



KY Medicaid PIN Release Form

Provider Number	PIN Number

Phone # _____ Email _____

Released to:

Printed Name			
Driver's License/ID Information			
State		Number	
Signature			

****See instructions below**

To create a KY Health Net account you must access the system with a PIN number received from the EDI Helpdesk.

Complete the attached PIN Release form, attach a copy of your driver's license (to verify you are who you say and are not trying to create fraudulent account), have your phone and email on the cover sheet, then fax back to 502-209-3242 or 3200. The EDI Helpdesk will contact you with the PIN information. Please allow 2 business days for pin number.

Access <https://public.kymmisis.com/pinletter/> to use the PIN number to set up an account.

A user name should consist of alpha or numeric characters only. The user name should be the KY Medicaid provider id if possible.

Do not use the Register button on the <https://home.kymmisis.com> page unless you are a Billing Agent and not a currently enrolled provider.

Alternatively, if you have already set up your account but the website will not accept your logon ID and password try the "**Reset Password**" link on the <https://home.kymmisis.com> site. If you are still have difficulty contact the EDI Helpdesk by email or by phone with your logon ID information to the below address. EDI Helpdesk 800-205-4696 or KY_EDI_HELPDESK@HP.COM.

****Assigning Agent accounts** – Due to HIPAA and the Privacy and Security Act each users must have an individual agent account when accessing KY Health Net. This addresses multiple users in an office setting, the office manager or supervisor is the owner of the provider account and each additional user under the provider account is an agent.

To add agents access **Account Management** click on '**Add Agents**', enter email address of new agent then assign roles in which the agent will need access.

****Limitation** When an agent account is delegated to the provider account or billing agent accounts the limitation is a maximum of 25 agents per account. The same limitation is also for agent accounts being delegated to a multiple provider accounts.