

Kentucky Medicaid MCO Prior Authorization Request Form

Check the box of the MCO in which the member is enrolled

<input type="checkbox"/> Aetna Better Health of Kentucky	<input type="checkbox"/> UnitedHealthcare Community Plan	<input type="checkbox"/> Humana Healthy Horizons in Kentucky
<input type="checkbox"/> Passport Health Plan by Molina Healthcare	<input type="checkbox"/> WellCare of Kentucky	<input type="checkbox"/> Anthem Blue Cross Blue Shield

Not all plans require PAs for the same services. Check with the plan before submitting
Please complete all appropriate fields
Failure to provide sufficient information will result in a delay in your request

Date _____ Time Faxed/Emailed _____
 Requesting Provider _____ Phone _____ Fax # _____
 NPI # _____

Type of Request

Urgent *Urgent is defined as 'significant impact to health of member'* Non-Urgent
 Pre-Service Post-Service Concurrent Emergent

Member Information

Member Name _____ Medicaid ID # _____ MCO ID# _____
 Date of Birth _____ Is member Pregnant? Yes No
 Member's PCP _____ Phone _____ NPI _____
 Work-related injury? Yes No Motor Vehicle Accident related injury? Yes No
 Does member have other insurance? Yes No Insurer _____ Medicare? Part A Part B

Servicing Provider Information

Servicing Provider _____ NPI _____ Tax ID# _____
 Address _____
 City _____ State _____ ZIP _____
 Phone _____ Fax# _____
 Are any supporting documents included? Yes No Number of Documents _____

Type of Service

<input type="checkbox"/> Behavioral Health	<input type="checkbox"/> EPSDT	<input type="checkbox"/> Medical Care - Inpatient	<input type="checkbox"/> Radiology
<input type="checkbox"/> Behavioral Health - Inpatient	<input type="checkbox"/> Gastric By-pass	<input type="checkbox"/> Medical Care - Outpatient	<input type="checkbox"/> Substance Abuse
<input type="checkbox"/> Case Management	<input type="checkbox"/> Home Health	<input type="checkbox"/> Observation	<input type="checkbox"/> Surgical - Inpatient
<input type="checkbox"/> Dental Care	<input type="checkbox"/> Hospice	<input type="checkbox"/> OT/PT/ST	<input type="checkbox"/> Surgical - Outpatient
<input type="checkbox"/> DME Purchase	<input type="checkbox"/> Inhalation Therapy	<input type="checkbox"/> Oral Surgery	<input type="checkbox"/> Transportation
<input type="checkbox"/> DME Rental	<input type="checkbox"/> Maternity	<input type="checkbox"/> Private Duty Nursing	<input type="checkbox"/> Vision/Optometry
<input type="checkbox"/> OTHER _____			

Clinical Information: Request **MUST** include medical documentation to be reviewed for medical necessity

Primary ICD-10 Code _____ Description _____

Dates of Service		Procedure/ Service Codes	Diagnosis Code	Requested Service	Requested Units/Visits
Start	Stop				

Additional Information: _____

This form completed by _____ Phone # _____

MCO Prior Authorization Phone Numbers

ANTHEM BLUE CROSS BLUE SHIELD KENTUCKY

DEPARTMENT	PHONE	FAX/OTHER
Medical Precertification	1-855-661-2028	1-800-964-3627 www.availity.com
Pharmacy	1-855-661-2028	Retail Drug: 1-855-875-3627 Medical Injectable: 1-844-487-9289
Dental (DentaQuest)	1-800-508-6787	1-262-834-3589 www.dentaquestgov.com
Vision (EyeQuest)	1-888-696-9551	1-888-696-9552 www.eye-quest.com
Radiology (AIM)	1-800-714-0040	www.providerportal.com
Behavioral Health	1-855-661-2028	Outpatient 1-866-877-5229 Inpatient 1-877-434-7578

AETNA BETTER HEALTH OF KENTUCKY

DEPARTMENT	PHONE	FAX/OTHER
Medical Prior Authorization	1-888-725-4969	1-855-454-5579
Concurrent Review	1-888-470-0550, Opt. 2	1-855-454-5043
Retro Review	1-888-470-0550, Opt. 8	1-855-336-6054
Behavioral Health/Psych Testing	1-888-604-6106	1-855-301-1564
Dental (Avesis)	1-855-214-6776	
Express Scripts	1-855-214-6676	
Pain Management (Triad)	1-888-584-8742	
Radiology (eviCore)	1-888-693-3211	1-888-693-3210
Vision (Avesis)	1-855-214-6676	
SKY Medical Prior Authorization		1-833-689-1422
SKY Medical Concurrent Review		1-833-689-1423
SKY Behavioral Health		1-833-689-1424
SKY Psychological and Neurological Testing		1-844-885-0699

HUMANA HEALTHY HORIZONS IN KENTUCKY

DEPARTMENT	PHONE	FAX/OTHER
General Provider Services Contact Information	1-800-444-9137	
Direct Authorization Intake Contact Information for Medical and Behavioral Health	1-888-285-1114	1-833-974-0059
Dental (Avesis)	1-888-211-0059	1-844-511-5760
Vision (Avesis)	1-844-511-5760	1-866-930-0019
Humana Clinical Pharmacy Review	1-800-555-2546	1-866-930-0019
Medications Administered in Provider Office	1-866-461-7273	1-888-447-3430

PASSPORT HEALTH PLAN BY MOLINA

DEPARTMENT	PHONE	FAX/OTHER
Medical, Behavioral Health, Substance Use, Inpatient & Outpatient	1-800-578-0775	1-833-454-0641 www.Availity.com
Medical, Behavioral Health, Substance Use Appeals	1-800-578-0075	1-866-315-2572 MHK_Provider_GnA@passporthealthplan.com www.Availity.com
Dental PAs & Appeals (Avesis)	1-866-678-7117	www.avesis.com
Pharmacy PAs & Appeals	1-844-795-3508	1-844-802-1406
Vision PAs & Appeals (March Vision)	1-844-516-2724	
Transplant	1-855-714-2415	1-877-813-1206
Cardiology (18 and over)	1-888-999-7713	https://my.newcenturyhealth.com
Radiology	1-855-714-2415	1-877-731-7218

UNITEDHEALTHCARE COMMUNITY PLAN

DEPARTMENT	PHONE	FAX/OTHER
Medical PA	866-633-4449	UHCprovider.com/PAAN
Behavioral Health Inpatient PA	866-633-4449	UHCprovider.com/PAAN
Behavioral Health Outpatient PA	866-633-4449	providerexpress.com
Pharmacy PA (OptumRx)	800-310-6826	866-940-7328
Cardiology PA	866-889-8054	UHCprovider.com/cardiology Select the Go to Prior Authorization and Notification tool
Radiology PA	866-889-8054	UHCprovider.com/radiology Select the Go to Prior Authorization and Notification tool
Oncology PA	888-397-8129	N/A
Dental PA	877-897-4941	UHCdental.com
Genetic and Molecular Lab Testing PA	800-377-8809	UHCprovider.com/genetics Register with BeaconLBS online: BeaconLBS.com

WELLCARE OF KENTUCKY

DEPARTMENT	PHONE	FAX/OTHER
All Medical	1-800-351-8777	
Inpatient	1-877-389-9457	1-877-338-2996
Outpatient	1-877-389-9457	1-877-431-0950
DME	1-877-389-9457	1-877-338-3713
Home Health	1-877-389-9457	1-866-886-4321
Prenatal Notifications	1-877-389-9457	1-877-338-3659
Speech Therapy	1-877-389-9457	1-855-620-1871
Behavior Health	1-855-620-1861	1-877-338-3686
Behavioral Health OP		1-877-544-2007
Dental (Avesis)	1-855-469-3368	
Vision (Avesis)	1-855-776-9466	
EviCore		1-855-774-1319