



DOI File No: _____

Kentucky Department of Insurance

Health Product Review

Provider Directory Checklist

(Checklist must be submitted with filing – attach as a PDF if filing electronically via SERFF)

Statute/Rule	Description	Yes	No	N/A	Page #
General Requirements					
KRS 304.14-120 806 KAR 14:007 806 KAR 4:010(28)(a)	Filing Requirements – All managed care plans must file provider directories in accordance with this statute and regulation.				
Mandated Benefits					
KRS 304.17A-510(1)(a) KRS 304.17A-590	Disclosure by Provider Category – Managed care plans must disclose providers by provider category or specialty and by county. The professional office address of each provider should be listed.				
KRS 304.17A-510(1)(b) KRS 304.17A-590(1)(c)	Financial Incentives – General information about the type of financial incentives between participating providers for referrals of managed care patients.				
KRS 304.17A-510(1)(c)	Waiting Times – Managed care plans must disclose their standards for customary waiting times for appointments for urgent and routine care.				
KRS 304.17A-590(1)(a)	Providers to Include – The provider directory must list all participating providers including anesthesiologists and radiologists.				
KRS 304.17A-505(1)(j)	Drug Formularies – Must include information about drug formularies and their restrictions, limitations, and procedures for authorization outside the formularies.				
KRS 304.17A-535(4)	Formulary Exception Policy – Must list exception policy if they do not cover non-formulary drugs.				
KRS 304.17A-590(d)	Grievance – Must disclose the grievance procedures available under the plans for complaint resolutions.				
KRS 304.17A-505(k)	Any Willing Provider - Must disclose that if the provider meets the insurer's enrollment criteria and is willing to meet the terms and conditions for participation, the provider has the right to become a participating provider.				
Prohibited Provisions					
KRS 304.17A-580(2)	Emergency Medical Condition – The definition of emergency medical condition cannot conflict with this section.				