Kentucky Medicaid
Frequently asked questions

Overview

UnitedHealthcare Kentucky Medicaid dental claims will be denied if Rendering and Billing National Provider Identifier (NPI) numbers are missing from the claim form or their registration with the state of Kentucky is not current. The following list of questions and answers will guide you in fulfilling NPI requirements and help ensure prompt claim adjudication.

Frequently asked questions

What is the Kentucky Department of Medicaid Services (KDMS) Master Provider File?
The Master Provider File holds records of registered rendering NPIs, Billing NPIs and taxonomy codes. The KDMS creates and maintains the Master Provider File using information submitted by providers during registration. The Master Provider File is distributed to all managed care organizations (MCOs) so they can validate that information submitted on claims matches the information submitted by providers during Medicaid registration.

Why would my claim be denied due to Billing NPI numbers?

Scenario	Claim Outcome
Billing NPI submitted on claim is not on the KDMS Master Provider File	Claim will deny
Billing NPI submitted on claim was not registered with KDMS on the Date of Service	Claim will deny
Billing NPI was not submitted on the claim	Claim will deny
Billing NPI submitted on claim is on the KDMS Master Provider File and registration was effective on the Date of Service	Claim will NOT deny for Billing NPI

How do I confirm my Rendering NPI, Billing NPI and Taxonomy codes are registered with KDMS?
You can verify or update your information on the Kentucky Medicaid Partner Portal at chfs.ky.gov. You may also call the KDMS Enrollment Department at 877-838-5085 and speak with a representative.