

304.17A-710 Disclosure of claims payment information to provider.

- (1) In contracts with providers or in the provider manual or other document that sets forth the procedures for filing claims, an insurer shall disclose to providers:
 - (a) The mailing or electronic address where claims should be sent for processing;
 - (b) The phone number a provider may call to have questions and concerns regarding claims addressed;
 - (c) Any entity to which the insurer has delegated claims payment functions; and
 - (d) The address of any separate claims processing centers for specific types of services.
- (2) An insurer shall provide, no less than thirty (30) calendar days' prior written notice of any changes in the information required in subsection (1) of this section, to its contracted providers.

Effective: July 14, 2000

History: Created 2000 Ky. Acts ch. 436, sec. 6, effective July 14, 2000.