

205.533 Website of managed care organization -- Requirements.

- (1) A managed care organization shall maintain an interactive website, operated by the managed care organization, that allows providers to file grievances, appeals, and supporting documentation electronically in an encrypted format that complies with federal law and that allows a provider to review the current status of a matter relating to an appeal or a grievance filed concerning a submitted claim.
- (2) Each managed care organization's website established in accordance with subsection (1) of this section shall include, in a highly visible and easily accessible manner, the following:
 - (a) The name, individual email address, and individual telephone number for each of the managed care organization's provider relations representatives for:
 1. Behavioral health;
 2. Physical health; and
 3. Provider contract changes; and
 - (b) A detailed explanation, written in plain and simple to understand language, of the managed care organization's process for:
 1. Internal appeals; and
 2. Providers to request an external, independent third-party review.
- (3) Information required to be accessible on a managed care organization's website pursuant to subsection (2) of this section shall be kept current and updated within thirty (30) days of any change to the information.

Effective: April 14, 2026

History: Amended 2026 Ky. Acts ch. 179, sec. 12, effective April 14, 2026. -- Created 2018 Ky. Acts ch. 106, sec. 2, effective July 14, 2018.