Web Portal Mandate for Prior Authorization Submission

Effective January 1, 2027, phone, fax, and mail submissions of Prior Authorizations (PAs) will no longer be accepted.

Phone lines will remain open for questions only (800-292-2392).

Providers will utilize the Essette Provider Portal to submit and manage prior authorizations for members enrolled in the Fee-for-Service (FFS) program.

Providers are encouraged to **register for Essette Provider Portal access as soon as possible**. This will allow ample time to complete your registration and training requirements, ensuring a smooth transition and avoiding any last-minute delays or time constraints.

Moving away from mail, fax, and phone submissions is consistent with federal direction toward electronic prior authorization and interoperability requirements. The Centers for Medicare & Medicaid Services (CMS) issued the CMS Interoperability and Prior Authorization Final Rule (CMS-0057-F), which promotes the transition to electronic prior authorization processes.

CMS Interoperability and Prior Authorization Final Rule CMS-0057-F | CMS (https://www.cms.gov/newsroom/fact-sheets/cms-interoperability-prior-authorization-final-rule-cms-0057-f)

The Essette Provider Portal is accessed through a KYID (Kentucky Identification) account, formerly known as The Kentucky Online Gateway (KOG). Please register now if you have not already.

How to gain access to the Essette Provider Portal for a KYID Account

Please email the information below to **FFSUtilizationMgt@ky.gov** to gain access to the Essette provider portal on your KYID account:

- First and last name
- Organization name
- Email address
- Provider ID number
- Phone number

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Training Required

First-time users are required to complete training topics applicable to the prior authorization services you submit; training modules unrelated to your business activities are not necessary.

Training link: **Essette Training Link**
(https://moodle.carewisehealth.com/moodle/login/index.php)

You will need to create a profile and select **Provider** as your curriculum track.

Once you have logged into the Learning Management System (LMS), you may complete the training modules for the Essette Provider Portal, as well as any business service training relevant to the prior authorization requests your organization submits.

Questions about training or signing up for the portal:

Email: **KYUMTraining@carewisehealth.com**

Reconsideration and hearing requests will still be accepted by mail.

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