



Andy Beshear
GOVERNOR

CABINET FOR HEALTH AND FAMILY SERVICES DEPARTMENT FOR MEDICAID SERVICES

275 East Main Street, 6-WA
Frankfort, Kentucky 406 21
chfs.ky.gov

Eric Friedlander
SECRETARY

Lisa Lee
COMMISSIONER

Dear Kentucky Medicaid Fee-For-Service (Traditional Medicaid) Provider,

As we approach the upcoming implementation of the enhanced Kentucky Medicaid Utilization Management (UM) program for traditional Kentucky Medicaid, there are several key factors to ensure a successful launch. To prepare for the launch, providers and staff requesting prior authorizations (PA) for traditional Kentucky Medicaid Members must register and attend a training session.

Training is available in live-virtual and on-demand formats to accommodate everyone's schedule and unique learning style. Individuals submitting PAs for traditional Kentucky Medicaid must complete Provider Portal training to learn about the operation and use of the Essette Provider Portal. The on-demand business service trainings are for providers and staff to learn about new program changes specific to the services that apply to your business line. Training has already begun for both live-virtual and on-demand sessions, and will continue through the start of the program in October of 2023. If you have not already signed up for a training session, we invite you to do so now at bit.ly/KYUMTraining.

The Essette Provider Portal platform will utilize the Kentucky Online Gateway (KOG) to authenticate an individual is part of an organization which electronically submits and manages prior authorization for the Medicaid fee-for-services members. To access the Essette Provider Portal, the Organization Administrator (Org Admin) and Authorized Users must establish a KOG account.

Each organization will need an individual designated as the Essette Provider Portal Org Admin. The Essette Provider Portal Org Admin is responsible for granting their organization's authorized user's access to the portal and maintaining the list of authorized users for ongoing management. Once the individual designated as the Org Admin completes their KOG account set up, they will be able to access the **Organization Management Application** tile located on the KOG **My Apps** screen. From the **Organization Management Application** tile, they may (1) provision their organization's authorized users and (2) manage the organization's list of authorized users. Managing the list of authorized users includes adding and removing user access, as required. The KOG Organization Administrator will not see the Essette Provider Portal tile unless they are also assigned a portal user role.



Department for Medicaid Services
Kentucky Online Gateway
Organizational Administrator

Whether your organization already has a designated Org Admin who will also be responsible for the Essette Provider Portal or you will need to designate a new Org Admin for the portal, please complete the survey at <https://forms.office.com/g/TCsA1jfJxf> or use the QR code provided.

Please complete the survey by **September 25, 2023**. This will allow the Department of Medicaid Services to ensure you have KOG access granted and onboard you as the Essette Provider Portal Org Admin at go-live. This preliminary activity will ensure that on Day 1, your Org Admin will be able to invite users who need access to the Essette Provider Portal to submit and manage prior authorizations.

All providers need to be aware that there will be a scheduled downtime prior to the start of the new Kentucky UM Program. The official launch date and the dates for downtime will be announced in the next communication. Please be on the lookout for the scheduled downtime and launch date for the new program.

We are excited to present, train, and support Kentucky Providers on the enhanced Kentucky UM Program. If you have any questions or need assistance scheduling training, please reach out to the training team at KYUMTraining@carewisehealth.com

To view previous communications please visit <https://www.kymmis.com/kymmis/>