

Overview of Kentucky Spirit Health Plan

Kentucky Spirit Health Plan is a Managed Care Organization (MCO) chosen to support the new Medicaid Managed Care program in Kentucky. Kentucky Spirit is a subsidiary of Centene Corporation—a Fortune 500 company with over 25 years of experience in the Medicaid industry and a portfolio of specialty health solutions (www.centene.com). Kentucky Spirit Health Plan exists to improve the health of its members through local focused, compassionate and coordinated care.

General contact information for Kentucky Spirit Health Plan

Main Headquarters:
201 East Main Street
Suite 501
Lexington, KY 40507
Toll Free: (866) 643-3153

www.kentuckyspirithealth.com

Kentucky Managed Medicaid Overview

Kentucky Medicaid is expanding managed care coverage to all areas of the state. Medicaid has contracted with three new MCOs to coordinate health care for most Medicaid members, beginning November 1, 2011. The new MCOs are: CoventryCares of Kentucky, Kentucky Spirit Health Plan and WellCare of Kentucky. Members in Jefferson County and the 15 surrounding counties served by the Passport Health Plan will continue to receive managed care services through that plan. There is a new website established to assist Medicaid members and providers in finding information about the transition to managed care. This website can be reached via the following link:

<http://medicaidmc.ky.gov/Pages/index.aspx>

Managed Care Organization Update

During the week of August 22, letters were mailed to Medicaid members with details regarding their newly assigned managed care organization (MCO). This letter also provides information regarding the MCOs' covered benefits, services and cost-sharing amounts as well as additional information for instructing members on how they may change MCOs. The deadline to change MCOs has been extended until close of business on October 5th.

Members will also be able to change within 90 days after managed care begins on November 1st.

1. How is Kentucky Medicaid changing?

Kentucky is moving to a managed care model statewide. The Kentucky Department for Medicaid Services has contracted with three new companies to begin coordinating health care for most Medicaid members beginning in November. The new companies, or managed care organizations (MCOs), are: CoventryCares of Kentucky, Kentucky Spirit Health Plan and WellCare of Kentucky.

2. Why is the state switching to a managed care system statewide?

Switching to a managed care system allows the state to improve the health of Medicaid members while reducing costs.

The state projects that the new system will save taxpayers \$1.3 billion over the course of the new, three-year contracts, and will result in the creation of 543 new jobs in the Commonwealth.

3. How does managed care work?

Except for those members under the Passport Health Plan, Kentucky Medicaid has traditionally operated on a fee-for-service basis. Under the managed care system, the MCO receives a fee for each Medicaid member it serves. This results in better coordination of health care services across multiple health care providers.

Managed care focuses on improving health outcomes through coordinated care, preventive services and by offering disease management for individuals with chronic conditions like diabetes or asthma. It also focuses on reducing the unnecessary use of services, such as emergency room visits for non-emergencies or duplicate tests.

4. How will benefits change?

There will be no reduction in benefits or covered services.

The MCOs may also choose to offer additional services.

5. Will co-pays increase?

The MCOs cannot charge more than the current Medicaid co-payments.

MCOs may, however, choose to charge less.

Kentucky Spirit Health will have pharmacy co-payments applied dependent upon household income level with maximum levels of (G) generics \$1.00, (B) preferred \$2.00, and (B) non-preferred \$3.00.

6. Will this affect all Medicaid members?

Most Medicaid members will receive coverage through the new system. Those in long-term-care facilities and waiver programs will not.

Members in Jefferson County and the 15 surrounding counties served by the Passport Health Plan will continue to receive managed care services through that plan.

7. How are members being notified about their new MCO?

Medicaid members will initially be assigned to an MCO based on their medical needs or current primary care physician and the MCO's provider networks. Current Medicaid members have been notified via letters mailed beginning August 18, 2011. Members are being provided with two opportunities to choose another MCO, if desired. The first change period ended October 5, 2011. The second change period will occur within 90 days after managed care begins on November 1st. After that, members will have an opportunity to switch MCOs annually, similar to private health insurance open enrollment.

Overview of US Script

US Script is the pharmacy benefit management company servicing the Kentucky Spirit Health Plan. Located in Fresno, California, US Script is a wholly owned subsidiary of CenCorp Health Solutions™ (CenCorp), a subsidiary of Centene Corporation® (Centene). We provide pharmacy benefit design, administration, and management services as well as a sophisticated, state-of-the-art pharmacy claim-processing program to health plan sponsors.

General contact information for US Script

Main Headquarters:
2425 West Shaw Avenue
Fresno, CA 93711
Toll Free: (800) 413-7721
Phone: (559) 244-3700
Fax: (559) 244-3793

<http://www.usscript.com>

US Script Provider Services Call Center

Phone: (800) 460-8988
Monday through Friday 5:00 AM to 6:00 PM
Saturday 6:30 AM to 3:00 PM

US Script Prior Authorization Help Desk

Phone: (866) 399-0928
Monday through Friday 6:00 AM to 5:00 PM

Pharmacy Enrollment and Participation

To apply as a provider and participate in the US Script Pharmacy Network, the applicant can either dial (800) 460-8988, or send an email to pharmacycontracts@usscript.com.

Applicants should be prepared to present the provider name, corresponding NCPDP number, contact name, business address, telephone number, facsimile number, and email address.

FREQUENTLY ASKED QUESTIONS

1. What is the contracting process US Script utilized to support Kentucky Spirit Health Plan?

US Script has existing contractual relationships with pharmacy providers that service Kentucky. This includes but is not limited to national and regional chain providers and provider service administrative organizations (PSAO's) such as: AmerisourceBergen (Good Neighbor), APNS, Cardinal (AccessHealth), EPIC, and McKesson.

The contract template used for Kentucky Spirit is a US Script created document.

US Script has been in direct contact with individuals at the aforementioned PSAO's and chain pharmacy corporate offices throughout the month of August to discuss the program and finalization of contractual terms.

US Script has been sending full contracts for pharmacy services to individual pharmacies (i.e., those not affiliated with a PSAO's) since August 17th.

2. What can pharmacists expect in terms of reimbursement? Will the current Medicaid dispensing fees be maintained?

US Script has developed a reimbursement rate comparable to Kentucky Medicaid fee for service. Please contact US Script directly or the appropriate contracting entity (PSAO) or corporate headquarters for specific rate discussions.

3. How frequently will pharmacies be paid?

US Script will remit payment twice monthly

4. Will there be any exclusions that have different reimbursement rates?

US Script has established an 'opt-in' specialty biopharmaceutical network. Pharmacy providers must opt-in to the network to fill specialty biopharmaceuticals. The specialty listing of products is defined below.

5. What pricing source does US Script utilize and how often are average wholesale prices (AWP's) updated?

US Script utilizes Medi-Span and updates AWP's pricing on a nightly basis

6. What maximum allowable cost (MAC) list will US Script utilize and how frequently are prices updated?

The MAC list will be a US Script proprietary MAC list with updates based upon market conditions such availability and acquisition cost

7. What is the process to request pricing changes to the MAC list?

Pharmacies can access the US Script website at <http://www.usscript.com/pharmacists-overview.php> and send MAC list inquiries to MAC_Pricing@usscript.com/ Fax: 866-912-6293 or contact the US Script Pharmacy Help Desk at (800) 460-8988

8. Define specialty pharmacy products and how will they be managed?

Kentucky Spirit Health Plan works with a number of specialty pharmacy providers to provide biopharmaceuticals and injectables. Most biopharmaceutical and injectables billed for more than \$250 require a prior authorization (PA) to be approved for payment by Kentucky Spirit Health Plan; however, PA requirements are programmed specific to the drug as indicated in the table below. Since the list of drugs requiring PA changes over time (due to additions and new drug arrivals), the \$250 amount is used as a reference gauge to help in determining whether to apply for PA.

9. Do you offer (or plan to offer) mail order and how will this be administered?

Mail order is incorporated into the contract with the state of Kentucky. However, Kentucky Spirit will not be marketing the mail order option. Kentucky Spirit is continuing the 92 day supply benefit for maintenance medications found in Kentucky Medicaid fee for service.

10. Explain the durable medical equipment (DME) provider contracting process.

Durable Medical Equipment (DME) providers should contact Kentucky Spirit Provider Services at (866) 643-3153.

DME is broadly defined as equipment and supplies that are managed through the medical benefit.

Items processed through US Script include diabetic supplies and respiratory supplies such as aerochambers.

11. Will pharmacy providers need a Medicaid ID?

Pharmacy must obtain and maintain a valid Kentucky Medicaid Id number. Pharmacy may obtain the necessary application by visiting www.chfs.ky.gov/dms/provent/. Once completed, the application can be submitted to Kentucky Spirit Health Plan for final processing.

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12. What is the timeframe to submit pharmacy claims?

To ensure timely payment we ask that pharmacies make best efforts to submit all claims within 30 days of the date of service. The standard billing window will be open for 365 days.

13. What formulary will Kentucky Spirit Health Plan utilize?

The formulary is specific to Kentucky Spirit and has been approved by Kentucky Department of Medicaid for use.


The formulary is posted on the Kentucky Spirit web site (www.kentuckyspirithealth.com) as well as the US Script web site <http://www.usscript.com/index.php>.

14. What is your bank identification number (BIN) and processor control number (PCN)?

The US Script BIN is 008019 and is provided on the member's identification card.
The processor control number (PCN) is NOT required for processing but will be required in 2012.
US Script will communicate PCN requirements at a later date.

Identification Cards

US Script will provide eligible plan members with identification cards. An identification card may show coverage for the eligible plan member only, or it may show coverage for the eligible plan member and his/her dependent(s). Although identification cards vary by health plan, a sample of a typical identification card produced by US Script is illustrated below.

	Rx: US Script BIN:008019
Name: Jane Doe	
Medicaid ID#: XXXXXXXXXXXX	
Effective Date: XX/XX/XXXX	
PCP Name: John Doe	
PCP #: XXX-XXX-XXXX	
If you have an emergency, call 911 or go to the nearest ER. If you are not sure if you need to go to the ER, call your PCP or NurseWise. NurseWise is open 24/7.	

Important Telephone Numbers	
Members:	
Member Services: 1-866-643-3153	TDD/TTY: 1-855-790-5051
NurseWise: 1-866-643-3153	
Dental: 1-866-643-3153	Vision: 1-866-643-3153
Providers:	
IVR Eligibility Inquiry - Prior Auth: 1-866-643-3153	
US Script Help Desk 1-800-460-8988	
Behavioral Health 1-855-790-5056	
Medical claims:	Mental Health Claims:
Kentucky Spirit Health Plan	Cenpatico
Attn: CLAIMS	Attn: CLAIMS
PO Box 4020	PO Box 7300
Farmington, MO 63640-4402	Farmington, MO 63640-3828
Provider/claims information via the web: www.KentuckySpiritHealth.com .	