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Kentucky Medicaid Utilization Management Program

The Cabinet for Health and Family Services (CHFS) Department for Medicaid Services (DMS) has partnered with Gainwell Technologies to implement and maintain a comprehensive Utilization Management (UM) program for Kentucky's Fee-For-Service (FFS) members. The new Kentucky UM program will be supported through innovative technology that will implement a systematic automated prior authorization (PA) approach and reduce the administrative burden on providers that come with paper, phone, or fax processes. This approach will offer a more efficient process that allows a member to begin treatment sooner and allows providers to receive a determination and start services much quicker, which can lead to better patient compliance and reduce complications.

The new Kentucky UM program is set to launch in Fall 2023!

Innovative Technology



- New utilization management platform **Essette** features a provider portal, interactive voice response system known as Gabby, and chat functionality
- Allows providers to receive a determination and start providing services much quicker
- Reduce administrative burdens related to paper, phone, and fax processes
- Increases patient compliance and reduces complications
- Increases overall member health

Training Information



- **All providers who submit PA requests will need to attend training**
- Training will be available starting **60 days prior to Go-Live**
- Offered in live virtual and on-demand formats
- Training will cover program highlights and changes
- Introduction of new **Essette Provider Portal** for electronic submission of prior authorization requests and letter tracking
- Register at bit.ly/KYUMTraining or scan the QR code to the left
 - Register for a free account and select **Provider** as your curriculum

Special Notice for Nursing Facility and Hospice Level of Care

- Level of care for both Nursing Facilities and Hospice will remain in the Kentucky Level of Care System (KLOCS)
- Nursing Facility Ancillary services prior authorization requests will be submitted through the new UM Platform Essette
- Training will be available for both the provider portal and any applicable process updates relevant to state plan services 60 days prior to Go-Live

Kentucky Online Gateway

- With the addition of the digital platform where providers can submit and access PA's, it is imperative that all FFS providers have Kentucky Online Gateway (KOG) access established



As we approach the launch of the new UM program, additional communications will be sent to keep you informed. We are excited to present, train, and support Kentucky Providers on the enhanced Kentucky Utilization Management Program.

If you have any questions or need assistance scheduling training, please reach out to the training team at KYUMTraining@carewisehealth.com.