

WINTER 2017

ProviderSource

A newsletter for Humana – CareSource® Health Partners

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OPERATIONAL NEWS

Humana – CareSource announces changes to claim timely filing, claim appeal and retrospective review time frames

Effective April 1, 2018, claims must be submitted to Humana – CareSource within 180 calendar days of the date of service or discharge.

If a claim is denied, providers have 180 calendar days from the date of service or discharge to submit a corrected claim or file a claim appeal. Additionally, retrospective reviews for medical necessity requests should be submitted to Humana – CareSource within 90 calendar days of the date of service, the inpatient discharge date or within 90 calendar days of the primary insurance carrier's Explanation of Payment (EOP). Requests for retrospective review that exceed these time frames will be denied and are ineligible for appeal.

For more information regarding this change, please visit the network notification entitled "Change in Claim Timely Filing, Claim Appeal and Retrospective Review Timeframes" on CareSource.com/providers/kentucky/medicaid/plan-resources/updates-and-announcements/.

Humana®


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From the Medical Director

With flu season upon us, please remember that flu vaccination is vital for your patients.

Humana – CareSource® endorses the nationally recognized flu vaccination recommendations set forth by the American Academy of Pediatrics (AAP), the Advisory Committee on Immunization Practices (ACIP) and the Centers for Disease Control & Prevention (CDC). An annual flu vaccination is recommended for everyone 6 months of age and older.

We encourage you to make a special effort to vaccinate patients who are at a high risk for flu-related health complications, including:

- Preterm babies
- Patients with chronic medical conditions, including asthma and other chronic lung diseases, heart disease, diabetes and weakened immune systems
- Pregnant women
- The elderly

In addition, all health care personnel, childcare providers and others who care for high-risk individuals should get vaccinated against the flu each season.

With your help, we can offer patients their best protection against seasonal influenza and associated complications. Thank you for your support.



Lisa Galloway, MD, MRO, FACOEM
Medical Director, Kentucky





Submit expanded provider information in directories

The Centers for Medicare & Medicaid Services (CMS) requests additional information from contracted physicians and other health care professionals to complete demographic details. Please provide the following expanded demographic information for our network directories:

- Provider website (if applicable)
- Cultural competency training completion (if applicable)

Please submit changes to your provider listing to include your website address and your completion of cultural competency training.

- By mail:
Humana – CareSource
Attn: Contracting
2530 Sir Barton Way
Lexington, KY 40509
Email: hcpr@humana.com
- Fax: 800-626-1686

Please routinely review and update your information. This is your opportunity to help us provide patients with your important contact information.

Find policy updates online

At Humana – CareSource, we listen to our health partners, and we streamline our business practices to make it easier for you to work with us. We have worked to create a predictable cycle for releasing medical and reimbursement policies so you know what to expect.

To access all Humana – CareSource policies, visit CareSource.com and click on “Health Partner Policies” under the “Provider Resources” menu. We also have a consolidated network notification summary feature coming soon, including policy updates.

Find preferred drug list (PDL) updates online

Humana – CareSource regularly reviews and updates the PDLs for Medicaid. These PDL updates and other important pharmacy information can be found at CareSource.com.

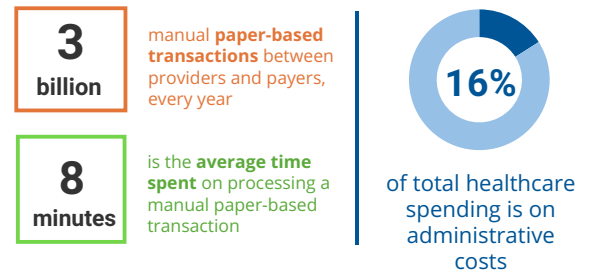
Drug coverage information is also available via apps on your smartphone. Apps include Formulary Search by MMIT and Epocrates.

If you do not have access to the internet, please call us and we will send you the updates. Please call **1-855-852-7005** and follow the prompts to reach the Pharmacy department.

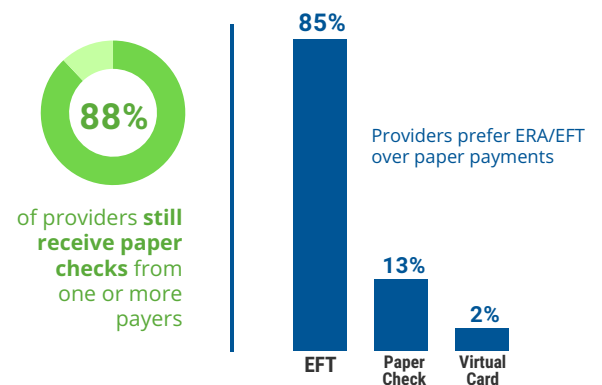
REDUCE ADMINISTRATIVE COSTS WITH ELECTRONIC TRANSACTIONS

Trends in Healthcare Payments:

The True Costs of Paper for Payers



The Payer and Provider Paper Disconnect



The Healthcare Industry Is Prime to Go Paperless

\$9.4 billion is the potential annual savings in administrative costs if electronic transactions were to become the norm in the industry

\$24 billion to \$48 billion could be saved from productivity gains made through increased automation and self-service

Download the full report
www.instamed.com/trends

The False Claims Act can help reduce fraud

What is the False Claims Act?

The False Claims Act (FCA) is a federal law that prohibits a person or entity from:

- Knowingly presenting a false or fraudulent claim for payment
- Knowingly using a false record or statement to get a claim paid
- Conspiring with others to get a false or fraudulent claim paid
- Knowingly using a false record or statement to conceal, avoid or decrease an obligation to pay or transmit money or property

“Knowingly” means acting with actual knowledge or with reckless disregard or deliberate indifference to the truth or falsity of information (e.g., if a hospital or a physician intentionally “upcodes” or overbills, resulting in overpayment of the claim using Medicaid or Medicare dollars).

How can it reduce fraud?

Under the FCA, you can help reduce fraud against the federal government. It allows citizens to bring “whistleblower” lawsuits on behalf of the government – known as “qui tam” suits – against groups or individuals defrauding the government through programs, agencies or contracts. Whistleblowers can receive from 15 to 30 percent of the proceeds of the action or settlement. For free education materials on the FCA and other federal fraud and abuse laws, please visit www.oig.hhs.gov/compliance/physician-education/index.asp.

How can I report fraud, waste or abuse?

You can report fraud, waste or abuse to the Humana – CareSource Special Investigations Unit.

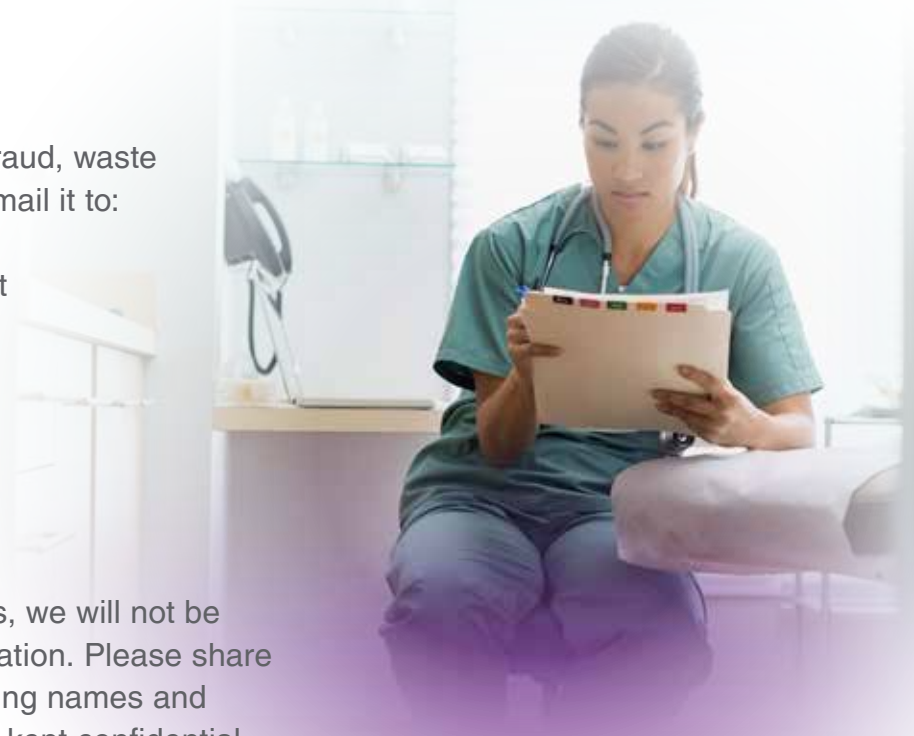
Anonymous reporting options

- Call **1-855-852-7005**
- Write a letter or complete our fraud, waste and abuse reporting form and mail it to:
Humana – CareSource
Attn: Special Investigations Unit
P.O. Box 1940
Dayton, OH 45401-1940

Other reporting options

- Fax: 800-418-0248
- Email: fraud@caresource.com

If you choose to remain anonymous, we will not be able to contact you for more information. Please share as many details as possible, including names and phone numbers. Your report will be kept confidential to the extent permitted by law.



Discuss breast cancer screenings

October was Breast Cancer Awareness Month. The United States Preventive Services Task Force (USPTF) recommends that women ages 50 to 74 who are at average risk for breast cancer get a mammogram every two years. Women ages 40 to 49 should talk to their doctor or other health care professional about when to start and how often to get a mammogram. Women should weigh the benefits and risks of screening tests when deciding whether to begin getting mammograms at age 40. Please engage your Humana – CareSource-covered patients in discussions about the best preventive screening schedule for them, taking into account family history and other risk factors.



Help patients manage rheumatoid arthritis

There is no cure for rheumatoid arthritis (RA) – the goal of treatment is to slow the progression of the disease, delay joint destruction, relieve pain and maintain functional capacity. Physicians are encouraged to convey to patients the importance of compliance with therapy as part of condition management.

Treatment for RA usually includes the use of disease-modifying antirheumatic drugs (DMARDs). DMARDs modify the course of rheumatoid arthritis by slowing the progression of bony erosions and reducing inflammation and long-term structural damage. All patients with RA are candidates for DMARD therapy, and the majority of newly diagnosed RA patients should start DMARD therapy within three months of diagnosis.

RA can be treated effectively and managed with both medication and self-management strategies. Individuals experiencing pain and functional limitations are more likely to comply with recommended therapy.

For more information about the treatment of RA, please consult the following clinical practice guidelines from the American College of Rheumatology:

- **Treatment of rheumatoid arthritis:** www.rheumatology.org/Practice-Quality/Clinical-Support/Clinical-Practice-Guidelines/Rheumatoid-Arthritis
- **Information for patients and caregivers:** www.rheumatology.org/I-Am-A/Patient-Caregiver/Diseases-Conditions/Rheumatoid-Arthritis



Patients need help to reduce diabetes risk

Are your patients at risk for type 2 diabetes? One in three American adults is at risk, and most of them don't know it. Test your patients for prediabetes. Evidence-based approaches, both within the health care system and through community-based resources, can help curb the rising number of patients who develop type 2 diabetes.

Remind your patients of the three ways to lower their risk for type 2 diabetes:

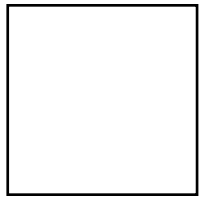
1. Stay at a healthy weight.
2. Stay active and exercise daily.
3. Eat healthy well balanced meals.

Also, encourage your patients to get the following tests:

1. Retinal eye exam
2. Urine microalbumin
3. HbA1c

Humana – CareSource offers disease management and wellness programs for Humana – CareSource members with chronic conditions such as diabetes. Humana – CareSource members with diabetes are automatically enrolled into this program and receive information to help them better manage their conditions. We appreciate your help to make sure they receive the care they need.

For more information, please refer to Center for Disease Control and Prevention's webpage on type 2 diabetes at www.cdc.gov/diabetes/basics/type2.html.



Our commitment to suicide prevention

At Humana – CareSource, we are committed to zero suicides. We recognize the important role you play in your patients' lives through their visits to your practice, and we offer resources to help integrate suicide prevention strategies into your appointments with patients. Please visit [CareSource.com/suicide-prevention-tool-kit](https://www.caresource.com/suicide-prevention-tool-kit) for more information on screenings, assessments, safety interventions and therapies.

Supporting oral health

Humana – CareSource encourages regular and appropriate oral care for all our members. Please remind your patients of the importance of getting their teeth cleaned at least once a year. Regular visits to the dentist provide access to cleaning, early diagnosis and treatment, and education on how to prevent problems.

Guidelines set by the American Academy of Pediatric Dentistry (AAPD), the American Dental Association (ADA) and the American Academy of Pediatrics (AAP) recommend children have their first dental visit by age 1.