that he/she has a duty to inform DCBS or kynect of changes in address within 30 days of the change, or they may be terminated.

**Frequently Asked Questions: Incarcerated Individuals**

**10. Q: Can a currently incarcerated individual apply for and receive Medicaid after Aug. 19, 2015?**

A: Yes. Incarceration alone will no longer be a bar to eligibility. Federal regulations prevent Medicaid from paying for the health care of incarcerated individuals, except in very limited circumstances. Previously, our eligibility systems were unable to implement this requirement and incarcerated individuals' Medicaid eligibility was terminated in order to comply. The new eligibility system can now accommodate this option.

**11. Q: What does suspension for an incarcerated individual mean?**

A: An incarcerated individual is suspended from enrollment in an MCO or fee-for-service (FFS) claims payments plan except for admissions to hospitals for 24 hours or more.

**12. Q: Does incarceration suspension disenroll the individual from his/her MCO until release?**

A: Yes.

**13. Q: How will the incarceration suspension be lifted?**

A: If the individual self-attested to being incarcerated, he/she can also attest to being released from incarceration. If the incarceration indicator was created by other means (i.e., Federal Hub), the individual must provide verification (i.e., release paperwork) by uploading information into the self-service portal (SSP) or calling the DCBS or kynect call center. Also, see the following question for potential automation options.

**14. Q: How will the system be informed if the person has been released?**

A: KDMS is working with several partners in the corrections community to implement electronic information sharing. This will automate both incarceration and release verification.

If you have further questions regarding the address mismatch disenrollment procedure, please call 1-855-852-7005 and follow the prompts for provider services. Hours of operation are 8 a.m. to 6 p.m. Eastern time.