

PBM ANNUAL REPORTING

User Documentation



Version 1.0
October 2021

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INITIAL ACCOUNT SETUP

As part of the onboarding process of registering a PBM with the Department of Insurance (DOI), an email is sent from the Department to the PBM to set up an eServices account.

After receipt of that email, follow the instructions here to complete the setup of the account:

https://insurance.ky.gov/ppc/documents/KOG_Invitation_Request.pdf

LOGGING IN

A user will access the system after initial setup by clicking the “eServices” icon on the Kentucky DOI webpage.

COVID-19 Alert - For the latest information on the novel coronavirus in Kentucky, please visit [kycovid19.ky.gov](#)



DEPARTMENT OF INSURANCE

If you are trying to reach Kentucky Unemployment Insurance, please go to [Kentucky Unemployment Insurance](#). If you have received fraudulent claims information, please go to [Kentucky Unemployment Insurance Report UI Fraud](#).

The Kentucky Department of Insurance regulates the Commonwealth's insurance market, licenses agents and other insurance professionals, monitors the financial condition of companies, educates consumers to make wise choices, and ensures Kentuckians are treated fairly in the marketplace.

Contact us at **502-564-3630** or [click here for more contact information](#).

[Consumers](#) [Licensees](#) [Insurers](#) [eServices](#) ←

[Contact the Department of Insurance](#)

HOW DO I? LATEST NEWS QUICK LINKS

Click "Login to eServices"..

Department of Insurance

https://uat.insurance.ky.gov/doeservices/userrole.aspx

NAIC StateNet NAIC Fall 2020 PPC Internet DOI Internet DOI Intranet GAPS Intranet KHRIS Kentucky.gov NegClaims Admin Tool

9/7/2021

PPC Kentucky Department of Insurance
Public Protection Cabinet

eServices
Department of Insurance Online Services

Attention eServices Users

eServices has transitioned to the Kentucky Online Gateway (KOG) for user credentials (ID and password) and login functionality. [click here](#) for more information on KOG.

Account Setup Instructions - Please Read

- Business Entities
- Insurers
- Individuals
- Consumers
- Received an Email Invitation
- Individuals with Permission Issue

If you have created an account before September 23rd 2019, Your Username and Password will not work. You have to register by clicking on Create Account.

Click below to Create a KOG eServices account OR Click below to Request a new role, or Add new Entities OR Click below only if you have successfully created an account with Kentucky Online Gateway (KOG).

Create Account Request New Roles Login to eServices

Enter your Email Address and Password here:

Citizen (or) Business Partner Sign In

Sign in with your Kentucky Online Gateway Account.

Email Address
Enter Email Address

Password [Forgot/Reset Password?](#)
Enter Password

SIGN IN

[Resend Account Verification Email](#)

WARNING
This website is the property of the Commonwealth of Kentucky. We hereby notify you that you are only authorized to use this site, or any information provided through this site, for its intended purpose. Unauthorized access or disclosure of personal and confidential information may be punishable by fines under applicable law. Unauthorized access to this website or access in excess of authorized authorization may also be punishable. The Commonwealth of Kentucky follows applicable federal and state guidelines to protect this information from misuse or unauthorized access.

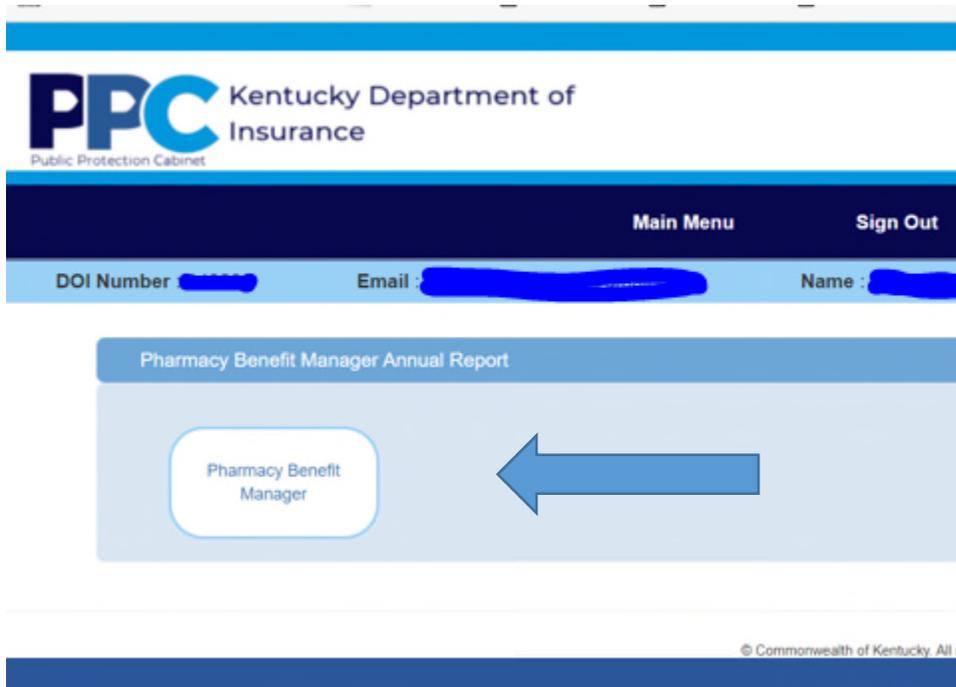
Then click "SIGN IN"....

To present the PBM Annual Reporting Tool...

The screenshot shows the user interface of the PBM Annual Reporting Tool. At the top left is the logo for PPC (Public Protection Cabinet) and the text "Kentucky Department of Insurance". To the right of the logo are two links: "Main Menu" and "Sign Out". Below this is a light blue bar containing the user's "DOI Number", "Email", and "Name", each followed by a redacted area. The main content area has a header "Pharmacy Benefit Manager Annual Report" and a large button labeled "Pharmacy Benefit Manager". At the bottom right, there is a copyright notice: "© Commonwealth of Kentucky. All ri".

LOADING DATA

Once into the PBM Annual Reporting Tool, click here:



Use the pulldown to select the proper PBM:

The screenshot shows a dropdown menu for selecting a Pharmacy Benefit Manager. The dropdown is open, showing a list of options. The selected option is "PBM20210009". A blue arrow points from a text box to this option. Below the dropdown, there are fields for "PBM Name", "PBM Licence No:", and "Reporting Period:". The "PBM Name" field is redacted. Below these fields, there is a section titled "CLAIM & APPEAL REPORT" with several rows of data, each with a corresponding input field on the right. The rows are: "Total drug claims in Kentucky adjudicated subject to maximum allowable cost pricing:", "Total maximum allowable cost appeals received from Kentucky entities:", "Maximum allowable cost appeals granted for Kentucky entities:", "Maximum allowable cost appeals denied for Kentucky entities:", "Number of payments adjusted based on granted appeals: (whether initial appeal or entities reversing and resubmitting following a granted appeal)", and "Total dollar amount of adjusted payments to contracted for granted appeals:".

A user login may have more than one PBM associated...

Select the reporting period...

Department of Insurance

https://uat.insurance.ky.gov/doeservices/PBM/PharmBenefitEdit.aspx?Lookupval=940206

NAIC StateNet NAIC Fall 2020 PPC Internet DOI Internet DOI Intranet GAP5 Intranet KHRIS Kentucky.gov NegClaims Admin Tool

Pharmacy Benefit Manager(s): [Redacted] - PBM20210009

PBM Name: [Redacted] PBM Licence No: PBM20210009 Reporting Period: 2021

Phone: [Redacted]

CLAIM & APPEAL REPORT

Total drug claims in Kentucky adjudicated subject to maximum allowable cost pricing: [Input Field]

Total maximum allowable cost appeals received from Kentucky entities: [Input Field]

Maximum allowable cost appeals granted for Kentucky entities: [Input Field]

Maximum allowable cost appeals denied for Kentucky entities: [Input Field]

Number of payments adjusted based on granted appeals:
(whether initial appeal or entities reversing and resubmitting following a granted appeal) [Input Field]

Total dollar amount of adjusted payments to contracted for granted appeals: [Input Field]

[Input Field] 09/09/2021

Signature of Authorized Representative for PBM Date

Enter the required reporting data here...

Phone : 5025551212

CLAIM & APPEAL REPORT

Total drug claims in Kentucky adjudicated subject to maximum allowable cost pricing:

Total maximum allowable cost appeals received from Kentucky entities:

Maximum allowable cost appeals granted for Kentucky entities:

Maximum allowable cost appeals denied for Kentucky entities:

Number of payments adjusted based on granted appeals:
(whether initial appeal or entities reversing and resubmitting following a granted appeal)

Total dollar amount of adjusted payments to contracted for granted appeals:

09/07/2021

Signature of Authorized Representative for PBM Date



Click Submit to save/submit the data entered...

Phone : 5025551212

CLAIM & APPEAL REPORT

Total drug claims in Kentucky adjudicated subject to maximum allowable cost pricing:

Total maximum allowable cost appeals received from Kentucky entities:

Maximum allowable cost appeals granted for Kentucky entities:

Maximum allowable cost appeals denied for Kentucky entities:

Number of payments adjusted based on granted appeals:
(whether initial appeal or entities reversing and resubmitting following a granted appeal)

Total dollar amount of adjusted payments to contracted for granted appeals:

09/07/2021

Signature of Authorized Representative for PBM Date

Sign and date..




Or "Clear" to start again (with the data entry)

After "Submit", this screen presents..

PBM Name : ██████████ PBM Licence No: PBM20210009 Reporting Period : 2021
Phone : ██████████

CLAIM & APPEAL REPORT

Total drug claims in Kentucky adjudicated subject to maximum allowable cost pricing:	11
Total maximum allowable cost appeals received from Kentucky entities:	22
Maximum allowable cost appeals granted for Kentucky entities:	33
Maximum allowable cost appeals denied for Kentucky entities:	44
Number of payments adjusted based on granted appeals: (whether initial appeal or entities reversing and resubmitting following a granted appeal)	55
Total dollar amount of adjusted payments to contracted for granted appeals:	66

77
Signature of Authorized Representative for PBM

Click "Checkout" to proceed...

The data entered...

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Click here to complete the transaction...

Public Protection Cabinet Department of Insurance Online Se

Main Menu Sign Out View Cart

DOI Number ██████████ Email : ██████████ Name : ██████████ (Pharmacy Benefit Manager - PBM Annual Report)

TRANSACTION / ORDER INFORMATION

To remove any item from your order, click on the checkbox and press "Remove".

Forms Completed by User: [Test, DOI]

Remove	Description	Fee(s)
<input type="checkbox"/>	Pharmacy Benefit Manager Annual Report	\$0.00

After the transaction is complete, this screen presents, which will:

The screenshot displays the eServices interface for the Kentucky Department of Insurance. At the top, the PPC logo and 'Kentucky Department of Insurance' are on the left, and 'eServices Department of Insurance Online Serv' is on the right. A navigation bar includes 'Main Menu', 'Sign Out', and 'View Cart'. Below this, user information is shown: 'DOI Number: [redacted]', 'Email: [redacted]', and 'Name: [redacted]', with '(Pharmacy Benefit Manager - PBM Annual Report)' to the right. A blue header for 'TRANSACTION DETAILS' is followed by a message: 'Your transaction has been processed and does not require any additional Payment information. Below are the details of your transaction. You may print a copy of this for your records by clicking on the 'Print copy of invoice' listed below.' The 'Order Information' section shows 'DOI Transaction ID: 108 [redacted]' and 'Transaction Date: 9/7/2021'. The 'Items Ordered' section contains a table:

Qty	Description	Fee(s)
1	Pharmacy Benefit Manager Annual Report	\$0.00
Total Charged:		\$0.00

Below the table, there is a 'Print copy of invoice' link and a link to 'Click here to return to the main menu'. A copyright notice '© Commonwealth of Kentucky. All rights reserved.' is visible at the bottom.

- Display the assigned DOI Transaction ID
- Allow the user to print a copy of the invoice for the transaction, and;
- Allow the user to return to the main PBM Menu

The transaction is now complete.